

THE MUNICIPAL CO-OP.BANK LTD. MUMBAI

Sealed Quotation are Invited for Installation of EJ Pulling, Dispute Management and ATM reconciliation software

The Municipal Co-operative Bank Ltd., Mumbai invites sealed quotations from Service Providers for installation of EJ pulling, ATM Reconciliation, Dispute Management Software at for 10 ATM locations.

The Municipal Co-op. Bank Ltd., Mumbai is on Core Banking Solution having Head office at Fort and its 22 branches in Mumbai are connected to Core Banking. Bank is having 8 Onsite ATM and 2 off site ATM machines which we are having NCR make connected to ATM Switch managed by Cedge Technologies Ltd.

The details are given below.

Requirement	EJ Pulling , ATM recon, DSM
Last Date and Time for receipts of tender offers	18.05.2018
Timing	Up to 3.00 P.M.
Address of Communication	General Manger (I/c) The Municipal co-operative Bank Ltd. Mumbai, 245, P.D' mello Road, Fort, Mumbai – 400001
Email address	<u>mcb.itcell@mcbmumbai.com</u>
Contact Telephone Numbers	22616911-12,22717853/852/860

Scope of EJ Pulling Software

EJ pulling, images, Content Management and Dispute Management functions

- 1) Installation in ATMEJ Pulling Software and Agent shall be compatible with all Types of ATM Makes
- 2) Application support for upload EJ and Images and download screens to ATM and command execution on ATM
- 3) Support to manage the concurrent sessions automatically while the EJ files are getting uploaded from different ATMs
- 1) Secure messaging and data transfer
- 2) Generation of evidence such as EJ and camera image in a format required by NPCI for representation cases
- 3) EJs to be uploaded to the EJ Server with scheduling or on demand and EJ should be downloaded automatically whenever the connectivity is available.
- 4) Automatic agent update and restart without requiring the machine restart
- 5) EJ Retrieval module for online search and retrieval option for users within the bank's intranet with appropriate authentication mechanism.
- 6) Advanced search options to retrieve or print a specific EJ transaction
- 7) Custom Reports and Dashboards for daily monitoring of EJ from ATM
- 8) The working software should not cause any damage or disrupt the hardware, software/ operating system etc residing in the ATM
- 9) software should facilitate the bank for EJ viewer with "search" and "printing" facility
- 10) Vendor shall be solely responsible for getting their EJ agent installed or for getting necessary changes on ATMs required to be done for installation of Agent, through OEM vendor.
- 11) Machine-wise EJs shall be stored in the EJ Server at a centralized location for a minimum period of 36 months.
- 12) Machine-wise EJs pulled are to be spooled separately and pushed to the designated server on daily basis.
- 13) Vendor should provide log of events taken places while pushing the EJs to server, with details name of the file, Date, Time of the activity or any other parameter required.

- 14) Customer transaction shall take precedence over the EJ pulling process and if a transaction occurs while EJ is being pulled, the EJ process shall be stopped to complete the transaction. The remaining part of the EJ shall be pulled after the transaction is completed.
- 15) Report for missing EJ and process for missing EJs to be pulled again manually using the application
- 16) Centralized distribution of screen at scheduled and ad hoc basis at specified number of ATMs.
- 17) Software should support PCX, GIF, MPEG, FLC, FLI and other audio / video file formats.
- 18) Software should support all types of OS, Windows XP, Windows 7 or Linux

Claims Automation System

- 1) Registration of customer claims at bank branch / through a web interface
- 2) Processing claims through process workflow
- 3) Ability to process both Issuer and Acquirer claims through a workflow based system
- 4) Choice of Single, Dual and Maker / checker authorization of claims / charge backs
- 5) Single dispute multiple transaction annexure generation as per NPCI format
- 6) View of transaction specific EJ along with image while processing claim
- 7) Escalation and re-presentation management
- 8) Collation of data from Customer and EJ
- 9) Single dash board view to process and decide whether to accept / reject with appropriate evidences/reasons
- 10) Handling of Charge backs – Issuer, Acquirer, Good faith, Pre-arbitration and Ombudsman cases
- 11) Dashboard, Daily reports and alerts

