



# **Indian Overseas Bank**

**REQUEST FOR PROPOSAL(RFP)  
FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SELF SERVING PASSBOOK PRINTING  
KIOSKS ACROSS VARIOUS BRANCHES OF THE BANK**

**RFP REFERENCE NUMBER: RFP/ITD/020/21-22 DATED 10.11.2021**

**INFORMATION TECHNOLOGY DEPARTMENT  
(ISO/IEC 27001:2013 CERTIFIED)  
CENTRAL OFFICE  
INDIAN OVERSEAS BANK  
763, ANNA SALAI ANNEXURE BUILDING  
CHENNAI 600002**

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## **INTRODUCTION**

Indian Overseas Bank (hereinafter referred to as 'the Bank') invites Request For Proposal (hereinafter referred to as 'RFP') from reputed vendors for Supply, Installation, Commissioning, Customization, Testing, implementation, Integration and maintaining/maintenance of Self Serving Pass Book Printing Kiosks along with the Barcode Printer and Intermediate Servers at Bank's Data Centre & DR (hereinafter together referred to as "hardware" or "kiosks") at various branches of bank across the country as per the requirements, terms and conditions laid down in this RFP.

## **DISCLAIMER**

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Indian Overseas Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals.

This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require.

Bank in its absolute discretion, but without being under any obligation to do so, can update, amend or supplement the information in this RFP. Such change will be published on the Website ([www.iobtenders.auctiontiger.net](http://www.iobtenders.auctiontiger.net)) and it will become part of RFP. Indian Overseas Bank reserves the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Bank shall be final, conclusive and binding on all the parties. Bank reserves the right to cancel the entire bid at any point of time, or disqualify any particular bidder, if it finds that fair play is not maintained by the bidder.

**THIS RFP CONSIST OF THREE PARTS. PART I - DETAILS PROJECT SPECIFIC TERMS AND CONDITIONS, PART II DETAILS GENERAL TERMS AND CONDITIONS AND PART III DETAILS SUBMISSION OF VARIOUS DOCUMENTS AS PER FORMATS PROVIDED AS ANNEXES.**



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**PART I - PROJECT SPECIFIC TERMS & CONDITIONS:**

**1.1 SCHEDULE OF BIDDING PROCESS:**

<b>S.No</b>	<b>Description of Information / Requirement</b>	<b>Information / Requirement</b>
<b>1</b>	Tender Reference Number	RFP/ITD/020/21-22
<b>2</b>	Date of Issue of RFP	10.11.2021
<b>3</b>	Last date for receipt of queries, if any.	12.11.2021 (Via email at <a href="mailto:midhwd@iobnet.co.in">midhwd@iobnet.co.in</a> )
<b>4</b>	Bid Submission Mode.	<a href="https://iobtenders.auctiontiger.net/EPROC/">https://iobtenders.auctiontiger.net/EPROC/</a> Through e-tendering portal (Class II or Class III Digital Certificate with both Signing & Encryption is required for tender participation)
<b>5</b>	Last Date and Time for submission of bids along with supporting documents through the above e-tendering portal.	18.11.2021 on or before 1300 hours. (End time for submission will be as per e-tendering service provider server time).
<b>6</b>	Last date, time and place for submission of NEFT for Cost of document and Bid Security Declaration & Integrity Pact on Rs. 100 stamp paper.	18.11.2021 on or before 1600 hours at the Bank's Information Technology Department, Chennai. (Should be submitted to the contact officials in person).
<b>7</b>	Date, time and venue for opening the Technical-Indicative Commercial bid through e-tendering portal.	18.11.2021 on or before 1700 hours at the Bank's Information Technology Department, Chennai.
<b>8</b>	Date, time and venue for submission & opening the commercial bids.	Shall be intimated to the technically qualified bidders in due course.
<b>9</b>	Name of contact officials for Document submission as stated in serial no.6 or any clarifications	Chief Manager-ITD Phone: 044- 28519474 Manager-IT Phone: 044- 28519466
<b>10</b>	Address for Communication / Submission of Bids	The Assistant General Manager, Indian Overseas Bank, Information Technology Dept. Central Office, 763, Anna Salai, Chennai – 600002.
<b>11</b>	Contact e-mail ID	<a href="mailto:midhwd@iobnet.co.in">midhwd@iobnet.co.in</a>
<b>12</b>	Support person and phone number for e-tender service provider for any help in accessing	e-Procurement Technologies Limited Ravi Sheladiya Contact No.:- 079-68136856/ +91-9081000428



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	the website and uploading the tender documents.	Email: ravi.s@auctiontiger.net
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### 1.2. COST OF BID DOCUMENT & BID SECURITY DECLARATION:

Sl.No.	Description	Amount in ₹
1.	Cost of Bid document (Refer clause 2.3 of the RFP) Inclusive of GST	Rs.20,000
2.	Bid security Declaration as per Annexure VII (Refer clause 2.3 of the RFP)	

**Note: Those bidders who have submitted the cost of Bid document in our earlier tender RFP REF: RFP/ITD/008/21-22 DATED 23.07.2021(which is declared cancelled) shall be exempted from the submission of cost of Bid document.**

1. Bidders who are registered as **Small and Micro** with National Small Industries Corporation (NSIC)/ Udyog Aadhaar Memorandum/UDYAM etc. under MSME Act are exempted for the submission of Cost of Bid document and Bid Security Declaration. Documentary Proof of Registration Certificate to be submitted along with the technical bid.
2. In addition to the above, MSME bidder shall submit documentary proof of registration to the tendering official of the Bank on or before the bid opening date as mentioned in the schedule above.
3. If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.
4. No queries will be entertained after the date and time mentioned in this schedule.
5. It shall be the responsibility of the bidder to ensure the receipt of the NEFT amount at Bank's designated account within the timelines mentioned in 1.1 of the RFP and Bank shall not be held responsible for non-receipt of NEFT amount toward the cost of bid document.

### 1.3. BIDDER QUALIFICATION CRITERIA (BQC):

The documentary evidence of the Bidder's qualifications to perform the contract, if its offer is accepted, shall establish to the Bank's satisfaction that:

- a. CRITERIA FOR OEM:** All OEM's participating directly or through partners shall be required to comply with the following terms and conditions:



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1. OEM should be in business of self-serving Banking Kiosks integrated with CBS (any Kiosk having real time integration to CBS), at least for a period of last five years as on date of issuance of RFP. Documentary proof to be submitted.
  2. OEM should be an ISO 9001 certified company. Latest Valid ISO Certificates should be submitted. (Documentary proof should be attached).
  3. A minimum of 1500 nos. of Kiosks (various banking kiosks having real time integration to CBS – For eg: Multifunctional Kiosk with features for Account Opening, Debit Card Printing, Cheque Deposit Kiosks, Passbook Kiosks etc.) from the OEM should be supplied/functional in any two Scheduled Commercial Banks in India on the date of the RFP. (Documentary proof should be attached).
  4. OEMs who have supplied their Kiosks to Indian Overseas Bank should obtain a Satisfactory Certificate to participate in the RFP.
- b. CRITERIA FOR BIDDER:** OEM who qualifies all the above criteria can participate in the tender either directly or indirectly through any one authorized partner who qualifies below mentioned criteria:
1. The bidder is registered as a company in India as per Companies Act, 1956/2013 and should have been in operation for a period of at **least 3 years** as on date of RFP. The Certificate of Incorporation issued by the Registrar of Companies to be submitted along with technical bid. (Documentary proof should be attached).
  2. The bidder has registered an average turnover of **₹50 Crore (Rupees Fifty Crores)** (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last 3 financial years **(2017-18,2018-19,2019-20)**, (not inclusive of the turnover of associate companies) as per the audited accounts. Annual reports of 2017-18, 2018-19 and 2019-20 should be attached (Documentary proof should be attached.).
  3. The bidder has registered net profit (after tax) for at least two financial years (Financial year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) in the immediate preceding 3 financial years (2017-18,2018-19,2019-20), as per audited accounts. Annual reports of 2017-18, 2018-19 and 2019-20 should be attached. (Documentary proof should be attached.)





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4. The bidder should be Original Equipment Manufacturer of the Kiosks or the premium partner of OEM. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM. Bidder, be it OEM or premium partner, to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per format provided in **Annexure IV** of this RFP. Either OEM of KIOSKS or only one of its premium partner in India shall participate in this RFP.
5. The bidder should have supplied a minimum of 1500 Banking Kiosks integrated with CBS (any Kiosk having real time integration to CBS) in the industry and should be maintained as on date of RFP. Details to be provided in the format provided in **Annexure XV**.
6. The bidder should have Installed Middleware through which the PBKs shall communicate with the Bank's CBS in at least two Public Sector banks in India. A certificate in this regard to be submitted by the bidder from the respective Bank signed by AGM or above in the respective bank's letter head.
7. The bidder/OEM should have experience of integrating Bar Code based Kiosks with Finacle CBS (7.x or above) in at least One SCB in India in the last 3 years. Documentary proof to be submitted.
8. Bidder shall have the capability of Remote Monitoring System for Passbook kiosks and this must have been installed in minimum two Scheduled commercial banks. (Documentary proof should be attached).
9. The bidder must have presence with support centers in our regional office locations (within 100 km) across the country. These locations should be staffed with support personnel with experience in service support of Kiosks / peripherals / equipment proposed to be procured under this bid. Bidder to submit the service center details as per format provided in **Annexure XIV** of the RFP along with the technical bid. (Documentary proof should be attached).
10. The bidder should have minimum 15+ spares HUB in the country for faster movement of spares. (Undertaking to be submitted)
11. The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexes, addendum and corrigendum for the supply and installation of KIOSKS at Banks Central Office, Regional offices, and other offices located across the Country based on the requirements, specifications, terms and conditions laid down in this Request for Proposal (RFP). Bidder to submit the letter as per format provided in Annexure V of the RFP along with the technical bid.



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12. The bidder should not have been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of issuance of the RFP for a similar project. Bidder to submit the Self Declaration certificate as per format provided in Annexure VI of the RFP along with the technical bid.

13. Bank shall follow the public procurement guidelines as stipulated in Order ref: 6/18/2019-PPD Dated 10.11.2020 from Department of Expenditure, Ministry of Finance- Restrictions under Rule 144 (xi) of General Financial Rules 2017.

- Any bidder from a country which shares a land border with India will be eligible to bid in this tender, only if the bidder is registered with the Competent Authority (DPIIT). Bidder to submit the required certificate along with the technical bid.
- If clause 1 above is not applicable to any bidder, they shall submit the following certificate in their letter head, duly signed by their **Competent authority** along with the technical bid:

"I have read the provisions of the order ref: 6/18/2019-PPD Dated 10.11.2020 from Department of Expenditure, Ministry of Finance and the specific clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

- Any bid, not accompanied with the above certificate shall be summarily rejected.

14. Signing of Integrity Pact is a prequalification for submission of the bids. Integrity Pact is deemed to a part of contract.

**NOTE: Bidders shall submit proof of document for criteria detailed above. It shall be the responsibility of the bidders to submit relevant proof of document along with the technical bids. Evaluation shall be done based on the documents submitted along with the technical bid. It shall be the responsibility of the bidder to submit required Documentary proofs which are necessarily unambiguous and shall be capable to establish beyond any doubts that bidder is satisfying the particular criteria/clause for which the document is submitted.**



#### **1.4 REQUIREMENT & SCHEDULES:**

1. **REQUIREMENT OF KIOSKS:** Bank has a total requirement of 700 units of KIOSKS which are to be delivered, installed and maintained as per the terms and conditions laid out in Annexure I of this RFP at various offices of the bank all over India. The number stated above are indicative in nature and subject to change on the discretion of the Bank. Bank may issue a Letter of Intent or Purchase Order for this procurement. In the event a Letter of Intent is issued, Bank's regional offices shall place purchase orders for the required number of kiosks at each region.
2. **MAINTENANCE OF EXISTING PB KIOSKS:** Bidder shall also assume the responsibility to maintain and upkeep the 707 existing Forbes Passbook kiosks of the bank as per the scope of work provided in Annexure I of this RFP. The maintenance of the said 707 existing Forbes Passbook Kiosks is in addition to the procurement of 700 passbook kiosk machines under buyback as mentioned above. Address of the locations where the PB Kiosks are located is attached as **ANNEXURE XVI**.
3. **BUYBACK OF OLD PB KIOSK:** Successful bidder shall take the responsibility to perform buy back of the old Passbook Kiosks in "as is where is" condition from the locations attached in ANNEXURE XVII within a period of 15 days from the date of installation of the new Kiosks. All costs related to Hardware collection and Logistics will be to the successful bidder's account. Buy back of old PB kiosk shall be based on actual inventory available on "as is where is" condition. Certificates of having completed the process of buyback of old kiosks should be submitted Region wise / Central Office level of the Bank along with Installation Certificate while claiming installation payment. Under no circumstances, the disposed items should be left behind at the branches/offices. Demurrage charges of .100/- per day shall be levied in case the old passbook kiosk under buyback is not removed from the bank premises within the time line mentioned above.
3. **USER ACCEPTANCE TEST:** Successful Bidder shall complete User Acceptance Test within 21 working days of acceptance of Letter of Intent/Purchase Order whichever is earlier and obtain UAT signoff signed by authorized official of the Bank. If the above schedule is not maintained, bank reserves the right to cancel the order, rescind the Letter of Intent/Purchase Order awarded to the Successful Bidder and forfeit the Bank Guarantee submitted in lieu of Delivery.
4. **PRE DISPATCH INSPECTION:** The Successful Bidder should arrange for Pre-Dispatch Inspection of the Kiosks once the UAT signoff is received, to enable the Bank or its agents/ auditors entrusted with the job of verification of the Kiosks, to inspect and certify the Kiosks. Pre-dispatch inspection of Kiosks will be done at factory or other locations within India / Abroad by a team of officers (Maximum 4) from the Bank. Successful Bidder shall provide full quantity of Passbook Kiosks as mentioned in Letter of Intent/Purchase order for Pre Dispatch Inspection. Bank at its discretion on receipt of such a request from the successful bidder, may allow Inspection of the



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ordered quantity in lots. These lots shall be a minimum of 25% of the LOI/PO quantity. The Successful Bidder shall assist the inspecting officials in the verification of the Kiosks. In case any defect is found in the Kiosks, or if any discrepancy is found during such inspection, Bank shall not certify the Kiosks for dispatch. In such case, the successful bidder shall be liable for replacement of such defective parts and intimate the Bank for re-inspection of the Kiosks. All costs related to pre-dispatch inspection, loading of software related to pre-dispatch, if any will be to the successful bidder's account. Successful bidder should provide prior intimation of at least 7 days' period for such Pre-dispatch inspection. Pre Dispatch Inspection shall be completed within the delivery schedules detailed in this RFP. No extension in delivery schedules in lieu of delay of PDI shall be accorded to the successful bidder. Bank may at its discretion may waive PDI if the circumstances are not conducive to conduct Pre-Dispatch Inspection.

