Inviting Proposal for End to End ATM Switch Services on Hosted/ASP Model

The Nasik Merchants Co-Op Bank, one of the leading co-op Bank of north Maharashtra, has a presence through a widespread network of 80 plus branches all networked under Centralized banking Solution. It also has a network of 31 ATM(s) spread across the Nasik Distinct and outside Nasik as well. For enhancing customer convenience levels and overall inter-branch efficiency, the bank has been a frontrunner in implementing various IT enabled products and payment Gateways.

The Nasik Merchants Co-Op Bank intends to engage Service provider For End to End ATM Switch Services on Hosted/ASP Model for its current and future devices deployed through CAPEX, OPEX & Centralized Procurement Process -ATMs, Cash Dispensers, Cash Depositors, Micro ATMs, Kiosks, POS devices. The authentication for the above mentioned transactions would be through PIN Based / Bio Metric system. The ATM switch must provide interface to the Bank’s existing Core Banking Solution (CBS) and is required to have online connection to bank’s Core Banking Solution (Omni 7.2 of InfraSoft), and National Financial Switch (NFS), Payment Gateway for online usage of cards, Merchant Management System and Interchanges (Rupay ATM cum Debit Card)

Proposal should include all the technical details as well as commercial (Hosted and ASP Model), propose solution comprising all of the below areas with additional whatever required for driving the ATMs and Payment Gateways (POS, IMPS, E-commerce, etc):-

- Authorization, authentication, routing switching, driving, interchanges, host connections for ATMs/POS
- Interface building to CBS and other modules
- Building and migrating as per bank requirement
- Device Screen and Software management
- EJ pulling and Content Management
- Managing device functionalities and device driving for ATM
- Interface to Third party systems like Mobile Banking, Payment Gateway, Card Management systems, PIN generation and reconciliation of transactions
- ATM monitoring, Incident management and MIS
- Carrying out migration from existing switch to the proposed switch of the vendor

Below is the Scope of work for the propose solution –

Implement, commission, customize and maintain proposed EFT switch service and related solution and services along with requisite hardware, software, middleware interface etc, with the vendor being the single point of contact for provisioning of switch services as per the requirements of solution.

The Vendor will be responsible for migrating Switch data from the existing switch to the proposed switch, in a phased manner, without causing any disruption to the existing services.

The Vendor will also be responsible for migrating existing Card Management System & associated data to the proposed Card Management System without causing any disruption to the existing services. The Vendor is required to provide a detailed project plan as well as migration plan to the Bank and the progress needs to be shared with the Bank on a regular basis at the frequency required by the Bank.
NFS access setup deployed at the Bank in accordance with the project requirement. The Vendor shall coordinate and ensure the required Certification for Visa & NPCI interchanges.

The Vendor will formulate the Data Migration strategy for all components and submit the proposal to the Bank along with the Technical Bid. The Vendor would be fully responsible for all data migration (with zero loss) related activities. All expenses towards migration of Switch and Card data from existing systems to the Hosted service will be borne by the Vendor.

Implementation, integration, testing, migration of the switch and the card data, and hosting of the EFT Switch, training and associated services including:
- Online monitoring of all delivery channels operating through EFT Switch,
- Simulators for all delivery channels including ATM, Kiosk, POS and Internet-enabled kiosks
- Equipment as required for EFT switch solution to be implemented at the vendor’s premises with High Availability (HA) and load balancing if required,
- Installation of GUI based real-time user-friendly monitoring tool for devices (ATMs etc.) accessible through delivery channels like laptops / desktops, tablets and smart phones at bank’s ATM Cell and all Zonal offices

Providing ATM Monitoring and Incident Management Solution and management for EFT switch, as well as integration of the proposed solution into the Bank’s existing network. The successful bidder is also expected to support the Bank in its PCI-DSS or any other compliance requirement.

