



REPUBLIC OF LIBERIA
CENTRAL BANK OF LIBERIA



REQUEST FOR PROPOSAL
FOR THE PROVISION OF PLASTIC CASH CRATES
AND VALIDATOR MACHINES TO THE
CENTRAL BANK OF LIBERIA (CBL):
RFP: CBL/RFP/7/2026

CENTRAL BANK OF LIBERIA
Lynch & Ashmun Streets
1000 Monrovia 10 Liberia

ISSUANCE DATE: APRIL 14, 2026
SUBMISSION DATE: APRIL 28, 2026



CENTRAL BANK OF LIBERIA

Lynch & Ashmun Streets
1000 Monrovia 10, Liberia

INVITATION TO BID

Re: Letter of Invitation to Bid – PLASTIC CASH CRATES AND VALIDATOR MACHINES TO THE CENTRAL BANK OF LIBERIA (CBL):

Dear Sir/Madam,

The Central Bank of Liberia (CBL) intends to apply funds from its approved Fiscal Year 2026 budget towards the provision of plastic cash crates/boxes and Teller validator machines to enhance the efficiency, security, and accountability of cash handling operations and to enhance internal control within teller operations. (RFP No.: CBL/RFP/7/2026).

The CBL seeks proposals from qualified companies for the supply, delivery, installation, and technical support of Plastic Cash Crates and Validator Machines.

CBL invites eligible firms to submit proposals for the following lots:

- Lot 1: Plastic Cash Crates
- Lot 2: Validator Machines

The plastic cash crates will be used for the secure storage, handling, and internal transportation of currency within the Bank's vault and cash operations, while the validator machines will be used to authenticate for stamping and validating transaction documents processed by Tellers,

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Accordingly, interested eligible bidders may obtain further information from the General Support Services Department (GSSD), 7th Floor, Central Bank of Liberia, Lynch & Ashmun Streets, 1000 Monrovia 10, Liberia beginning Tuesday, April 14, 2026

Sealed proposals must be delivered to the Procurement Section on the 7th floor of the CBL Head Office no later than 2:00 PM on Tuesday, April 28, 2026, in hard copies or electronically to procurement@cbl.org.lr. Electronic submissions must be protected by passwords. Late proposals will be rejected and returned unopened. This request for proposal (RFP) can also be accessed on the CBL's website (www.cbl.org.lr).

Signed: _____

Maakai A. Amblard
DIRECTOR
General Support Services Department

Instructions to Bidders (ITB)

A. Introduction

- 1. Scope of Bid**
 - 1.1 The **Central Bank of Liberia** (hereinafter referred to as the Purchaser) wishes to receive bids for the provision of Plastic Cash Crates and Validator Machines for the Central Bank of Liberia (hereinafter referred to as the Service).
 - 1.2 All bids are to be completed and returned to the Purchaser in accordance with these Instructions to Bidder.
- 2. Source of Funds**
 - 2.1 The Purchaser shall fund this procurement from its approved budget to pay for the contract (hereinafter referred to as the “**Contract**”) for which this Invitation for bid is issued toward the realization of the provision of Plastic Cash Crates and Validator Machines.
 - 2.2 Payments under the Contract shall be made only upon a formal request submitted by the Purchaser and subject to approval by a designated official of the Central Bank of Liberia. All payments shall be made in accordance with the terms and conditions of the Contract and shall comply fully with the Financial Administration laws of the Republic of Liberia. No party other than the Service Provider shall derive any rights from the Contract or have any claims to the funds.
- 3. Eligible Bidders**
 - 3.1 This Request for Proposal is open to all eligible service providers.
 - 3.2 State owned enterprises may participate only if they are legally and financially autonomous, operate under commercial law, and are not a dependent agency of the Purchaser.
- 4. Cost of Tender**
 - 4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will, in no case, be responsible or liable for those cost, regardless of the conduct or outcome of the Biding process.