5. **DELIVERY SCHEDULE:** The Kiosks (except Intermediate Servers) should be delivered to the various locations within 8 (Eight) weeks from the date of acceptance of Purchase order. Locations covering areas such as Assam, Tripura, Meghalaya, Manipur, Nagaland, Arunachal Pradesh, Mizoram, Sikkim, Andaman and Nicobar Islands, the total delivery period of the kiosk with all accessories at the specified location will be 12 (Twelve) weeks from the date of date of acceptance of Purchase order (Proof of document should be submitted along with the invoice). Procurement of Road permits/E-Way bills shall be the responsibility of the Successful Bidder. Bank shall provide assistance for the same.
6. Intermediate/Management Servers should be delivered at Bank's DC and DR within **4 weeks** of acceptance of Letter of Intent. Failing which a penalty of half percent (0.5%) of order value, (item wise & location wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the order value (item wise & location wise) will be levied from the expiry of due date.
7. If, at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery of the Kiosks and performance of Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery.
8. Delivery for the above purpose is deemed to be complete only when all the items specified in the Purchase Orders/Letter of Intent are completely delivered and date of delivery is the date on which the last item is delivered. If this delivery schedule is not maintained, a penalty of half percent (0.5%) of order value, (location wise & item wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the order value (location



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wise & item wise) will be levied from the expiry of due date i.e. from 8 weeks (of PO acceptance)/12 weeks (locations covering areas such as Assam, Tripura, Meghalaya, Manipur, Nagaland, Arunachal Pradesh, Mizoram, Sikkim Andaman and Nicobar Islands) or date extended as per clause 1.4.7 above. Penalty will be charged on order value for the items for which delivery is delayed.

9. The Kiosks should be installed and commissioned within 15 days of due date of delivery or actual date of delivery whichever is later, of each individual Kiosk. If this installation schedule is not maintained, a penalty of half percent (0.5%) of order value, (location wise/ item wise) for each week or part thereof of the delay subject to a maximum penalty not exceeding five percent (5 %) of the order value (location wise) will be levied from the expiry of due date.
10. Failure of the successful bidder to comply with the above UAT, Inspection, delivery and implementation schedule, as stipulated in clause 1.4 shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery). In such an event, the Bank will call for new bids and forfeit the Bank Guarantee. Bank shall also reserve the right to black list the vendor for a period of one year.

#### **1.5 COMPREHENSIVE ONSITE WARRANTY:**

The Successful Bidder shall warrant that the KIOSKS as stipulated in the RFP supplied is new, unused, of the most recent or current models and they incorporate all recent improvements in design and materials. The bidder shall warrant that all Kiosks along with integrated /associated software supplied shall have no defect, arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Kiosks. Warranty includes free spare parts, kits etc. and excluding the consumable items. During warranty period, all the parts of the product (Kiosks) except printing cartridges and barcode stickers shall be considered as non-consumables and vendor shall have to maintain all such parts at no extra cost whenever required. The Successful Bidder shall not be entitled to charge any cost to the bank for maintenance as well replacement of non-consumable items damaged due to any reason. All such costs have to be factored by the SB.

The KIOSKS, Bar code printers and intermediate servers should be under an on-site comprehensive warranty support with OEM BACK TO BACK SUPPORT for a period of 1 year or 13 months from the date of delivery whichever is earlier.

Successful Bidder shall submit the details of the warranty for each region separately to the Bank's RCC's with a copy to the Bank's Central Office. The word 'warranty' in this document refers to 'comprehensive onsite warranty' and the same shall cover all the terms and conditions as mentioned in Annexure I – SCOPE OF WORK. In case the delay in installation is due to the vendor then the warranty



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starts from the date of installation (Which shall be consolidated similar to consolidation for delivery above).

### **1.6 ANNUAL MAINTENANCE CONTRACT:**

#### **NEW KIOSKS (700 Nos):**

1. Annual Maintenance Charges for the Kiosks shall be for a period of 5 (five) year after initial onsite comprehensive warranty support for a period of 1 (One) year and shall be renewable on yearly basis. AMC value quoted should be minimum 8% of the Cost of the Kiosks, i.e. AMC for passbook Kiosks should be minimum 8% of the Kiosks value, AMC for barcode Printer should be minimum 8% of the Barcode printer value and AMC for Intermediate Servers should be minimum 8% of the cost of the Intermediate servers.
2. AMC rates to be quoted for the post warranty period must for a support similar to the one extended during warranty period with OEM back to back support.
3. Bank reserves its right to enter into AMC with the successful bidder, for the post warranty period.
4. In case the Bank decides to enter into Annual Maintenance Contract, the successful bidder shall ensure that the type of support / maintenance services extended for the equipment during the AMC period, after the initial comprehensive onsite warranty period of one year, is similar to the one extended during warranty period.
5. AMC rates quoted will be reckoned for L1 determination.
6. AMC charges quoted by the bidder for the new PB kiosk and bar code printers shall be minimum 8 % of the cost of new kiosks and printers..
7. During the AMC period, all the parts of the product (Kiosks) except printing cartridges (Kiosk and barcode printer), Mylar Strip (L+R) and barcode stickers shall be considered as non-consumables and vendor shall have to maintain all such parts at no extra cost whenever required.
8. The Successful Bidder shall not be entitled to charge any cost to the bank for maintenance as well replacement of non-consumable items damaged due to any reason. All such costs have to be factored by the SB. Any repair and rectification of problems in the PBK shall be under the scope of the Successful Bidder, only exclusion proposed is vandalism and any act of nature.
9. The detailed scope of work is mentioned in Annexure-I of this RFP.



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**OLD KIOSKS (707 Nos):**

1. The bidders shall quote AMC Charges for the 707 existing Forbes Passbook Kiosks for three years in the commercial bid (Annexure III).
2. Bidder should take AMC for the 707 machines (Forbes new lot) in "as is where is" condition. Once the machines are covered under AMC, it will be the sole responsibility of the vendors to maintain the uptime during the AMC period.
3. During the AMC period, all the parts of the product (Kiosks) except printing cartridges (Kiosk and barcode printer), Mylar Strip (L+R) and barcode stickers shall be considered as non-consumables and vendor shall have to maintain all such parts at no extra cost whenever required. The Successful Bidder shall not be entitled to charge any cost to the bank for maintenance as well replacement of non-consumable items damaged due to any reason. All such costs have to be factored by the SB.
4. The detailed scope of work is mentioned in Annexure-I of this RFP.
5. AMC charges quoted by the bidder for existing PB kiosk and bar code printers shall be minimum 8 % of the cost of new kiosks and printers.

**1.7 BANK GUARANTEE**

1. Within 15 (Fifteen) days (exclusive of holidays) of the date of acceptance of the Purchase Order, the successful Bidder shall furnish a bank guarantee (for delivery and installation) for a period of 6 months with a claim period of twelve months for an amount equivalent to 3% of the total order value (As per LOI including AMC and Onsite cost), in the format as per Annexure VIII of the RFP.
2. In case the delivery period is extended based on the conditions stipulated vide clause 1.4 of this RFP, successful bidder shall ensure that the guarantee expiry date is also extended correspondingly.
3. Failure of the successful bidder to comply with the requirement as stipulated above shall constitute sufficient grounds for the annulment of the award of contract and forfeiture of the Earnest Money Deposit. In such an event, the Bank will call for new bids.
4. Similarly, one month (inclusive of holidays) prior to expiry of the guarantee (for delivery & installation), SB shall submit Bank Guarantee for Performance as per format given Annexure IX. Bank guarantee for Performance shall be valid for a period of 72 months (Can be submitted as 2 Bank Guarantees with 36 months



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period each) with a claim period of 12 months for an amount equal to 3% of the total order value (As per LOI including AMC and Onsite cost) and should be submitted one month prior to the expiry of bank guarantee for delivery & implementation.

5. Bank guarantee (for delivery & implementation) as stipulated vide point 1.7.1 above shall be released by the Bank on successful completion of implementation of solution and on submission of the Bank Guarantee (for performance) as stipulated vide clause 1.7.4 of the RFP.
6. The above-mentioned bank guarantees issued by any scheduled commercial bank other than Indian Overseas Bank is acceptable to us. Successful Bidder should inform the Guarantee Issuing Bank to forward the original guarantees directly to the Bank or any other mode advised by the Bank.
7. Bank reserve its right to invoke the Bank Guarantees (for delay in delivery or non- delivery/ performance) on the following grounds (after providing a damage cure period of 30 days) and as per terms and conditions stipulated in the Bank Guarantee:
  - a) Delay / non-delivery/ Delay in Implementation beyond stipulated schedule as per clause 1.5 & 1.6 of the RFP.
  - or
  - b) Non Performance of the SLA/RFP terms and conditions.

### **1.8. PROCUREMENT OF ADDITIONAL KIOSKS:**

1. Bank reserves its right to procure additional Kiosks over and above the quantity mentioned in this RFP from the awardee of the contract for supply to its various Offices located across the Country as per the additional terms and conditions stipulated below.
2. The total value of such additional KIOSKS procurement shall not exceed 25% of the value of the contract amount and Quantity.
3. The Bank may exercise this option for a period of 1 (one) year from the date of UAT Signoff at the price determined through this tender. Bank shall issue separate purchase orders/Letter of Intent in this regard based on the requirement arrived at, by the bank. The Purchase Order issued for additional Kiosks shall be within a period of 1 year from the date of UAT signoff but the delivery & implementation period of such Kiosks may be after 1-year period also.





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4. The rates will be valid for a period of 1 (ONE) YEAR from the date of UAT Signoff, if not revised earlier.
5. The technical specification of such additional Kiosks items should conform to the technical specifications provided in this RFP or higher configuration.
6. Bank will have periodic review of technology. In case any of the models becomes obsolete, then Bank will consider the alternate model in consultation with the OEM / Bidder. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.
7. The successful bidder has to pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to the Bank voluntarily during the contracted period of one year.
8. Bank, however, reserves its right to purchase the Kiosks from any other vendor also during the said period.
9. Bank Guarantee (for Delivery, Implementation & performance) for additional Kiosks will also be as per clause 1.7 of this RFP.

#### **1.9 PAYMENT TERMS:**

The Bank will make on-line payment to the vendor only electronically through respective Regional offices as per following terms:

1. Payment Terms deliverables: The successful bidder shall submit the following documents to Bank's Central Office before raising invoices:
  - a. Non-Disclosure Agreement (NDA)
  - b. Delivery/Performance Bank Guarantee as per clause 1.7
2. 60% of the cost of the hardware as per Table I of Annexure III shall be released after successful delivery of the kiosk and barcode printer in full as detailed in RFP. Payment shall be released within 15 days by respective Regional Offices / RCC /CO on submission of proof of document such as delivery challan/e-delivery challan counter signed by bank official within 15 days of submission of these documents in full. Penalty if any shall be deducted from the amount payable as per clause 1.4 of this RFP. Payment shall be released on submission Performance Bank Guarantee to the Information Technology Department/Digital Banking Dept. 60% of the cost of Intermediate server shall be released by DBD on completion of delivery and on submission of delivery proof and tax invoices. Applicable penalties will be deducted while releasing payment. 40% of the cost of the hardware as per



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Table I of Annexure III shall be released after successful installation of the Kiosks as per Bank's requirement and submission of satisfactory performance certificate and proof of buyback being taken out of bank's premises signed by Branch Manager. Payment shall be released by respective Regional Offices / RCC 's on submission of proof of document such as installation cum warranty certificate along with Kiosks installation report within 15 days of submission of these documents. Penalty if any shall be deducted from the amount payable as per clause 1.4 of this RFP. Payment shall be released on submission Performance Bank Guarantee to the Information Technology Department/Digital Banking Dept. 40% of the cost of Intermediate server shall be released by DBD on completion of installation and on submission of installation signoff from bank official. Applicable penalties will be deducted while releasing payment.

3. In case of bank dependency, installation charges can be released within 30 days of delivery upon claim from the SB. With regard to Bank dependency under which the vendor claims the payment, same should be duly supported by documentary evidence.
4. AMC charges for the Kiosks for the period starting from second (2nd) year to Sixth(6th) year shall be paid half-yearly in advance (subject to rendering of satisfactory service during the last half year) after deducting applicable penalty (applicable downtime penalty for the warranty period etc.), submission of performance Bank Guarantee, submission of OEM back lining proof, and uptime report by respective RCC's & preventive maintenance (PM) report for the last half year. AMC charges for the intermediate server for the period starting from 2nd to 6th year shall be made half yearly in advance on submission of uptime report and other applicable documents. These conditions are applicable for AMC of new machines post warranty period as well for existing Forbes Passbook Kiosks which will be directly covered under AMC.
5. Payment for onsite resident support engineer (Scope as defined in Annexure I) will be released by Central Office quarterly in arrears from the date of successful implementation or provision of actual onsite support whichever is later, on submission of user department confirmation letter after deducting applicable penalty.
6. The payment towards AMC and onsite resources will be released by Digital Banking Dept. Central Office subject to timely submission of invoices. Taxes should be clearly shown in invoices raised. TDS shall be deducted at the prevailing rates.

#### **1.10. PRICES AND TAXES**

1. Prices should be quoted as per Commercial Bid in Annexure 'III' in Reverse Auction.
2. The quoted prices shall be exclusive of GST and inclusive of all applicable duties.