The switch solution should have the capability to

Reconciliation Solution with following features and Services:
- The system should be capable of 4 way reconciliation process for the NFS/Master Card networks.
- It should be capable for processing raw data, settlement files, various reports etc and do the recon accordingly.
- Day to day operations for handling Dispute management systems for raising Charge-Backs, presentments etc and related
- Complaint management for ATM/POS transactions and MIS reporting
- Access to Recon Software and complaint management for monitoring
- Process the switch, EJ, cash replenishment, Master Card/Visa/NFS data for providing the ATM accounting input and providing report & flat file for input
- Conducting Reconciliation of ATM transactions Onus, acquirer and issuer, onus as well as of tie up banks/networks like VISA/MasterCard/NFS or any other network which the Bank may join during currency of contract period or in future.
- Conducting 4-way reconciliation of ATM transactions, Switch-IBR, Switch-EJ, Switch-Master Card/Visa/NFS, Switch-ATM Cash.
- Receiving and Recording the customer complaints in respect of disputed transactions.
- Verification of Switch report, EJ and Cash Balances in the ATM. Providing to the Bank a consolidated report on this verification. Printing letters for Branches for failed/disputed transactions and reconciliation statements.
- Generating exceptional report
- Charge back management and claim settlement which will include processing all types of charge backs, re-presentments and providing MIS and status reports as per Bank’s requirement.
- Ensuring debit/credit adjustments, Good faith cases (in and out).
- Proper backup has to be maintained by the Vendor
- Data to be maintained for period of seven years.
- Proper retrieval of data basis on various fields should be available.

Providing Debit, Credit & Prepaid Card Management System for the bank (adhering Regulatory guidelines) with DR setup to be provided at no extra cost to the bank to handle Debit, Credit (Magnetic & Chip Based), prepaid cards etc. Card Management system should be part of Switch or with online interface with Switch. Card Management System should provide following functionality:

- Card Issue including EMV Smart Card and its full life cycle
- Attaching / removing accounts to a card (Linking & De-Linking)
- Providing card replacement functions
- Should have the facility to issue cards to specific category of customers with specific limit decided by the bank
- Secure PIN generation with HSMs.
- Generating PIN mailers
- Embossing / Encoding File generation
- PIN Management Techniques.
- Instant PIN issuance and Card Issuance
- Support multiple cards per account, multiple accounts per card as well as single or multiple cards per customer including add on cards.
- Automatic updating from external Interchange Routing tables list refresh sources( VISA, MasterCard, Rupay etc)
- New Cards can be added online without bringing down the System
- Bulk issuance/Hot listing/De-hot listing of Cards
- Support multiple Banks, Multiple Products, Personalized and Non-personalized PIN/Biometric/UIDAI based Cards (Photo & Non Photo based), Pre-Paid Cards, Credit Cards, Kisan Credit Cards (KCC), Debit cards (Visa/Master/Rupay etc).

Providing transaction routing, authentication and authorization services for Magnetic stripe cards, EMV/ Chip and PIN cards, and Aadhaar-based biometric authentication (when required). The vendor has to provide an undertaking about the solution’s ability to support EMV/ Chip and PIN cards on its letterhead.

Carrying out the customization on the EFT switch to address the existing as well as future requirements from the Bank

The Vendor shall also implement value-added services on ATMs, such as bill payment and mobile. As and when required the solution should support biometric ATMs / devices and respective end-to-end transactions handling with interface to the Biometric Authentication server at no additional cost to the Bank. Biometric server is not required to be provided by the bidder. The system should support Biometric transactions according to the UIDAI specifications released from time to time in addition to Merchant POS specifications.
The ATM switch must provide interface to the Bank’s Core Banking Solution (existing and future versions), delivery channels. It will be the responsibility of the selected bidder to coordinate with Bank’s system integrator for the successful integration with Core Banking Solution (existing or future versions) at its own cost. The successful bidder will be required to interface the EFT Switch solution to the Bank’s Mail Messaging System and SMS gateway solution (for sending alerts) at its own cost. Costs charged by the Core Banking System service provider and/or SMS aggregator for this purpose will be borne by the Bank. The ATM Switch need to have online connection to bank’s core banking solution, National Financial Switch (NFS), other shared ATM network groups, VISA, Payment Gateway for online usage of cards, Merchant Management System and Interchanges (Rupay, VISA).