B. THE BID DOCUMENTS

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| 5. Content of Tender Documents | <p>5.1 The service required, bid procedures and contract terms are Prescribed in the Bid Documents. In addition to the Request for Proposal, the Bid Documents include:</p> <ul style="list-style-type: none"> a. Instruction to Bidding (ITB). b. Bid Data Sheet. <p>5.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required by the Bid Documents or submission of a Bid not substantially responsive to the Bid Documents in every respect will be at the Bidder's risk and may result in the rejection of its Bid.</p> |
| 6. Clarification of Bid Documents | <p>6.1 A prospective Bidder requiring any clarification of the bid Documents may request the Purchaser in writing at the Purchaser's address indicated in Bid Data Sheet. The purchaser will respond in writing or by email to any request for clarification of the bid documents which it receives no later than five (5) days prior to the deadline for the submission of Bid. The Purchaser's response (including an explanation of query without identifying the source of inquiry) will be sent in writing or email to all prospective bid, who have the bid Documents.</p> |
| 7. Amendment of Bid Documents | <p>7.1 At any time prior to the deadline for submission of Bid, the Purchasers may, for any reason, modify the Bid Documents by issuing Addenda.</p> <p>7.2 Any Addendum will be notified in writing to all prospective Bidders who have the bid Documents and shall be a part of the bid document.</p> <p>7.3 Where the Purchaser issues the Addendum very close to deadline for submission of bid, the Purchaser may extend the deadline for submission of bid to afford prospective Bidders a reasonable time to take the Addendum into account in preparing their Bid.</p> |

C. PREPARATION OF BID

- 8. Language of Bid** 8.1 The Bid prepared by the Bidder and all correspondence and supporting documents relating to the bid exchanged by the bid and the Purchaser, shall be written in the English language.
- 9. Bid Price** 9.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the service it proposes to deliver under the contract.
- 10. Currency of Bid** 10.1 Prices shall be quoted in Liberian Dollars and/or United States Dollars.
- 11. Document Establishing Bidder's Eligibility and Qualifications**
- 11.1 Pursuant to Clause 10, the Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its Bid is accepted.
- 11.2 The documentary evidence of the Bidder's eligibility to bid shall establish to the Purchaser's satisfaction that the Bidder, at the time of submission of its bid, is from an eligible country.
- 11.3 The documentary evidence of the Bidder's qualifications to perform the contract if its Bid is accepted shall establish to the Purchaser satisfaction:
- a. that the Bidder has the financial and technical capability necessary to fulfil the contract.
 - b. that the bidder must obtain a minimum score of 75% with all evaluators combined in the technical to qualify for the financial opening
 - c. that the Bidder meets the Qualifications as specified in Bid Data Sheet.

- 12. Bid Security** 12.1 To encourage greater competition by limiting the barriers to bidders' participation, bid security submission is hereby waived. Thus, bid security IS NOT required for this tendering process.
- 13. Period of Validity of Bids** 13.1 Bids shall remain valid for the period as specified in the *bid Data* Sheet after the date of Tender opening prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 13.2 In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of bid validity. The request and the responses thereto shall be in writing or by email. The validity of Bid Security period shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request will not be required nor permitted to modify its bids.
- 14. Format and signing of Bids** 14.1 The Bidder shall prepare one original document comprising the bid and clearly marked "**ORIGINAL**". In addition, the Bidder shall submit Four (4) copies of the bid and clearly marked as "**COPIES**". In the event of discrepancy between them, the original shall prevail.
- 14.2 The original and copy of the bid shall be typed written and shall be signed by the Bidder or a person or people duly authorized to sign on behalf of the Bidder. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, where entries or amendments have been made, shall be initialed by the person or persons signing the Tender.

D. SUBMISSION OF BIDS

- 15. Sealing and marking of bids** 15.1 The Bidder shall seal the original and the copy of the bids in two inner envelopes and an outer envelope, duly marking the inner envelopes as "Original" and "Copy".
- 15.2 The inner and outer envelopes shall:
- a. Be addressed to the Purchaser at the address given in the *Bid Data Sheet*:

- c. Provide a warning “**Not to Open Before**” the time and date for bid opening as specified in the *Bid Data Sheet*.

15.3 If the outer envelope is not sealed and marked as required the Purchaser will assume no responsibility for the bid misplacement or premature opening.

16. Deadline for Submission of Bids

16.1 Bid must be received by the Purchaser at the address and no later than the time and date specified in the *Bid Data Sheet*.

16.2 The Purchaser may, at their discretion, extend the deadline for the submission of bids by issuing an amendment, in which case, all rights and obligations of the Purchasers and Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

17. Late Bids

17.1 Any Bid not received within the date and time specified in ITB Clause 20 will not be accepted and will be returned unopened.

18. Process to be Confidential

18.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the Award of Contract shall not be disclosed to Bidder or any other people not officially concerned with such a process until the Award to the successful Bidder has been announced.

19. Clarification of bids

19.1 To assist in the examination, evaluation, and comparison of Bids, the Purchaser may, at its discretion, ask any Bidder for clarification of its bids, including breakdowns of unit rates. The request for clarification and the response shall be in writing and no change in the price or substance of the Tender shall be sought, offered or permitted, except as required to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the bids.