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3. 'NIL' quotes shall be treated as unresponsive and bids shall be rejected.
4. The quoted prices shall be all inclusive of technical service charges, if any, for configuration and installation at the location as specified by the Bank in the Purchase Order, charges for media, charges for packing, freight and forwarding, transit insurance and local transportation charges, Hamali charges and charges such as cost towards boarding, traveling, lodging etc.
5. The quoted price should as per scope, functional requirements & technical specifications mentioned in the RFP.
6. The quoted price should be inclusive of Travelling, Boarding, and Lodging and for any incidental expenses. Bank shall not bear any other cost other than the one indicated in the Commercial Bid format.
7. Applicable taxes like TDS and NEFT charges, if any will be deducted from the amount payable.
8. Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account.
9. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
10. Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.
11. The prices shall be quoted in Indian Rupees. Any reference made to variation in pricing due to appreciation / depreciation of Indian rupees against any other currency is not acceptable.
12. Bids (both technical as well as commercial bid) shall be valid for a period of 180 days from the last date for submission of bids. Bids submitted with a short validity period will be treated as non-responsive and will be rejected.
13. Bids shall be submitted strictly as per the format given in the bid and any addition / deletion / change in the format will be summarily rejected.
14. Bids without signature of authorized signatory of the bidder will be summarily rejected

**Bank reserve its right to accept / reject any bid, which is not in line with these conditions.**



## **1.11 EVALUATION PROCESS:**

Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.

The evaluation of Bids and awarding contract will be carried out as per the following criteria:

### **a) Evaluation of Bidder's Qualification Criteria & Technical Evaluation:**

The Bank's evaluation of the technical-indicative commercial bids will take into account the following factors and based on such evaluation a list of technically qualified bidders will be short-listed:

1. Compliance of terms and conditions stipulated in Clause 1.3 of RFP duly supported by documentary evidence called for therein.
2. Submission of duly signed Annexure – I, I-A, I-B, I-C, II (A), II (B), IV, V, VI, VII, XI, XII, XIV, XV, XVI, XVIII of the RFP.
3. Evaluation of the technical specifications and scope of work.
4. Status of Compliance of terms and conditions of clause 1.10 of this RFP.
5. Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.

### **b) Determination of Successful Bidders through Reverse Auction and Awarding of Contract:**

Bank will determine the L1 bidder through Reverse Auction that shall be conducted in the Bank's e-Tendering website. Business rules and dates of the reverse auction shall be intimated to the technically qualified bidders in due course.

1. The L1 bidder will be determined based on the lowest TOTAL PRICE QUOTED for (Total cost of Service under SL.NO. 7 (Table VII of ANNEXURE III). Successful bidder has to submit the breakup of the price and quantities as per Annexure III within 24 hours of the completion of Reverse Auction.
2. The Bank reserves the right to reject the L1 bid if it finds the same as unreasonable.
3. If for any reason L1 bidder backs out or the purchase order given to the L1 Bidder does not get executed in part / full, the Bank shall initiate action as per Bid Security



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Declaration, invoke bank guarantee for delivery, then bids will be cancelled and bank shall go for re-tender and may blacklist the bidder for a period of one year.

4. If bidder fails to submit the breakup of the price and quantities as per Annexure III within 24 hours of the completion of Reverse Auction, Bank shall reserve the right to initiate action as per Bid Security Declaration and /or debar the bidder from participation from future tenders.

### **1.12 CONTACT DETAILS OF THE BIDDER:**

The Successful Bidder on award of the contract should provide the Bank the Points of Contact, Escalation Matrix for taking up issues with respect to the scope of work defined in the contract.

### **1.13 TECHNICAL DOCUMENTATION**

The Bidder shall provide complete technical documentation (both hard copy and soft copy) of the offered Solution. This documentation shall include guides required for installation, administration and troubleshooting of the offered solution. It should also include 'Baseline configuration' document, architecture, hardening document etc.

### **1.14 PREFERENCE FOR MAKE IN INDIA ORDER 2017 (PPP-MII ORDER)**

1. Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued vide Central Vigilance Commission Order No. 018/VGL/022-377353 dated April 20, 2018 and basis of allotment will be done in terms of instructions on Public Procurement (Preference to Make In India), Order, 2017 – Revision; regarding issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated May 29, 2019, revised on 04-06-2020, further revised on 16-09-2020.
2. Salient features of the order is given below:
  - a. Only class 1 and class 2 local suppliers as mentioned in the PPP-MII order 2017 shall only eligible to participate in this tender.
  - b. Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is a Class I local supplier, the contract for full quantity will be awarded to L1.
  - c. If L1 bid is not a 'Class I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the "Class I local



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supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such the 'Class I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.

- d. 'Class-I Local supplier' means a supplier or service provider, whose products or service offered for procurement, has local content equal to or more than 50%, as defined in the above mentioned order.
- e. Class-II Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content more than 20% but less than 50%, as defined in this order.
- f. 'Non Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content less than or equal to 20%, as defined in this order.
- g. 'Local content' means the amount of value added in India which shall , unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic Indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- h. 'Margin of purchase preference' means the maximum extent to which the price quoted by a 'Class I local supplier' may be above the L1 for the purpose of purchase preference.
- i. Decisions on complaints relating to implementation of the above shall be taken by the competent authority which is empowered to look into procurement related complaints relating to the procuring entity.
- j. Certificate of local Content: The 'Class-I Local supplier' /'Class-II Local supplier' shall provide a Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal as per **Annexure XVIII**.



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- k. Suitable Action as mentioned in the DPIIT-MII 2017 shall be initiated against bidders on submission of false declaration.

Bidders are advised to read the above clauses in consonance with Department of Industrial Policy and Promotion Letter No. P-45021/2/2017(BE-II) dated May 29, 2019, revised on 04-06-2020, further revised on 16-09-2020. In case of any disparity or inconsistency, Govt. order shall take precedence over the tender clauses.

In case the order is splitted among multiple bidders for new kiosk as well as AMC for old kiosks, individual bidders are required to provide the necessary intermediate servers required for setting up of the RMMS solution and other features as per scope of work of the RFP. Scope of work shall be same for all the bidders even if the order is splitted.



## PART –II-GENERAL TERMS & CONDITIONS:

### 2.1. SUBMISSION OF BIDS

#### 2.1.1. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL:

Bidders satisfying the Project Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the said hardware in conformity with Technical Specification stipulated in Annexure-I may submit their bid through Bank's e-tendering service provider website <https://iobtenders.auctiontiger.net> on or before the time line stipulated vide clause 1.1 of the RFP. Refer clause 2.28 for E-Tender Service pre requisite for bid submission.

Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, e-tendering website will receive the bids up to the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.

#### 2.1.2. SUBMISSION OF DOCUMENTS:

In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the clause 1.1 of the RFP on or before schedule mentioned in clause 1.1 of the RFP.

- a. Bidders may submit the cost of bid document (₹20,000) through NEFT to the following account details:

A/C No.: 90360113301010

IFSC: IOBA0009072

A/C Name: Indian Overseas Bank SCRS

Transaction receipt (With GSTN Details of the bidder) shall be uploaded along with the Technical bid and hard copy to be submitted if sought by Bank during bid opening.

- b. Bid security Declaration as per Annexure VII.
- c. Integrity Pact on ₹100 Stamp Paper in addition to uploading the documents on tender portal on or before the schedule mentioned in clause 1.1 of the RFP, **in HARD COPY**





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Bidders should be in possession of the acknowledgement issued by e-tendering system for submission of bids through e-tendering system and provide the same if asked by the Bank at the time of opening of Technical bids.

In case the above documents are not submitted on or before the schedule mentioned in clause 1.1 of the RFP, the bid will be rejected even if the same is uploaded in the Bank's e-tendering service provider website.

The above documents in a sealed cover should be put in the tender box kept in the infrastructure division of Information Technology Department of the Bank's Central Office, Chennai on or before the date and time mentioned in the Schedule for bidding process given in clause 1.1 of this RFP or they may be handed over to any one of the officers of the Bank's Information Technology Department, Central Office, Chennai mentioned in clause 1.1 of the RFP

**Bids received in any other mode other than the mode stipulated above, will not be accepted.**

## **2.2 BID OPENING PROCESS:**

The Bank will follow a two bid opening process through e-tendering system followed by reverse auction. The stages are:

1. Technical Bid-Indicative Commercial Bid Opening.
2. Reverse Auction.

In the first stage, the technical & indicative commercial bids submitted in Bank's e-tendering website shall be opened in the presence of available authorised representatives of the bidders who chose to remain at the time, date and venue mentioned in clause 1.1 of this RFP. The evaluation and short listing criteria shall be based on the criteria set out in clause 1.11 (a) of this RFP.

In final stage, bidders have to bid in reverse auction. All the bidders have to submit their final price (TCO) in reverse auction. **Based on the final TCO price, successful bidder has to fill the Annexure III and send to the Bank within 24 hours of completion of Reverse Auction.** The evaluation of final commercial bid and selection of L1 bidder shall be based on the criteria set out in clause 1.11(b) of this RFP.

## **2.3. COST OF BID DOCUMENT AND BID SECURITY DECLARATION:**

The bid should also be accompanied by **Bid Security Declaration** and cost of bid document (non-refundable) for ₹20,000/- (Rupees Twenty Thousand Only) by way of a NEFT for the amount to the account particulars mentioned in RFP.



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The Bid Security Declaration to be submitted as per format provided in **Annexure VII** of this RFP.

Bids received without the Cost of Bid document and Bid Security Declaration mentioned above will be rejected.

Bank shall suspend/debar/blacklist from bidding for any contract with bidder for a period of one year from the date of notification if they are in a breach of any obligation under the bid conditions and in the event of following events:

- a) Bidder has withdrawn/modified/amended, impairs or derogates from the tender, their Bid during the period of bid validity specified in the form of Bid;

Or

- b) Bidder has been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or refuse to execute the contract, if required,

or

(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions

#### **2.4. BIDDER'S INQUIRIES ON RFP & BANK'S RESPONSE:**

All enquiries from the bidders, related to this RFP must be directed in writing / email and sent to the address/email ID's as per schedule mentioned in clause 1.1 of the RFP. Any clarifications / query received thereafter shall not be considered and will be ignored. The preferred mode of delivering written questions, to the aforementioned contact person would be through the email followed by letter in writing. In no event, Bank will be responsible in ensuring receipt of inquiries.

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Bank makes no commitment on its part to accept all the queries / suggestions / requests submitted by the bidders. Bank on reviewing the inquiries received from the bidders, wherever needed, will carry out necessary amendment to its RFP clauses, if any, and the same will be posted in the Bank's website and no separate communication will be sent



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to individual bidders. However, Bank makes no representation or warranty as to the completeness or accuracy of any response made to the queries in good faith.

**2.5. BIDDER'S RESPONSIBILITY VIS-À-VIS THIRD PARTY PRODUCTS / EQUIPMENTS / SOFTWARE:**

If the proposal includes equipment or software marketed and / or supported by other companies / individuals, the bidder, as the prime contractor for the delivery, installation and maintenance of the entire system, must declare that they possess the requisite permission / license for the equipment / software. The successful bidder has to provide handholding support to the new incoming bidder in case of termination of the contract or completion of the contract for smooth handover of the operation. If successful bidder fails to provide handholding support, Bank shall invoke the Bank Guarantee for performance

**2.6. LIABILITIES OF THE BANK:**

This RFP is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.

**2.7. OWNERSHIP:**

The RFP and all supporting documentation / templates are the sole property of the Bank and violation of this will be breach of trust and the Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by the bidders shall become property of the Bank.

**2.8. FURNISHING OF INFORMATION**

The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required by the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

**2.9. FORMAT AND SIGNING OF BIDS**

The original Technical and Commercial bids shall be typed and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the bid shall initial all pages of the offer.



## **2.10. AUTHENTICATION OF ERASURES / OVERWRITING ETC.**

Any inter-lineation, erasures, or overwriting shall be valid only if the person or persons signing the bid initial them.

## **2.11. AMENDMENTS TO RFP TERMS AND CONDITIONS:**

Banks reserves its right to issue any amendments to the terms and conditions, technical specification of the RFP at any time prior to the deadline for opening of the technical bids. Such amendments to RFP shall be webcasted through Bank's official website. Cancellation of tender shall be webcasted through e-tendering website/ job website. Cancellation of the tender shall be individually communicated to the bidders who have submitted their bids along with Cost of bid document and Bid Security Declaration.

Bank shall not send any individual communications for any amendment to RFP and representation in any form on this shall not be entertained.

## **2.12. CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT:**

- a. Successful bidder and its employees will strictly under not to communicate or allow to be communicated to any person or divulge in any way, any information relating to the ideas, the concepts, know-how, techniques, data, facts, figures and information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of the performance of the contract. A non-disclosure agreement as per format provided in Annexure VIII should be executed by the Successful bidder.
- b. Successful bidder has to submit a letter duly signed by his employees wherein the bidder will identify his employee as a person deputed to the Bank for discharging duties in terms of the agreement with the bank and the employee undertaking to abide by all the rules and regulations of the bank while discharging his duties in the Bank.
- c. Successful bidder has to obtain Non-Disclosure Cum Confidentiality undertaking letter from each of the employee for deputation to the Bank. In the said undertaking, the successful Bidder will be held liable for any loss or damage caused to the bank because of any breach of terms of undertaking letter or any other terms specified by the bank in writing, either by the successful Bidder or its employees or by both. Background verification of the onsite employees of the SB shall be done by the Bank as per the extant guidelines of the Bank.

## **2.13 CLARIFICATION**



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During evaluation of the bids (both technical and commercial), the Bank may, at its discretion, ask the Bidder for any clarification on its bid. The request for clarification and the response shall be in writing / email, and no change in the prices shall be sought, offered, or permitted after submission of the bid.

## **2.14. ERRORS AND THEIR RECTIFICATION**

Arithmetical errors will be rectified on the following basis:

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 based on the corrected figure and the corrected figure will be reckoned for determination of L1 bidder. If the bidder does not accept the correction of the errors, its bid will be rejected.

## **2.15. BANK'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS**

Notwithstanding anything contained in any of the clauses, Bank hereby reserves its right to accept or reject any or all the bids and to annul the bidding process at any time prior to contract award, 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 Bank's action.