4 Way ATM Reconciliation Software

- a) The system should be capable of performing 4 way reconciliation (i.e. Switch, CBS, EJ, and NPCI Raw files)
- b) Reconciliation of ATM / Debit card transactions such as on-us, issuer and acquirer with tie up files such as NFS etc. on daily basis based on Host, Switch, sponsor bank, EJ / JP log and network settlement files.
- c) Reconciliation of ATM cash, switch cash balance with physical cash and journal at the ATM.
- d) Reconciliation of card not present transactions, POS transactions and other value-added transactions on daily basis based on Host, Switch, sponsor bank, EJ / JP log and network settlement files.
- e) Reconciliation of non-financial transactions in the ATMs / CDs.
- f) Reconciliation of IMPS transaction

- g) Reconciliation of all settlement accounts including settlement accounts maintained with other Banks for different sharing arrangements as per accounting policy of the Bank.
- h) Handling Charge-backs, re-presentments and Good-faith settlements.
- i) Handling debit / credit adjustments.
- j) The reconciliation process to include reconciliation of host transactions, switch transactions, EJ data, sponsor bank data / files and shared network transactions.
- k) Maintenance of accounting to the extent warranted for reconciliation, which includes preparation of daily vouchers, taking back-ups etc.
- l) Automation of transaction wise files in conformity to the core banking branch file format in CBS upload format
- m) Fee Management: Interchange fee as well as other charges for debits to customers as well reconciliation & adjustment.
- n) Generation of credit vouchers received from NFS etc. on daily basis.
- o) Provision for generating required files for charge back claims.
- p) Generation of Reports for entries in un-reconciled stage for Switch Outstanding and Core Outstanding.
- q) MIS reports to meet both specified and general requirement of the Bank.
- r) Parameterization from time to time RBI / IBA / NPCI directives regarding ATM / POS transactions.

Eligibility Criteria

- a) The vendor submitting the offer should be a registered company in India.
- b) The vendor should be in the business of implementing for ATM, POS, Networks, Bank and E-commerce transaction reconciliation / EJ Pull for a minimum period of three years as on the bid submission date.
- c) The vendor should have a minimum turnover of Rs.5 crores for each of the previous 3 financial years as per the audited financial statement. i.e. FY2014-2015, FY 2015- 2016 and FY 2016-2017. Copies of the last three financial year's audited balance sheets along with other details should be submitted along with the offer.
- d) The vendor shall have positive net worth and in profit for the last 3 financial years viz., 2014-15, 2015-16 and 2016-2017.
- e) The vendor should not have been put in the negative list or be blacklisted by any Government Department / PSU / PSE or Bank for breach of any law or violation of regulatory prescriptions or breach of agreement.
- f) The vendor has to submit self-certification on its letterhead

Details of Quotation for EJ pulling, ATM Recon and Dispute Management software

Details of Software	AMC DETAILS OR any recurring cost	Cost	GST	Total Amount
			If any	

Last Date for submission of the quotation – 18th May 2018, up to 3.00 p.m.

Address for correspondence
 The Municipal Co-op. Bank Ltd., Mumbai
 Municipal Bank Bhavan, 1st floor,
 245, P'D'mello Road,
 Fort, Mumbai -400001

Locations Details

Location	Address	Type
MULUND	T/Ward Municipal Building,Devidayal Road, Mulund (West), Mumbai-400 080.	On site
BANDRA	Bandra Municipal Building, Water Field Road, Bandra, Mumbai-400050.	On site
BYCULLA	E/Ward Municipal Building, Sankhali Street, Byculla, Mumbai-400 008.	On site
SION	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai–22.	On site
NAIR	B.Y.L.Nair Hospital Compound, Mumbai Central , Mumbai - 400008	On site
PAREL	F/South Ward Municipal Office Building, Parel T.T., Mumbai – 400 012.	On site
BORIVALI	PrabodhankarThackareNatyaGriha, Sodawala Lane, Borivali (W),Mumbai-92	On site
CHEMBUR	'M' Ward Municipal Office Building, Gr. Floor, Near Natraj Cinema, Chembur (E) , Mumbai - 400071	On site
WORLI HUB	Municipal Worli Engineering Hub Complex, Dr. E. Moses Road , Worli , Mumbai - 400018	Off site
Kapurbawdi	Office of the Executive of Engineer (Ops.) Kapurbawdi Water Works Yard, P.O. Sandoz Baug Kapurbawdi Thane – 400607	Off site