20. Examination of Bids and Determination

- 20.1 The Purchaser will determine whether each Bid:
- a. meets the eligibility criteria

**of
Responsiveness**

- b. has been properly signed.
 - c. is accompanied by the required securities.
 - d. is substantially responsive to the requirements of the Tender documents.
- 20.2 Arithmetical errors will be rectified on the following basis:
- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bids will be rejected, and its Bid Security may be forfeited,
 - ii. If there is a discrepancy between words and figures, the amount in words may prevail.
- 20.3 Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Bid to the Bid Documents. A substantially responsive Bid is one which conforms to all the terms and conditions of the Bid Documents without material deviations. The Purchaser's determination of a Bidder's responsiveness is to be based on the contents of the bid itself. A material deviation or reservation is one:
- a. which affects in any substantial way the Scope, Quality, or Performance of the Contract.
 - b. which limits in any substantial way, inconsistent with the bid documents, the Purchaser's rights, or the Bidder's obligations under the contract; or
 - c. whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.
- 20.4 A bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction.

- 21. Evaluation and Comparison of Bids**
- 21.1 The Purchaser will evaluate and compare only the Tenders determined to be substantially responsive.
- 21.2 The Purchaser's evaluation of a bids will be based on the bid Price.
- 21.3 The Purchaser's evaluation of a bids will consider, in addition to the bid Price one or more of the following factors as specified in the *Bid Data Sheet*:
- e. Other specific criteria indicated in the *Bid Data Sheet* and/or in the Technical Specifications.
- 22. Contacting the Purchaser**
- 22.1 No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Purchaser, it should do so in writing.
- 22.2 Any effort by a Bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid

F. AWARD OF CONTRACT

- 23. Post qualification**
- 23.1 In the absence of prequalification, the Purchaser will determine to its satisfaction whether the Bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the Contract.
- 23.2 The determination will consider the Bidder's financial, technical capabilities/ resources. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Purchaser deems necessary and appropriate.
- 23.3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated bidder to

make a similar determination of that Bidder's capabilities to perform satisfactorily.

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| 24. Award Criteria | 24.1 | Subject to Clause 26, the Purchaser will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and to offer the best overall value, taking into account both cost and quality considerations, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. |
| 25. Purchaser's Right to Vary Quantities at Time of Award | 25.1 | The Purchaser reserves the right at the time of award of Contract to increase or decrease by the percentage as specified in the <i>Bid Data Sheet</i> , the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit prices or other terms and conditions. |
| 26. Purchaser's Right to Accept Any Bid and to Reject Any or All bid | 26.1 | The Purchaser reserves the right to accept or reject any bid, and at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action. |
| 27. Notification of Award | 27.1 | The Bidder whose bid has been accepted will be notified of the award by the Purchaser prior to expiration of the bid validity period to be confirmed by a letter that its bid has been accepted. |
| | 27.2 | The notification of the award will constitute the formation of the Contract |
| | 27.3 | Upon the successful Bidder's furnishing of performance security, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its Bid Security. |
| | 27.4 | The contract will incorporate all Agreements between the Purchaser and the Successful Bidder. |
| 28. Signing of Contract | 28.1 | At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will call the successful Bidder to sign the Contract through Notification of Award. |

- 28.2 Within fourteen (14) days of receipt of the Notification of Award, the successful Bidder shall sign the Contract.
- 29. Performance Security**
- 29.1 Within 14 days of receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Tender Documents: denominated in the type and proportion of amount as specified in the Notification of award.
- 29.2 Failure of the successful Bidder to comply with the above requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security in which event the Purchaser may make the award to the next lowest evaluated Tender or call for new bid.
- 29.3 The Performance Security provided by the successful bidder in the form of a Bank Guarantee as specified, shall be issued by a Bank in Liberia acceptable to the Purchaser.
- 30. Corrupt or Fraudulent Practices**
- 30.1 The Government of the Republic of Liberia requires that Bidders under the contracts financed by public funds, observe the highest standard of ethics during the procurement and execution of Such contracts. In pursuance of this policy, the following terms shall be interpreted as indicated:
- a. “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b. “fraudulent practice” means a misrepresentation of facts to influence a procurement process or the execution of a contract and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the benefits of free and open competition.
- 30.2 a. The Purchaser will reject a proposal for award if the purchaser determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question