## **2.16. CONTACTING THE BANK**

Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

## **2.17. ACCEPTANCE OF CONTRACT**

Within 7 days (exclusive of holidays) of receipt of the Purchase Order, the company shall sign, affix official stamp and date the duplicate copy / photo copy of the Purchase Order and Request for Proposal document along with its amendments and return it to the Bank as a token of having accepted the terms and conditions of the Contract.

## **2.18. FORMATION OF CONTRACT & EXECUTION OF SLA.**

Acceptance of the Purchase Order / letter of intent as defined in clause 2.17 of this RFP constitute a valid contract. Successful bidder shall enter into a formal SLA with the Bank detailing terms and conditions set out in this RFP and in Purchase order / Letter of Intent. However, until an SLA is signed by both the parties, contract so constituted as detailed in this clause shall be construed as Service Level Agreement and shall be applicable.



## **2.19. ASSIGNMENT**

The Successful Bidder/s shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Bank's prior written consent.

## **2.20. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The Successful Bidder shall not, without the Bank's prior written consent, disclose any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

## **2.21. TERMINATION CLAUSE**

### **A. TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of Contract, shall give written notice of default to the Bidder with a cure period of 30 days. After 30 days if Bank is not satisfied with the response, may terminate the Contract in whole or in part:

- a) if the Bidder fails to deliver any or all of the solution within the period(s) specified in the Purchase Order, or within any extension thereof granted by the Bank or
- b) if the Bidder fails to perform any other obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part pursuant to clause 14.1.7, the Bank may procure, upon such terms and in such manner, as it deems appropriate, goods and related services, similar to those undelivered, and the vendor shall be liable to the Bank for any excess costs for such similar Hardware and related services subject to the maximum cap of 10% of the undelivered portion. However, the vendor shall continue performance of the Contract to the extent not terminated.

### **B. TERMINATION FOR INSOLVENCY**

The Bank may at any time terminate the Contract by giving written notice with a cure period of 30 days to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. If the bank is not satisfied with the bidder's reply, bank may terminate the contract. Termination in this case will be without compensation to the Bidder,



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provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

### **C. TERMINATION FOR CONVENIENCE**

The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. It is also clarified that the Vendor shall not be entitled to terminate the contract.

### **D. TERMINATION FOR OTHER ACTIONS:**

The bank has the right to terminate the agreement with immediate effect if the Bidder is blacklisted or in case any fraud, forgery, theft, robbery or any wrongful action/ inaction or breach of this agreement caused by Bidder or its agents or its employees.

The payment for the work executed till the date of termination shall be made as per payment terms.

### **E. TERMINATION FOR VIOLATION OF INTEGRITY PACT**

The bank has the right to terminate the agreement with immediate effect if Integrity Pact is violated by the bidder during the currency of the contract.

## **2.22. FORCE MAJEURE**

Notwithstanding the provisions of clauses 2.21 to 2.22 the Bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.



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Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the successful bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

**2.23 ADDITIONAL COVENANTS:**

In respect of development of Software, the Business logic for the software developed is the sole proprietary of the bank and the same shall not be shared without prior written consent of the Bank.

**2.24. COPY RIGHT/LICENCE VIOLATION**

The bidder shall explicitly absolve the Bank of any responsibility/liability for use of system/software delivered along with the equipment; (i.e. the bidder shall absolve the bank in all cases of possible litigation/claims arising out of any copy right/license violation.) for software (s) sourced either from third parties or from themselves.

**2.25 RESPONSIBILITY FOR FAULT FREE OPERATION**

The Successful Bidder (SB), following the execution of the Contract, will assume total responsibility for the fault free operation of solution during contract period (Comprehensive Onsite Warranty & AMC period) and should maintain a machine wise uptime of 98% (excluding bank dependency cases).

For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime (\%)} = \frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month}}{\text{Sum of total hours during the month}} \times 100$$

Total hours during the month = No. of working days' x 8 hours

Deductions for non-maintenance of required uptime shall be calculated as under:

Uptime	Deduction
95 % – 98 %	5% of the total yearly AMC value
90 % – less than 95 %	10% of the total yearly AMC value
80% - less than 90%	20% of the total yearly AMC value
Less than 80%	30% of the total yearly AMC value





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In addition to the above deductions, if the complaint is not resolved by SB for more than two working days, then, a penalty of Rs.100/- will be levied after 2nd day till the machine becomes operational up to maximum of 30% of the AMC value.

The complaints lodged data submitted by the SB will be utilized as base towards calculation of machine wise uptime excluding bank dependencies and for necessary deduction as per the RFP clauses.

## **2.26. LIMITATION OF LIABILITY:**

The liability of bidder under the scope of this RFP (including indemnities) is limited to the value of the relevant order.

## **2.27. COMPLIANCE TO LABOUR ACT:**

As per Government (Central / State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act.

## **2.28. E-TENDERING:**

1. Bank has decided to determine L1 through bids submitted on bank's E-Tendering website <https://iobtenders.auctiontiger.net>. Bidders shall bear the cost of registration on the Bank's e-tendering portal. Rules for web portal access are as follows:
2. Bidder should be in possession of CLASS II or CLASS III-Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to bank.
3. Bidders at their own responsibility are advised to conduct a mock drill by coordinating with the e-tender service provider before the submission of the technical bids.
4. E-Tendering will be conducted on a specific web portal as detailed in 1.1 (schedule of bidding process) of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in 1.1 (schedule of bidding process) of this RFP.
5. Bidders will be participating in E-Tendering event from their own office / place of their choice. Internet connectivity /browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.



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6. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) the service provider or bank is not responsible.
7. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements / alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction successfully.
8. However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
9. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
10. On account of this the time for the E-Tendering cannot be extended and BANK is not responsible for such eventualities.
11. Bank and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
12. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, e-tendering website will receive the bids up to the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
13. During the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service provider.
14. Utmost care has been taken to reduce discrepancy between the information contained in e-tendering portal and this tender document. However, in event of any such discrepancy, the terms and conditions contained in this tender document shall take precedence.
15. Bidders are suggested to attach all eligibility criteria documents with the Annexes in the technical bid.
16. Subscription fees of ₹2500 + applicable GST requires to be paid to M/s. e-Procurement Technologies Limited for completing the registration formalities.



### **2.29. PACKING:**

The Successful Bidder shall provide such packing of the hardware as is required to prevent their damage or deterioration during the transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

### **2.30. INSURANCE:**

The Goods supplied under the contract shall be fully insured any loss or damage incidental due to transportation, storage and erection. The transit insurance shall be for an amount equal to 110% of the invoice value of the Goods from "Warehouse to Destination" on All Risk basis including "War Risks & Strikes". The supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery. Any damage happens to the system due to non-availability of Storage Cum Erection Policy, the supplier has to bear the losses. Bidder has to submit a copy of the insurance policy so that the Bank may get a new insurance cover after stipulated period.

### **2.31. OTHER TERMS AND CONDITIONS**

- a. The Bank shall have the right to withhold any payment (Pertaining to this contract) due to the successful bidder in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of the Bank.
- b. Successful bidder shall hold the Bank, its successors, Assignees and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its technical resources, employees, agents, contractors, subcontractors etc. However, the SB would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.
- c. Successful bidder shall be responsible for managing the activities of its personnel and will be accountable for both. SB shall be vicariously liable for any acts, deeds or things done by their technical resources, employees, agents, contractors, subcontractors etc. that is outside the scope of power vested or instructions issued by the Bank.



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- d. Successful bidder shall be the principal employer of the technical resources, employees, agents, contractors, subcontractors etc. engaged by SB and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender.
- e. The indemnification is only a remedy for the Bank. The successful bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.
- f. Successful bidder shall be held entirely responsible for the security and the protection of their workers at all times inclusive of non-working hours. They shall be deemed to have included for all costs associated therewith, including cost of insurance, medical expenses etc. if any. Successful bidder shall inform all his employees, technical resources, employees, agents, contractors, subcontractors etc. associated in execution of the work awarded under this RFP to work in the specified area and they should not move around at other places of premises without any specific reason.
- g. SB or its authorized agents or its employees / technical resources shall not store or allow to store in the Bank's premises any goods, articles or things of a hazardous, inflammable, combustible, corrosive, explosive or toxic nature.
- h. SB and its employees, technical resources, agents, contractors, subcontractors or its authorized agents shall provide full co-operation to other agencies working in the premises and shall follow the instruction of site in charge. No extra claims shall be entertained on account of any hindrance in work.
- i. SB shall not be entitled to any compensation for any loss suffered by it on account of delays in commencing or executing the work, whatever the cause of delays may be including delays arising out of modifications to the work entrusted to it or in any sub-contract connected therewith or delays in awarding contracts for other trades of the Project or in commencement or completion of such works or for any other reason whatsoever and the Bank shall not be liable for any claim in respect thereof.
- j. It is well defined and understood that the labor or any employee or technical resources of the SB will have no right for claim of employment on the Bank.
- k. No extra claim shall be entertained on account of all the redo of work on account of SB's negligence and resulting into make good of the damages or damaged portions during executing the job. All such cost shall be borne by the SB.



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- l. SB shall indemnify the Bank from all the acts & deeds on account of negligence by his employees, agencies, representatives or any person acting on his behalf.
- m. SB shall take all risk Insurance coverage for its employees, technical resources, representatives or any person acting on his behalf during the contract period to cover damages, accidents and death or whatever may be.
- n. SB should indemnify the Bank for Intellectual Property Rights (IPR) / copy right violation, confidentiality breach, etc., if any.
- o. The Bank ascertains and concludes that everything as mentioned in the tender document or its addendum circulated to the bidders and responded by the bidders have been quoted for by the bidders, and there will be no extra cost associated with the same in case the SB has not quoted for the same.

### **2.32. RESOLUTION OF DISPUTES**

The Bank and the successful bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof.

In case of any disagreement or dispute between the Bank and the successful bidder which remains unresolved after discussions, the dispute will be resolved in a manner as outlined hereunder.

- 1. In the event of any dispute between the and the contractor relating to those contracts where Integrity Pact is applicable, in case both the parties are agreeable, they shall try to settle dispute through mediation before the panel of IEMS in a time bound manner. The fees/expenses for dispute resolution shall be equally shared by both Bank and successful bidder.
- 2. In case the dispute remains unresolved even after mediation by the panel of Independent External Monitors, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by the Bank, one to be nominated by the successful bidder and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act 1996. Upon every or any such reference the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid.



**Any dispute or difference whatsoever arising between the parties and of or relating to construction, operation or effect of this contract or the validity or the breach thereof, shall be settled by Arbitration in accordance with the Rules of Arbitration of the "SCOPE" and the award made in pursuance thereof shall be final and binding on the parties.** Courts of Chennai city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.

### **2.33 CORRUPT AND FRAUDULENT PRACTICES:**

- a) As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

AND

- c) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank 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 Bank of the benefits of free and open competition.
- d) The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

### **2.34 PRODUCT WITHDRAWAL**

The bidder shall submit Annexure IV- Manufacturer Authorization Form duly signed by the **OEMs** stating availability of spares and technical support for the Hardware for the period as mentioned in clause 1.5 & 1.6 of this RFP. If however, during the tenure of warranty and post-warranty period, the OEM withdraws the support for the hardware, the successful bidder should replace the product with an equivalent or better alternative product which is acceptable to the bank, or support the existing box with spares for the five year period from the date of installation, at no additional cost to the bank and without causing any performance degradation. If the successful bidder fails to provide the product as specified above the bank reserves the right to invoke the performance guarantee.



### **2.35 SOLICITATION OF EMPLOYEES**

During the term of the Contract and for a period of two years after any expiration of the contract period/termination or cancellation of the Contract, both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and two years thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and two years thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who

- I. initiate discussions regarding such employment without any direct or indirect solicitation by the other party; or
- II. respond to any public advertisement placed by either party or its affiliates in a publication of general circulation

### **2.36 EXIT CLAUSE**

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

1. Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee.
2. Delay in delivery beyond the specified period.
3. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods;
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution
5. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of one month during the contract period.

### **2.37 NAME AND CONTACT DETAILS OF IEM FOR THE ADOPTION OF INTEGRITY PACT IN PUBLIC SECTOR BANK:**

As per the directions of Central Vigilance Commission, all public sector banks are required to adopt Integrity Pact in any procurement valued above the threshold value. Bidder shall submit **Annexure XI and Annexure XII** on a stamp paper duly signed by their



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authorized signatory along with the technical bid. Indian Overseas Bank have appointed the IEM for this purpose details of whom are as under:

**Shri. Jojneswar Sharma, IDES (Retd.)  
House no.27, Dr Zakir Hussain Path,  
SARUMOTORIA (Hengerabari)  
District Kamrup (Metro),  
Guwahati-781036, Assam.  
Phone : 8806777701  
Email id : [sharmajoj@gmail.com](mailto:sharmajoj@gmail.com)**





## **PART – III-ANNEXURES**

### **ANNEXURE-I –SCOPE OF WORK & MINIMUM TECHNICAL SPECIFICATIONS**

#### **1.A Scope of AMC (for 707 Existing Forbes Kiosks)**

- 1.1** Bidder should take AMC for the 707 existing Forbes Kiosks machines in “as is where is” condition. Once the machines are covered under AMC, it will be the sole responsibility of the vendors to maintain the uptime during the AMC period.
- 1.2** Bidder should submit spare price list for consumable items (i.e. passbook printer cartridge, barcode printer cartridge and barcode sticker) copy which should be followed during the entire tenure of the RFP validity. The spare price should be competitive enough with the present market rates and comparable with the same of the peer vendors.
- 1.3** Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the machine and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the bank's consent. Faulty parts removed from the system, belongs to vendor. However, the bank can retain the old spare and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.
- 1.4** The vendor shall maintain adequate spare machines and other spares at his site to facilitate any temporary replacement.
- 1.5** The scope of work includes all software like Operating system (OS) (Windows), application required for making the PBK functional, Antivirus shall be provided by the Bank's AV team and the bidder shall be responsible for installation/updation of the Antivirus solution. So, scope includes applying patches/ reinstallation of these application software, configuration of Kiosk machine/ barcode printers, bringing Kiosks to bank's domain etc. or any other activity to make the PBK operational for serving the public.
- 1.6** The bidder shall take the responsibility to upgrade the existing OS of the Kiosks to the latest version (Windows 10 or higher), during the contract period, at no extra cost to the bank.
- 1.7** The scope of work covers provision of resident service engineer in the Central Office, Chennai from 10:00 to 18:30 hrs. on all working days and if required, on Saturdays and Sundays /Bank Holidays and also after 18:30 hours, on working days. A technically qualified service engineer with an experience of not less than



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3 years in the relevant field should be at the disposal of Central office. The engineer will provide online support for immediate solution and liaisons with field engineers deputed to the branches.