Implementation of all the mandates from Regulator/s and/or Associations will be the responsibility of the bidder without any additional cost to the Bank. The vendor should undertake to make any changes as per the regulatory requirements RBI/IBA/NPCI/VISA/MASTER/any other) as and when these arise at own cost for compliance. For any penalty which Bank may become liable to pay to regulatory bodies, customers etc. due to non-compliance or any performance related issues at ATM Switch, the same would be recovered from the vendor.

Scalability to handle the load as per increase the transaction. The resource utilization at any given point should not go beyond 50%. There should not be any single point of failure in the entire solution. The entire solution should be configured in high availability mode both at DC & DR.

Provide required MIS (but not limited to), Flexible to customize in future as per bank requirement.

Conducting half yearly DR Drills and DR drills advised by RBI/Settlement Agency/NPCI/Bank/VISA/MASTERCARD from time to time.

The solution should provide online monitoring tool for the complete setup which should provide following functionalities:

- Should be GUI based with dashboard facility (configurable to user’s need) at multiple locations.
- Provide online status of ATMs, devices, interchanges, host etc. connected to switch. It should also indicate the reason in case of down/ problem in ATM.
- Provide online status of different components of Switch application like processes, interfaces nodes, etc.
- Should provide online transactions surveillance giving information/ analysis on TPS, transaction wise, interchange wise, type of transactions wise, successful/ decline ratio, reason for declining of transaction, abnormal transaction behavior on particular device etc.
- Hardware performance monitoring like CPU, memory, Disk I/O, other performance parameters etc
- Should provide facility for defining the thresholds for different parameters
- Should be able to provide intelligent MIS for a desired duration on all above parameters including ATM up/downtime; It should also be able to provide business analysis on above parameters for decision support system.
- Any other complete solution related monitoring parameter not mentioned above.
Should be able to give alert at screen, through voice through SMS and emails in case of problem

**Training**: The selected Vendor must provide training to various target groups consisting of Core Team, Operations team and MIS Report team at its own cost on overview of system fundamentals, Operating Systems, application software, databases, etc. They will also be trained in fault diagnosis and first line support. The training must enable the Bank’s software staff to understand about the software related to the ATM Switch & its operations. Vendor must provide complete training plan for ATM Switch. The training along with software documentation/manuals must be provided on site at Nasik Merchants co-op Bank, Head Office. The functional and technical training for the core team would be for the duration on part/full time basis and would commence within two weeks from the Go Live date. The duration of the training should be agreed with the Bank.

The Selected Vendor will also be required to provide post implementation support and maintenance during the contracted period from the date of successful commissioning and acceptance by the bank.

Subsequent to Go-live of the new switch, the switch vendor shall have to comply with all upcoming mandates and other guidelines of RBI, NPCI and card associations (Visa, RuPay, MasterCard etc. as applicable), as well as to updated PCI-DSS security guidelines. Any development required for such compliance will be at no additional cost to the Bank.

The Bank may from time to time and depending on business / operational requirements seek to implement functionalities that are already possessed by the switch solution but not implemented by the Bank at the time of new switch implementation. Such implementation will be carried out by the vendor at no additional cost to the Bank.

The application should have user-friendly and powerful querying mechanism and help effective data mining based on The Bank defined parameters, processing logic, rules and criteria. The solution should have a strong Management Information / Decision Support System facility.

Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve Bank of India, NPCI, other regulatory authorities or due to industry level changes will be promptly effected by the selected Vendor to the Bank during the contracted period at no extra cost to the bank.

The selected vendor to provide dedicated resources at Head Office of Bank at Nashik to undertake complete reconciliation work including charge back etc. and to support of Card Management operations including Master Card for complete lifecycle of the operations