Bid Data Sheet

Introduction
Name of Purchaser: Central Bank of Liberia
The Source of Findings: 2026 Budget
Name of Contract: Provision of Plastic Cash Crates and Validator Machines RFP: CBL/RFP/7/2026
Method of selection: Quality & Cost Based Selection (QCBS) Method as per CBL Procurement Policy
Request for Proposal is open to all eligible service providers who can provide: <ul style="list-style-type: none"> a. Article of Incorporation b. Valid Business Registration c. Valid Tax Clearance d. Past performance records of previous and current customers, telephone numbers and email addresses e. Audited financial statements for the last TWO (2) years (2023 & 2024)
For Clarification of Bid purposes only, the Purchaser's Address is Attention: Maakai A. Amblard Director General Support Services Department (GSSD) 7th floor Central Bank of Liberia Lynch & Ashmun Streets 1000 Monrovia 10 Liberia Email: procurement@cbl.org.lr
Purchaser can modify Bid documents before the Deadline for Submission of Bids by issuing Addenda.
Language of the Bid: ENGLISH
BID PRICE AND CURRENCY
The price quoted shall be in: Liberian Dollars and/or United States Dollars (USD)
PREPARATION AND SUBMISSION OF BID
EVALUATION AND QUALIFICATION REQUIREMENTS.
<ul style="list-style-type: none"> i. Delivery Shall Be Scheduled Upon contract signing and a notice to proceed with the contract execution

- ii. **Compliance with Scope of Service.**
- iii. **Compliance as per specifications provided in bid documents submitted by bidder**
- iv. **Experience in manufacturing or supplying industrial plastic containers**
- v. **Capacity to provide custom engraving and branding**
- vi. **Proven track record of supplying similar products**
- vii. **It is not permissible to transfer this Bidding Document (BD) to any other company or vendor**
- viii. **Article of Incorporation**
- ix. **Valid Business Registration**
- x. **Valid Tax Clearance**
- xi. **Past performance records of previous and current customers, telephone number and email address**
- xii. **Audited financial statements for the last TWO (2) years (2023 & 2024)**

Bid Validity Period: Ninety Days (60) days.

Number of Copies: **One (1) Original and Four (4) Duplicate Copies ALL BINDED**

Address for Bid Submission:

Maakai A. Amblard
Director
General Support Services Department (GSSD)
7th floor
Central Bank of Liberia
Lynch & Ashmun Streets
1000 Monrovia 10 Liberia

Email: procurement@cbl.org.lr

Deadline for Bid submission:

Date: Tuesday, April 28, 2026

Time: 2:00 PM

Place: Central Bank of Liberia

Bids shall be opened on the 7th floor (General Support Services Department) of the Central Bank of Liberia 5 minutes after the deadline for submission.

BID EVALUATION

Criteria for Bid evaluation shall be based on:

- i. **Compliance with the scope of service.**
- ii. **Bidders must clearly identify whether they are bidding for Lot 1, Lot 2, or both.**
- iii. **Meeting the delivery terms and period as per schedule of requirements.**
- iv. **Understanding of the assignment**

- v. **Availability of Spare Parts and Maintenance Services: Bidders should confirm the availability of spare parts for at least three years after delivery and their capacity to provide ongoing maintenance services.**
- vi. **Warranty and After-Sales Support: Bidders must provide clear details of the warranty coverage, duration (minimum 12 months), and the availability of post-sale support including repairs, parts replacement, and technical assistance**
- vii. **Qualification of the technical team and its composition**
- viii. **Demonstrated capacity to deliver, including relevant team expertise and similar project experience.**
- ix. **Business Registration Certificate, Tax Clearance Certificate, Article of Incorporation**
- x. **Audited financial statements for the last TWO (2) years (2023 & 2024)**
- xi. **The technical proposal shall be in sealed and separate envelope and clearly mark (Technical while the financial mark financial)**

CONTRACT AWARD

The contract for each Lot will be awarded to the bidder who obtains the highest combined technical and financial score. A bidder may win one or both Lots depending on their overall evaluation score for each.

The procuring entity reserves the right to award the Lots separately or jointly and to reject any or all bids in accordance with the applicable procurement regulations.

CBL retains the right to request further documentation or clarifications from bidders during the evaluation process.

Notification of Award shall be sent to the successful Bidder at any time Prior to expiration of Bid Validity.

SCOPE OF SERVICE FOR THE PROVISION OF PLASTIC CASH CRATES AND VALIDATOR MACHINES TO THE CENTRAL BANK OF LIBERIA

This Scope of Work outlines the technical requirements and service expectations for the supply, delivery, installation, and support of (1). Plastics Cash Crates and (2). Validator Machines. The successful bidder shall be responsible for the following:

1. Supply of Plastic Cash Crates/Boxes with laser engraved serial numbers and the Central Bank of Liberia logo.
2. Supply of Validator Machines for stamping and validating transaction documents processed by tellers,
3. Delivery of all equipment to the Central Bank of Liberia, Monrovia.
4. Installation and demonstration of the validator machines.