- 1.8** The bidder shall implement a centralized health monitoring solution(RMMS) with push pull mechanism at both DC and DR server for smooth functioning of all the kiosks located across the country in Bank branches. Bidder shall also generate MIS and audit trails periodically as per the Bank's requirement. The RMMS portal shall be made available at both DC and DR servers to the Bank.
- 1.9** RMMS should be capable to generate the correct downtime hours machine wise for any particular day or any particular period. The downtime recorded in RMMS will be considered final. The RMMS should be capable of generating various reports based on multiple filters as per the requirements.
- 1.10** The vendor should have PAN India presence to deploy engineers at field level to service the machines and the list of such engineers should be shared with bank for reference.
- 1.11** The vendor should ensure that all the down complaints are attended within 48 hours of complaint lodgement. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is duly repaired at no extra cost to Bank.
- 1.12** In case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
- 1.13** Complaint can be registered either telephonically or by e-mail or by our complaints portal, by respective branch/Office and proper record of the complaints to be maintained by the AMC Vendor.
- 1.14** Quarterly preventive maintenance shall also to be carried out by the vendor in addition to attending the specific complaints without any additional cost. A comprehensive report to this effect, duly attested by the branches, should be submitted by the vendor to DBD, CO on quarterly basis.
- 1.15** Replacement or maintenance of all non-consumable components will be covered under AMC contract. Bank will be liable to pay cost of consumable items (i.e. passbook printer cartridge, barcode printer cartridge and barcode sticker) only.
- 1.16** The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of the bank.



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- 1.17** Annual Maintenance Contract (AMC) would be comprehensive i.e., including cost of new /original spares for proper functioning of all systems and sub-systems.
- 1.18** The expected uptime for all the kiosks under AMC contract should be minimum of 98%. If the achieved uptime is less than 98%, necessary deduction shall be made as shown below:

Uptime	Deduction
95 % – 98 %	5% of the total yearly AMC value
90 % – less than 95 %	10% of the total yearly AMC value
80% - less than 90%	20% of the total yearly AMC value
Less than 80%	30% of the total yearly AMC value

In addition to the above deductions, if the complaint is not resolved by SB for more than two working days, then, a penalty of Rs.100/- will be levied after 2nd day till the machine becomes operational up to maximum of 30% of the AMC value.

The detailed calculation of uptime is mentioned in later part of the Scope.

- 1.19** It shall be the responsibility of the AMC Vendor to make all the Kiosk machines to work satisfactorily throughout the contract period and to hand over the systems in working condition to the Branch/ office after expiry of the contract. In case any damage is found, the AMC Vendor is liable to rectify it even after the contract.
- 1.20** AMC charges after necessary deductions, (if any) will be paid half yearly at the end of half year on production of invoices. Taxes shall be paid as applicable. Taxes should be clearly shown in invoices raised. TDS shall be deducted at the prevailing rates.
- 1.21** The Scope of Work involves takeover of existing Passbook Kiosks and further maintaining the KIOSKS with all necessary accessories (Hardware, Application Software, Barcode printers etc.) and intermediate/ middleware server at DC and DR for proper functioning of kiosks, across various branches of the Bank all over India.
- 1.22** The KIOSKS have facility for Bar code scanning, printing, either as in-built device or as a separate Barcode printer. The SB must provide Application Software / Solution for printing of Barcodes at individual terminals at the branches.



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- 1.23** The scanner is capable to scan the full page for barcode irrespective of the position. The interface application provided by the bidder should give appropriate command to utilize the service.
- 1.24** The font and the margins of the kiosk, printer should match with the font and the margins provided by the CBS in order to maintain uniformity. The ISO message format for the printing shall be provided by the Bank.
- 1.25** Barcode printer should be shared to all the PCs in the branch. If due to some reason, the PC connected to the Barcode printer goes faulty, then other PC should be able to give print command to the Barcode printer. Application as well as drivers required for Barcode printer should be installed in all PCs in the counter in the Branches.
- 1.26** The Successful Bidder (SB) shall provide a single point of contact for Bank with respect to any kind of after sales, service or support required during the AMC period.
- 1.27** If at any time during performance of the Contract, the SB should encounter conditions impeding performance of Services, the SB shall promptly notify the Bank in writing (either through email to the contact person or through letter) of the fact of the delay, it's likely duration and its cause(s). Bank shall evaluate the request received from the SB and may at its discretion extend the timeline stipulated for execution of the project on a case-to-case basis, if request is found genuine.
- 1.28** SB shall submit a Project Completion Report (PCR) duly signed/ attested by branch officials containing branch wise details viz., date of installation at the specified location, Serial number of the KIOSK and date of start of AMC for the KIOSK. The copy of such PCR should be submitted by the bidder along with invoices to claim the first AMC payment.
- 1.29** The SB should also ensure that all the software and hardware supplied by the SB is licensed and legally purchased. All licenses towards software and hardware required for functioning of the PBKs has to be purchased by the SB without any extra cost to the Bank.
- 1.30** SB shall provide for engineer visits for all activities required to be carried out as per this Scope as well as on Bank's request at no extra costs to the Bank. Once AMC is handed over, the entire upkeep and maintenance of the PBK lies with the SB only and Bank shall not bear any other cost than the AMC.



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- 1.31** In case of States having Road Permit /entry tax, the SB will have to liaison with local tax authorities and bank's branch officials at each of the locations to obtain necessary permissions from the respective authorities. Obtaining the necessary permission will be the responsibility of the SB.
- 1.32** The application provided by the SB for the functioning of the Self Service Passbook Printing Kiosk should be capable to display various promotional slides as per Bank's requirements. The RMMS application must be capable to centrally push these slides/promotional contents to any branch or any specific cluster of branches or all of the PBKs without any need for physical visit to each location. The system should be capable of centrally pushing the Bank's advertisements, OS/ application updates to all the Kiosks etc.
- 1.33 Once awarded the contract, SB must warrant all equipment, accessories, spare parts, software's etc., and the same shall be covered under Annual Maintenance Contract as per terms specified in this RFP.
- 1.34 SB to resolve KIOSKS related issues during the AMC tenure, including installation / reinstallation of applications, Patches, system software and firmware patches / bug fixes, if any, for KIOSKS. Device driver installations, updating firmware and other installation shall also be done for complete functioning of KIOSKS as per the requirement of bank.
- 1.35 AMC should not become void if Bank buys any other supplemental hardware/ consumable from a third party and install it with this equipment with prior consent of the vendor. However, the AMC will not apply to such hardware/ consumable items installed by the Bank on its own but AMC on other hardware/ equipment will remain valid throughout the tenure of agreement.
- 1.36 The tenure of service shall be 3 years. The SB should undertake to guarantee minimum machine wise uptime of 98% and should execute service level agreement for the same. The SB should execute Bank Approved Master AMC Agreement with the Bank as per terms and Conditions without any exception. The deduction due to non-maintenance of uptime shall be as already defined in this RFP.
- 1.37 The SB undertakes to agree to the deductions as prescribed by the Bank. It is the responsibility of the SB to pay penalty to bank for their dependency cases. If the penalty exceeds the pending payment to SB, Bank may deduct the amount from other payments or may blacklist the company for future participation in any tender.



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1.38 The SB should agree to upgrade the hardware and software for compliance of the regulatory guidelines to be enforced during the entire tenure of the contract without any additional cost to the bank.

1.39 In line with the EASE compliance, On the home screen customers should be able to see 2 icons namely: a) PBK updation and b) Internet Banking. On selecting PBK updation, as usual the PBK application will start and customer will proceed with updation. On clicking the internet banking link customers will be redirected to <https://ibintra.iob.in/ibanking/login.do>. i.e. Bank's internet banking login page on bank's intranet. On the screen (bottom part) by default, the onscreen virtual keyboard needs to appear at all times on the login page.

### **1.B SCOPE FOR New Procurement/ Replacement:**

Procurement of 700 new PBKs as per Technical Specifications of the Bank under Buyback of existing PBKs in "as is where is" condition. The maximum count of machines for buyback is 700.

1.1. The Scope of Work would involve supply, installation, commission and maintenance of new KIOSKS with all the necessary accessories (Application Software, adapter, LAN and Electrical cables, Barcode printers etc.) and the intermediate/ middleware servers at DC and DR for proper functioning of kiosks, across various branches of the Bank all over India. SB should undertake maintenance of the existing machines and make them working, until replacement.

1.2. The proposed KIOSKS must have facility for Bar code scanning, printing, either as in-built device or as a separate Barcode printer. The SB must provide Application Software / Solution for printing of Barcodes at individual terminals at the branches. The Bar Codes must be generated in such a way that only the bar code is being printed and the account number to which the bar code is mapped is either not printed at all or is printed in masked form (For eg.: 0X2X0X0X0X9X2X1)

1.3. The scanner should scan the full page for barcode irrespective of the position.

1.4. The font and margins of the kiosk printer should match with the font and margins provided by the CBS in order to maintain uniformity.

1.5. Barcode printer should be shared to all the PCs in branch. If due to some reason the system connected to the Barcode printer goes faulty then other system should be able to give print command to the Barcode printer. Application as well as drivers required for Barcode printer should be installed in all PCs in the counter in the Branches.



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- 1.6. The equipment should be capable of handling incidental power surges; Kiosks will be connected to UPS. The Network link will be normal LAN which will be RJ-45 Ethernet socket. The equipment should be capable of working in rugged environment (Like without AC, with normal A/c Voltage i.e., 230V and normal power ratings).
- 1.7. The Successful Bidder (SB) shall provide a single point of contact for Bank with respect to any kind of after sales, service or support required even after machine is installed including the warranty period as well as AMC.
- 1.8. If at any time during performance of the Contract, the SB should encounter conditions impeding timely installation of KIOSKS and performance of Services, the SB shall promptly notify the Bank in writing (either through email to the contact person or through letter) of the fact of the delay, it's likely duration and its cause(s). Bank shall evaluate the request received from the SB and may at its discretion extend the timeline stipulated for execution of the project on a case-to-case basis if request is found genuine.
- 1.9. SB shall submit a region-wise Project Completion Report (PCR) duly signed by branch officials to RO / RCC containing branch wise details viz., date of delivery, date of installation at the specified location, date of removal of old KIOSKS if any, Serial number of the KIOSKS and date of start of warranty for all the KIOSKS installed at various locations, as soon as the entire installation is completed. Such PCR report has to be submitted to RO/CO along with invoices.
- 1.10. KIOSKS shall have complete vinyl wrapped on three sides as per the Bank's branding /requirement at no additional cost for the first wrap for all machines. Bank shall provide design and creative files as regards to vinyl wraps. Vinyl Wrap of good quality must be affixed with high quality adhesive and carry a warranty of three years against peeling, fading, tearing etc. However, force majeure and manual damage will not be considered under such warranty.
- 1.11. Machines delivered / installed without wrapping or without providing barcode printers would be considered as non-operationalized and Bank has a right to levy liquidated damages on such delivered / installed machines as well.
- 1.12. The SB should also ensure that all the software and hardware supplied by the SB is licensed and legally purchased (OS, SQL, DB etc.) and is provided to Bank at no extra cost. A machine will be considered as operational only when it is provided to bank with all hardware/software and is ready in all respect for Passbook printing.
- 1.13. SB shall provide for engineer visits for all activities required to be carried out as per this Scope as well as on Bank's request at no extra costs to the Bank. However, any dependency on the part of the SB has to be attended by the SB only without any extra cost to the bank.



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- 1.14. In case of States having Road Permit /entry tax, the SB will have to liaison with local tax authorities and bank's branch officials at each of the locations to obtain necessary permissions from the respective authorities. Obtaining the necessary permission will be the responsibility of the SB.
- 1.15. The successful bidder shall ensure proper Grouting of the Kiosk as per specifications as part of installation activity without any additional cost to the Bank. The Successful bidder shall ensure proper grouting of the Kiosk to the floor at each location. Bolts have to be fixed into the concrete and install Kiosk on the bolts. Bank shall permit to grout the Kiosk with anchor fasteners without digging the floor if required.
- 1.16. Self Service Passbook Printing Kiosk should be capable to display various promotional slides as per Bank's requirements. These slide/ promotional contents should be pushed centrally without any need for physical visit to each location.
- 1.17. The system should be capable of centrally pushing the Bank's advertisements, application updates to all the Kiosks etc.
- 1.18. The SB should agree to update and upgrade software for compliance of the regulatory guidelines to be enforced during the entire tenure of the contract without any additional cost to the bank.

**1.C Scope of AMC After Completion of Warranty of 700 New Kiosks**

1.1 All the clause mentioned in 1.A (except point no. 1.1) of the scope document stands valid in this case also.

**Common terms and Conditions:**

2. Intermediate/Middleware server and Remote Health Management System:

- 2.1 The SB will take total responsibility for making of the PBKs operational through its interface with Finacle and middleware including intermediate server at DC and DR. SB will ensure end to end integration of Kiosk. Bidder has to provide the intermediate server to the Bank. However, the installation of the middleware, and maintenance of the Server, PM activity, updating of security updates/patches etc. shall be the responsibility of the SB only. In addition to server, any necessary software or database applications required has to be provided by the SB only and at no cost to the bank. Any Software application, OS, DB license etc. to be procured legally by the SB in the name of Indian Overseas Bank and list of such licenses along with the license keys to be provided to the Bank.
- 2.2 The SB must integrate and interface the passbook printing kiosk with Banks existing Finacle application using ISO 8583 message standards through





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intermediate server. The Bank will provide power and Intranet network access for the kiosks and server.