5. Provision of user manuals and operational training where required.
6. Provision of warranty and after-sales support.

LOT 1

1000 PLASTIC CASH CRATES / BOXES

1. Material

The crates shall be manufactured from:

- High-impact ABS plastic or reinforced polypropylene
- Resistant to cracking, deformation, and heavy use
- Moisture resistant and corrosion free
- Suitable for intensive banking operations

2. Dimensions (Preferred Range)

Dimension Range

Length 450 – 520 mm

Width 300 – 420 mm

Height 150 – 220 mm

The crates must accommodate bundled banknotes used in vault and cash operations.

3. Weight

- Empty weight: **1.5 – 2.5 kg**

4. Load Capacity

Minimum carrying capacity:

20 kg of currency bundles

5. Design Features

Handles

- Two reinforced side handles
- Ergonomic design for lifting

Stackable Structure

- Designed for stable stacking
- Anti-slip stacking grooves or edges

Lid System

- Hinged or detachable lid
- Secure latch mechanism
- Provision for tamper-evident seals

Interior

- Smooth surfaces
- No sharp edges that could damage currency

Reinforcement

- Ribbed base and walls for strength

6. Identification and Branding

Serial Numbers

Each crate shall include:

- Unique laser engraved serial number
- Minimum character height: 10–15 mm
- Sequential numbering format agreed with the Bank

Example:

CBL-CC-0001

Logo Engraving

Each crate shall include:

- Official Central Bank of Liberia logo
- Laser engraved or molded
- Positioned on the lid or front panel

Artwork will be provided by the Bank.

Additional Markings (Optional)

- “PROPERTY OF CENTRAL BANK OF LIBERIA”
- Barcode or QR code for asset management

7. Color

Preferred colors:

- Dark Grey
- Blue
- Green
- Black

Final color selection will be confirmed by the Bank.

8. Security Features

- Tamper-evident seal slots
- Secure lid closure
- Locking latch mechanism

9. Durability Requirements

The crates shall:

- Withstand heavy daily use
- Be impact resistant
- Operate effectively in temperatures between 0°C – 50°C
- Have a minimum lifespan of five (5) years

LOT 2

20 VALIDATOR MACHINES

1. General Description

1. The Central Bank of Liberia requires validator machines for use by tellers in processing and authenticating transaction instruments such as deposit slips, checks and related documents to enhance operational efficiency, accuracy and internal control within teller operations..

2. Functional Requirements

The machine must:

- Stamp deposit slips, cheques, and other transaction documents clearly and legibly
- Automatically print date and time of transaction
- Allow adjustable stamping positions for various document formats
- Operate with high precision and consistency
- Be user-friendly and suitable for teller counter operations
- Have a reliable paper handling mechanism to prevent jams

3. Authentication Technologies

- The machine should:
- Provide secure and tamper-resistant date/time imprinting
- Include unique branch and/or teller identification in the stamp
- Support traceability for audit and reconciliation purposes

4. Performance Requirements

The machine must:

- Support high-volume daily operations without performance degradation

- Deliver fast stamping speed to minimize customer waiting time
- Maintain consistent print/stamp quality over prolonged use
- Require minimal maintenance with low downtime
- Be durable and suitable for continuous operational use

5.

6. Power Requirements

- Operate on standard power supply (220–240V AC, 50Hz)
- Be energy efficient with low power consumption
- Be compatible with UPS systems for uninterrupted operation
- Include power-saving or standby features

7. Portability

- Compact and space-efficient design suitable for teller counters
- Lightweight and easy to reposition when necessary
- Stable base to prevent movement during operation
- Ergonomic design for ease of use

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8. Accessories

- The supplier shall provide:
- Ink cartridges / stamp ribbons (initial and spare)
- Replacement stamp pads (where applicable)
- Power cables and necessary adapters
- User manuals and quick operation guides
- Dust covers (optional but preferred)

9. Warranty and After-Sales Support

Minimum of one (1) year comprehensive warranty

Coverage for all manufacturing and operational defects

Availability of spare parts for at least three (3) years

Provision of prompt technical support and maintenance services

Training for end-users (tellers and support staff), if required

10. Delivery within agreed timeframe after contract award

- Installation and testing at designated branches/locations
- Full commissioning and demonstration of functionality

11. Compliance

- All equipment supplied must comply with applicable banking operational standards and internal control requirements.