- 2.3 The SB will provide for Remote monitoring and management system (RMMS) using push / pull mechanism which shall be hosted in the intermediate server along with the middleware. It should generate MIS and Audit Trail periodically as per the Bank's requirement for smooth working of the machines.
- 2.4 SB has to coordinate with our System Integrator / Application provider (Finacle) for integration of Kiosk and RMMS with our system / Middleware and any charges in this context shall be borne by the SB. The SB should provide all the software, and other utilities required for facilitating integration/interface.
- 2.5 As per Bank's security policy, all Kiosks should be connected to CBS through a centralized intermediate server. The intermediate shall be provided by the bank in which the SB has to install its middle ware application which will be used for interfacing between PBKs and CBS. The intermediate server will be used for MIS reporting, remote monitoring and patch management. SB should develop Interface (middleware) with Bank's Core Banking Solution (Finacle) through the Central Server at their own cost. The central server and middleware should support at least 1500 KIOSKS and should be able to cater to concurrent requests from clients. SB is required to develop and implement interface of KIOSKS with this intermediate/middleware KIOSKS server as per the current setup of existing printer so as to maintain uniformity of solution and Central Monitoring Tool (CMT) tool at their own cost. All the required licenses for the KIOSKS solution, intermediate server application licenses, SQL database, client access license (CAL) etc. are to be legally purchased and provided by the SB for DC and DR (as the case may be). Any bugs or upgradation of software / hardware and requirement from any regulator or by Bank, the selected SB has to fix or develop or customize (minor or major) wherever changes required in middleware and in KIOSKS machines or in Remote Health Monitoring System without any additional cost to the Bank. The roll out for major customization should be completed within 1-month time with all fixes and minor within 1-week time. If the OS supplied by the SB in server/kiosk is declared out of support or vulnerable by the OEM/Regulator/Bank during the tenure of the contract, the SB should upgrade the OS or any related application without any cost to the Bank. At a later date if any noncompliance is observed, SB will have to comply the same. By participating in the RFP SB, hereby agrees to the same. Bank will arrange antivirus solution for the servers if required. Bank will provide antivirus for Kiosks if required. However, it is the responsibility of the SB to install the antivirus and update the same from time to time if required without any additional cost to the Bank, as per our information security policy.



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- 2.6 The SB shall provide the Centralized Monitoring Tool (CMT Web based) for CO with license for monitoring the proper functioning of the kiosks. SB will also provide toll free number for issue reporting, status monitoring and call escalation to enable branches / controlling offices to lodge complaints for breakdowns etc. and monitor status in CMT tool provided to Bank.
- 2.7 The RMMS must be able to fetch real time connection status and component wise functional status of the Kiosk machines.

### **3. User Acceptance Test**

- 1.1. SB based on criteria stipulated in this RFP will have to complete User Acceptance Test as per the schedule mentioned.
- 1.2. For the AMC lot, Bank shall identify a PBK machine for UAT testing which needs to be transported to IOB Central Office, test lab in Chennai by the SB. The transportation cost shall be borne by the Bank. For the new Procurement, it is the responsibility of the SB to make one test machine available at IOB Central Office, test lab. This machine shall be exclusive of the order of 700 PBKs and shall not be charged to the Bank. This PBK shall remain at the test lab at all times for any testing even in future.
- 1.3. UAT should be in accordance with Scope of work as detailed in the RFP.
- 1.4. All and any cost associated with the UAT (including provision of Hardware, technical resources, travel cost, boarding cost etc.) will be to the account of the SB and bank will not bear any cost. Bank shall only provide the transportation cost as mentioned above towards the PBK identified for UAT of the AMC lot. For the new procurement, Bank shall not bear any cost.
- 1.5. SBs to submit UAT signoff report on successful completion of UAT duly signed by the authorized officials of the Bank.
- 1.6. In case the SB fails to clear the UAT within the time frame given by the Bank, Bank reserves the right to the cancel the contract.
- 1.7. The successful bidder will have to complete UAT of Self Service Passbook Printing Kiosk with the bank's existing setup within 21 days of receipt of the UAT machine. In case, the successful bidder fails to complete UAT within the stipulated time period, the offer will pass on to the successive bidders. All necessary infrastructures (hardware and software) for UAT need to be arranged by the bidder.

### **4. Training and Handholding**



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- 4.1. SB shall provide onsite training to staff of Bank/Branch at each site along-with necessary manuals for users/ administrators besides training to the central administration team consisting of 3 staff members at the time of takeover. Handholding to be given for a minimum of one full day for each location after the day of successful installation.
- 4.2. The SB shall provide single page posters which can be fixed at a suitable place in machine (visible to staff but not to customers) containing trouble shooting guidelines for minor problems.
- 4.3. For each site, the SB is expected to provide client software and documentation for equipment including software license certificates, job board, manual etc.
- 4.4. At the request of the Bank, the SB should provide more rounds of user/ administrative training at select locations, without any extra cost to ensure utilization of these machines. However, bank would restrict such request to a minimum number.
- 4.5. Label indicating the telephone numbers and email address of the call centres should be affixed on the top / side of the system without fail.
- 4.6. This is applicable for both AMC and new Procurement.

**5. Second Level Maintenance and supply of consumable**

- 5.1. The SB shall supply consumables like printer cartridge etc. bar code labels as per the quote with specification given in the bid offer, in this respect. Bank will use the rates provided by the SB to place the order for any future requirement of the consumables for the period of contract. The rates provided by the SB shall include the delivery charges, etc. and it will be the SB's responsibility to deliver the consumables at the specific locations. The Bank shall have the right (for future requirement) to either place the order for the consumables on the SB or to procure the same from the other sources. The SB should also provide the rates of major components of the KIOSKS. Payment of consumables/ parts will be done by branches locally as per rate approved by us.
- 5.2. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein. If any fault happened due to service, then it will be the responsibility of the SB to make the machine operational at no cost to bank.
- 5.3. The SB's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.



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- 5.4. On account of any negligence, commission or omission by the engineers of the SB, if any loss or damage is caused to the Equipment, the SB shall indemnify/ pay/ reimburse the loss suffered by the BANK.
- 5.5. The Bank will maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / or malfunction of the equipment. The SB's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the SB'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.

**6. Centralized web based Monitoring, content distribution, Call Login Facility solution and MIS Report**

- 6.1. The Screen Content Distribution as and when required may have to be done at all kiosks. The Screens will be provided by bank and it should not attract any cost to the bank and should not hamper the routine functionality of the kiosk.
- 6.2. The SB should also undertake to customize display screens desired by bank in graphic mode in three languages (Hindi, English and the local language selected by bank depending on the state where the machine is deployed) on touch screen format for all transactions undertaken by KIOSKS without any extra cost. Bank will provide the regional language screens. For example: In Tamil Nadu the screens will be in English, Hindi and Tamil and in Maharashtra it will be in English, Hindi and Marathi. Bank will provide these details to the finally selected SB.
- 6.3. The SB should provide MIS reports like number of pass books printed in a day, number of hits per day, uptime/downtime kioskwise etc., as per the Bank's requirement on a daily / monthly / over a date range basis. Bank should be able to know the up/down status of each kiosk individually or region wise/ statewise of as a whole, for any previous date/period also. The MIS reports will be generated in the Intermediate Server for KIOSKS interfaced with FINACLE. Any application required for MIS report generation as per the bank desired format has to be provided by SB. The MIS should be possible to download in Excel and PDF format.
- 6.4. Performance Reports should be auto generated Region Wise by Intermediate Server and be mailed to various Regional Offices on daily basis, in addition to the consolidated report with all region data to central office. The days on which the report needs to be sent to regions and the time should be configurable. Further, the vendor should provide the application which would monitor Intermediate servers and KIOSKS on real-time basis or near real-time



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basis to know the health of the machines. The on-line monitoring should reflect the health of servers, memory utilization, processor utilization etc. Also, the error in any part of Kiosks to be reflected in the online monitoring. The said monitoring data can be downloaded as report in excel and PDF.

- 6.5. SB takes the responsibility of sending the MIS reports with downtime as per the Banks' Format which will be provided to the SB as per the requirement of the bank.
- 6.6. The SB will also undertake to load Anti-virus and patch management solution in the KIOSKS without any extra cost. Further, the vendor is required to do hardening of the Kiosks as per security policy of the Bank. This has to be done before dispatching the machine to the branches. The Bank will provide the anti-virus solution setup at the time of first installation. Further hardening if any required subsequently by Bank is to be undertaken by the vendor without any additional cost to the Bank. The middleware application shall be capable of pushing patches/updates to KIOSKS client machines automatically from Intermediate server without the need of engineer visit to individual branches. The pushing of such patches/updates should be done in the existing network infrastructure of the Bank. If patches/updates cannot be remotely pushed to any kiosk machine for whatever reason, the vendor has to send engineer to those branches to install the patches/updates without any extra cost to the Bank.
- 6.7. Successful bidder will provide software solution to provide MIS reports at machine level as well as from centralized location. Solution should be capable of generating suitable MIS reports customized to the Bank's requirement in respect of activity, uptime and fault event. Typical fields in this MIS No. of passbooks printed, No. of passbooks rejected, Reasons for rejection like Network failure, Power failure, 1st time printing, Barcode authentication failure, 'Nothing to print' etc. Bidder will have to develop monitoring tool (RMMS) for component wise monitoring of kiosks including monitoring of ribbon ink and for auto call logging of non-functional kiosks (including ribbon replacement alert) indicating the exact error for non-operational, at no extra cost.
- 6.8. Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on the Bank's network on real time basis from a centralized location. The deductions will be applied based on this report. Any bug in the application even if discovered at a later stage, shall be accountable to the SB only and will be recovered from any payment payable to the SB, retrospectively. Automatic call logging and closing facility should be available in the Remote Monitoring System.
- 6.9. Even If there are no transactions, for any particular day but the machine was available for service, the RMMS should be capable of generating such a report.



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The following are the minimum parameters expected in the RMMS portal to be provided by the SB:

Branch Name  
Branch Code  
Region Name  
Region Code  
PBK Component Health Status including Barcode Printer  
Installation date  
Real time monitoring  
Last transaction date and time  
Last connected date and time  
Number of Passbooks printed/ transactions as on any particular date or and period of time.  
Availability Report for any particular date or and period of time.

RMMS should be capable of generating a down time report which can clearly display the "from and to down time" for each PBK machine for any particular date or for any specific period of time, along with the relevant reasons.

- 6.10. The RMMS should be capable of generating automated email alerts to branch/RO/CO immediately when a PBK is down mentioning the reason for such down PBK. The email ids for all branches/regions/CO should be configurable through RMMS for sending email alerts.

## **7. Preventive Maintenance**

- 7.1. The SB shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once in a quarter within first 15 days of the start of quarter, during the currency of this agreement on a day and time to be mutually agreed upon by the person in charge of Bank's site. Notwithstanding the foregoing the SB recognizes Bank's operational needs and agrees that Bank shall have the right to require the SB to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter. The Bank will levy a penalty of Rs.500/- for delay per week per quarter, in case SB fails to carry out PM activity. The SB will get the Preventive Maintenance Certificate signed by the Authorized Branch Person (Custodian) or Branch Manager every quarter and submit along with invoices while claiming AMC payment. After PM activity, it is the responsibility of the SB to confirm the working condition of the machine, and any faults arising will be the responsibility of SB.



## **8. Future additions of Hardware / Software**

- 8.1. The KIOSKS should be upgradable to support additional services that Bank may introduce at a later date at mutually agreed cost and timeline.
- 8.2. In case, the software/ windows operating system provided in the KIOSKS are discontinued or support is stopped by Microsoft or any relevant application provider during the AMC period, the SB should upgrade to the new version of software / windows operating system in the KIOSKS, without any additional cost to the Bank.

## **9. Shifting**

- 9.1. The bank reserves the rights to shift kiosks to different locations depending upon the need. The SB will arrange to shift the equipment, install and commission the same. There will be no charge for commissioning/ installation or integration in the new location. The Bank will bear transportation and transit insurance cost only in respect of shifting of the Kiosks. If bank is shifting, then SB has to install the machines at the shifted site with no extra charge to bank.

## **10. Onsite Support Resource**

- 10.1 The SB shall deploy 2(Two) Facility Management resource (Onsite support personnel) at the Bank's Digital Banking Department, Chennai, for remote monitoring of Kiosk. SB has to provide substitute FM resource in case posted FM resource remains absent or on leave. Holidays of FM resource shall be governed as per Bank's holidays. In case, no substitute is provided for the absent period for any working day, an equated penalty per day for the number of days of absence will be levied, in addition to the pro-rata non-payment of the service. It is the responsibility of the SB to monitor the actions/performances of the onsite support personnel. The onsite support personnel should be available on all working days of the bank from 10.00AM to 6.30PM. The dress code will be formal for the onsite support personnel on all days. If bank requires, the onsite support personnel to be made available on holidays or extra hours due to emergencies. It will be at no extra cost to the bank. However, such requirement shall be kept to its minimum.

\* SB shall be responsible for making arrangements of at least 3 support persons, who will be interviewed by Bank officials, out of which only 1 will be selected as an onsite support to be available at the Bank's HO. The Onsite support person should be well trained so as to explain the features of the RMMS to be provided by the SB. The onsite support person should be well aware of the common issues in PBKs.

- 10.2 The onsite support personnel will also coordinate and ensure 100% availability of the machines to our customers. The onsite support and field engineers should be polite with the customers and bank officials; otherwise SB should take responsibility to replace the personnel within two days of complaint raised by bank.



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- 10.3 MIS generation and submission of daily, monthly, quarterly and cumulative reports will be the sole responsibility of the FM resource of SB.
- 10.4 The FM resource shall be the single point of contact for all technical and logistics support and queries over the period of the contract. Resource shall be responsible for follow up and resolution of all the calls logged through various channels such as phone, email and CMT (centralized monitoring tool).
- 10.5 If branch raises complaints over phone or if phone guidance is given by SB to branch for rectifying the issue and any spares including consumables or software gets damaged, then it will be the responsibility of the SB to replace or reinstall with no additional cost to the bank. If the complaint is not resolved by SB for more than two working days, then, a penalty of Rs.100/- will be levied after 2nd day till the machine becomes operational up to maximum of 30% of the AMC value.

Bidder is permitted to visit some existing sites of Forbes 707 list at their own cost to understand the machine features and commercial longevity.

Shifting costs needs to be quoted by the SB but the same will NOT be included in the TCO (Total Cost of the Project).

The comprehensive nature of support should be available during warranty period of the new machines as well the during the AMC period of both the 700 new and 707 old Kiosk machines

**Authorized Signatory**

**Name and Designation**

**Office Seal**

**Place:**

**Date:**





**ANNEXURE I-(A)-MINIMUM TECHNICAL SPECIFICATION OF KIOSK**

<b>Technical Specification</b>		
<b>Sl. No</b>	<b>Description</b>	<b>Compliance (Yes/No) along with details of make &amp; model of the parts</b>
<b>1</b>	<b>Kiosk Properties</b>	
	Exterior: Height- 5' – 5'7" feet, Width- Max 2'25" feet, Depth- 2'25" feet	
	Touchscreen: Lower point of Touchscreen should start from Height 3'5"- 4'5" feet	
	Passbook Printer: Height from base 3-3'7" feet	
	Keyboard and mouse for maintenance purposes and the same are to be placed inside the kiosks or as decided by the Bank	
	Mounting Type: Floor Mounted	
	Mobility: Plug and Play	
	Wake on LAN, Audio line out, Line in, Speaker (external)	
	Sheet Metal: IS513 Draw material or equivalent to 1.6 mm	
	Powder coated	
	Provision to bolt the kiosk to floor	
	Strong mechanical key lock	
<b>2</b>	<b>CPU</b>	
	Intel based system- Intel i3-9th Gen (minimum) processor or above, 3.10 GHz or above running on Windows 10/IOT or higher	
	2MB Cache or above, 4 GB DDR4 RAM, MIN 256 GB SSD (Seagate/Samsung or equivalent), Gigabit Network Interface, min 6 USB, 1x VGA, 10/100 mbps Ethernet card and audio port, Inbuilt SMPS to work on 230V 50 MHz power supply or external adapter ROHS certified, Mouse and Keyboard, OS hardening (with Firewall)	
	52x CDRW (Optional)	
<b>3</b>	<b>OPERATING SYSTEM</b>	
	The Operating System on kiosk should be GUI based (TCP/IP enabled) and supported by OS provider	
	OS should be Windows 10 or above (including Windows 10 IOT), capable of multitasking real time operations with original licenses	



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<b>4</b>	<b>TOUCH SCREEN</b>	
	Size:17" or higher	
	Capacitive Touch Screen	
	Material : 3mm Pure Glass	
	Touch-Screen Resolution: 4096 touch points per axis within the calibrated area or higher.	
	Antiglare Surface : 6:1 minimum	
	Light Transmission :>90%	
	Accuracy: Less than +/- 1% error within the active area.	
	Response time : < 16 ms	
	Endurance: Scratch resistant (must withstand more than 50,000,000 touches in one location without failure)	
	Impact Resistant :meets GB9633-1988 and UL-60950-1 steel ball test or equivalent	
	Operating Temperature : -5 to 50 degree C	
<b>5</b>	<b>PASSBOOK PRINTER</b>	
	Passbook printer with integrated barcode scanner including the required serial/parallel/USB ports to meet RFP requirement. It should not be an inbuilt or fabricated scanner. The make of Passbook Printer and Barcode scanner should be same.	
	Any change in passbook design /printing format in future should be supported	
	Font size of passbook to be printed is Font as specified by the Bank or as per the directions of regulatory authority/RBI from time to time	
	Print speeds up to 480 cps or higher	
	Print Head Life of minimum 400 million characters	
	method 24 pin, impact dot matrix	
	Print direction: Bi-direction with logic seeking	
	Columns : 94 (10 cpi)	
	Standard Integrated Passbook Printers should be of latest model like Olivetti, Epson etc. brand.	
<b>6</b>	<b>MESSAGE</b>	
	Display of messages/instructions to the customers in multilingual capability i.e. Hindi, English and any one regional language (to be decided by Bank). Total of 11 regional languages support required.	
	Compatible with ISO8583-1993 version	
<b>7</b>	<b>VOICE ENABLING</b>	
	Voice enabled kiosks should support Hindi, English and any one regional language (to be decided by Bank). Total of 11 regional languages support required	
	Voice clarity should be uniform across all kiosks	



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	Multimedia Speakers : should be of latest model of reputed brand with Power Rating (RMS) :Total: 1.2w, FS: 0.6w x2 , (2 Channel),Frequency Response (20Hz-20kHz),Sound Pressure Level (SPL Max) (> 83 dB)	
<b>8</b>	<b>NETWORK</b>	
	Should be able to connect to any type of network switch. Bank will provide LAN port (RJ45).	
<b>9</b>	<b>WEATHER CONDITION</b>	
	Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition	
<b>10</b>	<b>POWER</b>	
	Support input voltage of 230 V AC/ 50 Hz +- 5% variation. Bank will provide power point	
<b>11</b>	<b>CABINET</b>	
	The cabinet must house all the components of the terminal / kiosk and must be ergonomically designed and of compact design and color as per make & model approved by Bank.	
	All devices must be optimally located and secured, with easy serviceability.	
<b>12</b>	<b>APPLICATION SOFTWARE</b>	
	Desired Work Flow: Pass Book Printing Kiosk terminal -> Middleware -> Core Banking -> Middleware -> Pass Book Printing Kiosk terminal. Passbooks should get printed on kiosk and existing teller desktop printer without any data overlapping and with matching fonts.	
	Will be a communication tool and will maintain log for all transactions between Pass Book Printing kiosk and Core Banking.	
	Capable of remotely managing the kiosk transactions.	
	Component level health monitoring like Printer	
	Remote loading of Patch as and when needed like anti-virus updates	
	Web based Central Office application with admin, supervisor rights.	
	Encryption at network communication level	
	Encryption in Barcoding	
	The Application Software must be capable of generating ISO8583 message for integration with CBS	
	Bidder should provide GUI based kiosk Application software, Middle ware and Web based central monitoring tool	
<b>13</b>	<b>BARCODE SCANNER</b>	



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	Scan Engine: In-built barcode reader Dual CIS type	
	Should be capable of operating in Auto Trigger Mode for hands free operation	
	Should be able to read barcodes of all popular symbologies including Code 128 standard	
	Reading of the bar-code and the printing of the pass-book has to happen with pass book in the same position, the scanner should scan the full page for barcode irrespective of the position. Scanner should be capable of reading Bar Codes generated by existing Passbook vendors i.e. M/s LIPI and CBSL also.	
	Passbook size : Horizontal Fold type 19 x 10 CMs (folded) 19 x 20 CMS (Open)	
<b>14</b>	<b>BARCODE SPECIFICATIONS:</b> Barcode label should adhere to the following specifications :	
	Barcodes Should be in code 128 standard	
	Size : Width 60 mm x Height 30 mm	
	Paper : 80-120 GSM	
	Color : Should be printed in Black with white background	
	The Barcode should be printed using Thermal transfer Technology with 300 DPI or higher resolution	
	The Barcodes should be printed with waterproof ink for its longevity	
<b>15</b>	<b>KIOSK BRANDING</b>	
	The designing on the full body of the Kiosk (To be approved by the Bank)	



**ANNEXURE-I(B)-MINIMUM TECHNICAL SPECIFICATION OF BARCODE PRINTER**

<b>Sl. No</b>	<b>Functionality</b>	<b>Description</b>	<b>Compliance (Yes/No)</b>
	<b>Make / Model</b>		
	<b>Minimum requirement</b>	The printer should be able to print barcodes of all popular symbologies, including Code 128, with up to 36 characters	
	<b>Resolution</b>	Minimum 203 DPI (dots per inch)	
	<b>Print method</b>	Thermal transfer	
	<b>Processor</b>	32 bit or 64 bit	
	<b>Print Speed</b>	Minimum 4 IPS (inches per second)	
	<b>Print Length</b>	1000 mm or higher	
	<b>Print width</b>	Maximum 104 mm	
	<b>Label roll size</b>	Maximum Diameter – 130 mm	
	<b>Label size</b>	60 mm (L) x 25mm (W)	
	<b>Memory</b>	Minimum 8 MB DRAM , Minimum 2 MB Flash ROM	
	<b>Interface</b>	Parallel/USB/Ethernet along with necessary software	
	<b>Other requirements</b>	Bar code printer must be compatible with the offered Pass book printing kiosks.	
		As the Bar codes are issued by the existing vendor M/s LIPI and M/s CBSL, the selected vendor should coordinate with existing vendors to make the Barcodes unique in nature.	



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**ANNEXURE I-(C)-MINIMUM SPECIFICATION –INTERMEDIATE RACK SERVER**

SI No:	Description	Technical Specification
<p><b>Technical Specification of Server to be provided by bidder for Integration: (Server will be provided by the Bank as per the specification provided and shall be installed as per the terms and conditions stated in Annexure I- Scope of Work) Minimum expected Technical specifications of the intermediate server are given below:</b></p>		
	<b>Make &amp; Model</b>	<b>(Any MNC Brand)</b>
1	<b>Model &amp; Make Specify</b>	
2	<b>Chipset</b> : Intel to be capable of supporting up to 2 processors.	
3	<b>Processor</b> : 2 * Intel® Xeon® Silver 4210 Processor ( 10 Core 2.2 GHz)	
4	<b>Memory</b> : 2 x 32 GB RAM scalable to 128 GB (50% memory slots should be vacant after populating 32 GB RAM modules)	
5	<b>Bus Architecture</b> : Intel Quick path interconnect	
6	<b>PCI/ PCI Express Slots</b> : Minimum 3 PCI/PCI-E ( Express ) slot for installing HBA Card	
7	<b>Graphics</b> : On board	
8	<b>HDD</b> : 3 x 1TB 2.5-inch 10K RPM, 6Gbps SAS Hot Plug Hard Drive	
9	<b>Bays</b> : Extendible to 8 HDD bays	
10	<b>HDD controller</b> : SAS Raid controller capable of providing RAID 0, 1 and 5 configurations. The Raid controller should have 1024 MB flash backed up cache	
11	<b>RAID</b> : 0 1 & 5	
12	<b>DVD Device</b> : Dual layer DVD Writer	
13	<b>Ethernet Cards</b> : 1Gb 4 port Ethernet Adapter + 2 Port Giga NIC	
14	<b>I/O Ports</b> : Ports available for USB, Serial and network	



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15	<b>Power Supply</b> : Redundant Hot Plug High Efficiency Power Supplies	
16	<b>Cooling Fans</b> : Redundant Hot Plug High Fans	
17	<b>Chassis</b> : 2U rack mountable	
18	<b>Software</b> : Remote management features, Server management software capable of providing role-based security, alerts of critical component failure	
19	6 hours problem resolution commitment	
20	<b>Operating System:</b> Windows 2016 server version or higher / Red Hat / SUSE Linux (Latest edition with all patches). Bank will provide antivirus solution for the servers.	



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**SPECIFICATION OF PASSBOOK KIOSK & PRINTERS TO BE UNDER AMC  
MINIMUM TECHNICAL SPECIFICATION OF KIOSK**

<b>Technical Specification</b>		
<b>SL.NO.</b>	<b>Kiosk make and model</b>	<b>Compliance (Yes/No) alongwith details of make &amp; model of the parts</b>
<b>1</b>	<b>Kiosk Properties</b>	
1.1	Exterior: Height- 5'2" – 5'7" feet, Width- Max 2'25" feet, Depth- 2'25" feet	
1.2	Touchscreen: Lower point of Touchscreen should start from Height 3'7"- 4'5" feet	
1.3	Passbook Printer: Height from base 3-3'7" feet	
1.4	Keyboard and mouse for maintenance purposes and the same are to be placed inside the kiosks or as decided by the Bank	
1.5	Mounting Type: Floor Mounted	
1.6	Mobility: Plug and Play	
1.7	Wake on LAN, Audio line out, Line in, Speaker (external)	
1.8	Sheet Metal: IS513 Draw material or equivalent to 1.6 mm	
1.9	Powder coated	
1.10	Provision to bolt the kiosk to floor	
1.11	Strong mechanical key lock	
<b>2</b>	<b>CPU</b>	
2.1	Intel based system- Intel i3 (minimum) processor or above, 3.10 GHz or above running on Windows 10 or higher or Linux	
2.2	2MB Cache or above, 4 GB DDR3 RAM, 1X500 GB HDD (seagate/samsung or equivalent), Gigabit Network Interface, min 4 USB, 2x Serial and 1x Parallel Ports for connection of the required peripherals, 2x PS/2 ports, 1x VGA, 10/100 mbps Ethernet card and audio port, Inbuilt SMPS to work on 230V 50 MHz power supply or external adapter ROHS certified, Mouse and Keyboard, OS hardening (with Firewall)	
2.3	52x CDRW (Optional)	
<b>3</b>	<b>Operating System</b>	
	The Operating System on kiosk should be GUI based (TCP/IP enabled) and supported by OS provider	
	OS should be Windows 10 or above , capable of multitasking real time operations with original licenses	
<b>4</b>	<b>Touch Screen</b>	





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4.1	Size:15" minimum	
4.2	Type: Capacitive/SAW	
4.3	Material : 3mm Pure Glass	
4.4	Touch-Screen Resolution: 4096 touch points per axis within the calibrated area or higher.	
4.5	Antiglare Surface : 6:1 minimum	
4.6	Light Transmission :>90%	
4.7	Accuracy: Less than +/- 1% error within the active area.	
4.8	Response time : < 16 ms	
4.9	Endurance: Scratch resistant (must withstand more than 50,000,000 touches in one location without failure)	
4.10	Impact Resistant :meets GB9633-1988 and UL-60950-1 steel ball test or equivalent	
4.11	Operating Temperature : -5 to 50 degree C	
5	<b>Passbook Printer</b>	
5.1	Passbook printer with integrated barcode scanner including the required serial/parallel/USB ports to meet RFP requirement. It should not be an inbuilt or fabricated scanner. The make of Passbook Printer and Barcode scanner should be same.	
5.2	Any change in passbook design /printing format in future should be supported	
5.3	Font size of passbook to be printed is Arial 10 or as per the directions of regulatory authority/RBI from time to time	
5.4	Print speeds up to 480 cps or higher	
5.5	Print Head Life of minimum 400 million characters	
5.6	method 24 pin, impact dot matrix	
5.7	Print direction: Bi-direction with logic seeking	
5.8	Columns : 94 (10 cpi)	
5.9	Standard Integrated Passbook Printers should be of latest model of Epson brand.	
6	<b>Message</b>	
6.1	Display of messages/instructions to the customers in multilingual capability i.e. Hindi, English and any one regional language (to be decided by Bank). Total of 11 regional languages support required.	
6.2	Compatible with ISO8583-1993 version	
7	<b>Voice Enabling</b>	
7.1	Voice enabled kiosks should support Hindi, English and any one regional language (to be decided by Bank). Total of 11 regional languages support required.	
7.2	Voice clarity should be uniform across all kiosks	



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7.3	Multimedia Speakers : Logitech Z110 (2 Channel), Creative SBS A 35, Zebronic Harmony S320 equivalent or higher brands	
8	<b>Network</b>	
8.1	Should be able to connect to any type of network switch. Bank will provide LAN port (RJ45).	
9	<b>Weather Condition</b>	
9.1	Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition	
10	<b>Power</b>	
10.1	Support input voltage of 230 V AC/ 50 Hz +- 5% variation. Bank will provide power point.	
11	<b>Cabinet</b>	
11.1	The cabinet must house all the components of the terminal / kiosk and must be ergonomically designed and of compact design and colour as per make & model approved by Bank.	
11.2	All devices must be optimally located and secured, with easy serviceability.	
12	<b>Application Software</b>	
12.1	Desired Work Flow : Pass Book Printing Kiosk terminal -> Middleware -> Core Banking -> Middleware -> Pass Book Printing Kiosk terminal. Passbooks should get printed on kiosk and existing teller desktop printer without any data overlapping and with matching fonts.	
12.2	Will be a communication tool and will maintain log for all transactions between Pass Book Printing kiosk and Core Banking.	
12.3	Capable of remotely managing the kiosk transactions.	
12.4	Component level health monitoring like Printer	
12.5	Remote loading of Patch as and when needed like anti-virus updates	
12.6	Web based Central Office application with admin, supervisor rights.	
12.7	Encryption at network communication level	
12.8	Encryption in Barcoding	
12.9	The Application Software must be capable of generating ISO8583 message for integration with CBS	
12.10	Bidder should provide GUI based kiosk Application software, Middle ware and Web based central monitoring tool	



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13	<b>Barcode Scanner</b>	
13.1	Scan Engine: In-built barcode reader Dual CIS type	
13.2	Should be capable of operating in Auto Trigger Mode for hands free operation	
13.3	Should be able to read barcodes of all popular symbologies including Code 128 standard	
13.4	Reading of the bar-code and the printing of the pass-book has to happen with pass book in the same position, the scanner should scan the full page for barcode irrespective of the position.	
13.5	Passbook size : Horizontal Fold type 19 x 10 CMS (folded) 19 x 20 CMS (Open)	
14	<b>Barcode Specifications</b>	
14.1	Barcode label should adhere to the following specifications :	
14.2	Barcodes Should be in code 128 standard	
14.3	Size : Width 60 mm x Height 30 mm	
14.4	Paper : 0.2 GSM	
14.5	Colour : Should be printed in Black with white background	
14.6	The Barcode should be printed using Thermal transfer Technology with 300 DPI or higher resolution	
14.7	The Barcodes should be printed with waterproof ink for its longevity	
15	<b>Kiosk Branding</b>	
15.1	The designing on the full body of the Kiosk (To be approved by the Bank)	



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ACROSS VARIOUS BRANCHES OF THE BANK**

**MINIMUM TECHNICAL SPECIFICATION OF BARCODE PRINTER**

Sl. No.	Functionality	Description
1	<b>Make / Model</b>	
2	<b>Minimum requirement</b>	The printer should be able to print barcodes of all popular symbologies, including Code 128, with up to 36 characters
3	<b>Resolution</b>	Minimum 203 DPI(dots per inch)
4	<b>Print method</b>	Thermal transfer
5	<b>Processor</b>	32 bit
6	<b>Print Speed</b>	Minimum 4 IPS (inches per second)
7	<b>Print Length</b>	1000 mm or higher
8	<b>Print width</b>	Maximum 104mm
9	<b>Label roll size</b>	Maximum Diameter – 130 mm
10	<b>Label size</b>	60 mm (L) x 25mm (W)
11	<b>Memory</b>	Minimum 8 MB DRAM , Minimum 2 MB Flash ROM
12	<b>Interface</b>	Parallel/USB/Ethernet along with necessary software
13	<b>Other requirements</b>	Bar code printer must be compatible with the offered Pass book printing kiosks.
14		As the Bar codes are issued by the existing vendor M/s Forbes Technosys Ltd and M/s KRISFO, the selected vendor should coordinate with existing vendors to make the Barcodes unique in nature.



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**ANNEXURE-II-A-FORMAT FOR TECHNICAL BID**

1) Name and Address of the Company	
2) Registered Address of the Company	
3) Location of factory/assembly shop	
3) Year of Incorporation	
4) Local/Contact Address	
5) Contact Person a) Name: b) Designation: c) Phone: d) Fax: e) Cell No: f) E-mail	
6) Turnover and Net Profit of the company (Rs. In Crores).	
<b>FINANCIAL YEAR</b>	<b>Turnover</b> <b>Net Profit (After Tax)</b>
2017-2018	
2018-2019	
2019-2020	
7) Are you an MSME or not?	
8) if yes, MSME Registration number and category (MICRO/SMALL/MEDIUM)	
9) GSTN NO-	

We confirm that the prices quoted by us in the commercial bid are as stipulated by the Bank in clause 1.10 of the RFP No RFP/ITD/020/21-22 dated 10.11.2021. We also confirm that we agree to all the terms and conditions mentioned in this RFP No RFP/ITD/020/21-22 DATED 10.11.2021.

**Authorized Signatory**

**Name and Designation**

**Office Seal**

**Place:**

**Date:**



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**ANNEXURE-II-B-OFFER COVERING LETTER**

DATE:

The Assistant General Manager,  
Indian Overseas Bank,  
Information Technology Department,  
763, Anna Salai,  
CHENNAI – 600 002.

Dear Sir,

**Sub: FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SELF SERVING PASSBOOK PRINTING KIOSKS ACROSS VARIOUS BRANCHES OF THE BANK-Ref no: RFP Ref No. RFP/ITD/020/21-22 DATED 10.11.2021**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for providing said solution as detailed in your above referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

We confirm that, we have not have been black listed / debarred / disqualified / by any regulator / statutory body / Financial Institutions or a public sector undertaking in India as on date of issue of RFP.

We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

We furnish hereunder the details of NEFT submitted towards RFP document fees.

Description	Amount in INR	UTR NUMBER	DATE OF THE NEFT	Name of issuing Bank & Branch
Cost of Bid Document	20,000			

**Yours faithfully,**

**(Authorized Signatory)**



**ANNEXURE III-FORMAT FOR INDICATIVE COMMERCIAL BID**

1. Name of Bidder :
2. Address of Corporate Office :

**TABLE I-COST OF THE KIOSKS**

Sl no	Description	Unit Price (Rs) A	Qty B	Total Price (Rs.) C=A*B
	<b>Make &amp; Model: Kiosks</b> <b>Make &amp; Model: Barcode Printer</b> <b>Make &amp; Model: Intermediate Server</b>			
1.a	Cost of all new PBKs inclusive of 1 year comprehensive warranty with delivery and installation.		700	
1.b	Cost of all new Bar Code Printers inclusive of 1 year comprehensive warranty with delivery and installation (incase Bar code printer is provided separately)		700	
1.c	Cost of 2 Intermediate Servers for DC and DR each with delivery and installation of all necessary applications for PBK		2	
2	<b>Total Cost</b>			

**TABLE II-COST OF BUYBACK KIOSKS**

Sl no	Description	Unit Price (Rs) A	Qty B	Total Price (Rs.) C=A*B
1.a	Cost of PBKs under Buyback		700	
1.b	Cost of Bar code printers under buyback		700	
2	<b>Total Cost</b>			

**TABLE III-COST OF ONSITE SUPPORT**

Sl no	Description	Total Price
1.a	Onsite Support by Resident Engineer for 1 <sup>st</sup> year	
1.b	Onsite Support by Resident Engineer for 2 <sup>nd</sup> year	
1.c	Onsite Support by Resident Engineer for 3 <sup>rd</sup> year	
1.d	Onsite Support by Resident Engineer for 4 <sup>th</sup> year	
1.e	Onsite Support by Resident Engineer for 5 <sup>th</sup> year	
1.f	Onsite Support by Resident Engineer for 6 <sup>th</sup> year	



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**ACROSS VARIOUS BRANCHES OF THE BANK**

<b>2</b>	<b>Total Cost</b>	
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**TABLE IV-AMC FOR NEW KIOSKS AND PRINTERS**

Sl. no	Description	Unit Price (Rs) A	Qty B	Total Price (Rs.) C=A*B
1.a	AMC of PBK for 2 <sup>nd</sup> year		700	
1.b	AMC of PBK for 3 <sup>rd</sup> year		700	
1.c	AMC of PBK for 4 <sup>th</sup> year		700	
1.d	AMC of PBK for 5 <sup>th</sup> year		700	
1.e	AMC of PBK for 6 <sup>th</sup> year		700	
1.f	AMC of Barcode printer for 2 <sup>nd</sup> year		700	
1.g	AMC of Barcode printer for 3 <sup>rd</sup> year		700	
1.h	AMC of Barcode printer for 4 <sup>th</sup> year		700	
1.i	AMC of Barcode printer for 5 <sup>th</sup> year		700	
1.j	AMC of Barcode printer for 6 <sup>th</sup> year		700	
1.k	AMC of Intermediate Servers for 2 <sup>nd</sup> year		2	
1.l	AMC of Intermediate Servers for 3 <sup>rd</sup> year		2	
1.m	AMC of Intermediate Servers for 4 <sup>th</sup> year		2	
1.n	AMC of Intermediate Servers for 5 <sup>th</sup> year		2	
1.o	AMC of Intermediate Servers for 6 <sup>th</sup> year		2	
<b>2</b>	<b>Total Cost</b>			

**TABLE V-AMC FOR EXISTING KIOSKS AND PRINTERS**

Sl. no	Description	Unit Price (Rs) A	Qty B	Total Price (Rs.) C=A*B
1.a	AMC of PBK for 1 <sup>st</sup> year		707	
1.b	AMC of PBK for 2 <sup>nd</sup> year		707	
1.c	AMC of PBK for 3 <sup>rd</sup> year		707	
<b>2</b>	<b>Total Cost</b>			

**TABLE VI – COST OF CONSUMABLES:**

Sl. No.	Description	Qty	Total Price
1.	Cartridge for Passbook Printer	1400	
2.	Cartridge for Barcode Printer	1400	
3.	Barcode Label (1000 Stickers)	1400	
4.	Left Mylar Strip	100	
5.	Right Mylar Strip	100	





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6.	<b>TOTAL</b>	
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**TABLE VII – TOTAL COST OF OWNERSHIP:**

Sl. No	TOTAL COST OF KIOSKS	Qty	Total Price (Rs)
1.	Total amount under Serial No. 2 <b>(ADD)</b>	<b>TABLE I</b>	
2.	Total Amount under Serial No. 2 <b>(MINUS)</b>	<b>TABLE II</b>	
3.	Total Amount under Serial No. 2 <b>(ADD)</b>	<b>TABLE III</b>	
4.	Total Amount under Serial No. 2 <b>(ADD)</b>	<b>TABLE IV</b>	
5.	Total Amount under Serial No. 2 <b>(ADD)</b>	<b>TABLE V</b>	
6.	Total Amount under Serial No. 6 <b>(ADD)</b>	<b>TABLE VI</b>	
7.	<b>Grand Total (1+3+4+5+6-2)</b>		

**Shifting charges (Not included in TCO)**

Sl. No.	Description	Total Price (Rs)
1.	Cost of shifting	
2.	<b>TOTAL</b>	

**NOTE:**

1. L1 will be determined based on the total price quoted by any of the technically qualified bidder in the Reverse Auction under Table VII Serial No. 7 (Grand Total). Entering into AMC with the successful bidder shall be strictly as per terms and Conditions defined in Clause 1.6 of this RFP.
2. All the spares shall be provided free of cost during the period of comprehensive onsite warranty and AMC except in certain conditions as mentioned in clause 1.5 and 1.6 of this RFP.
3. Items mentioned in TABLE VI are optional and shall be purchased on need basis if required. Quantity mentioned in TABLE VI is indicative in nature.
4. All software supplied under this bid shall be of enterprise class with OEM support.
5. The prices quoted above shall be considered for all the deliverables stated in this RFP document. No extra costs other than those quoted above shall accrue to the bank.
7. If the cost for any line item is indicated as zero, then it will be assumed by the



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Bank that the said item is provided to the Bank without any cost.

We certify that the hardware quoted above meets the Technical Specifications as per Annexure-I (A), (B), (C) of the RFP No. RFP/ITD/020/21-22 Dated 10.11.2021 and prices quoted are all in compliance with the terms indicated in clause 1.10 of the RFP no RFP/ITD/020/21-22 Dated 10.11.2021. We also confirm that we agree to all the terms and conditions mentioned in this RFP/ITD/020/21-22 Dated 10.11.2021.

**Authorized Signatory**

**Name and Designation**

**Office Seal**

**Place:**

**Date:**



## ANNEXURE IV – MANUFACTURER AUTHORISATION FORM

To

**THE ASST. GENERAL MANAGER (ITD)  
CENTRAL OFFICE  
INDIAN OVERSEAS BANK,  
763, ANNA SALAI, CHENNAI - 600002**

Sir,

### **LETTER OF AUTHORISATION FROM ORIGINAL EQUIPMENT MANUFACTURER (OEM)**

We OEM of the Hardware/Solution hereby authorize M/s. \_\_\_\_\_ (name of the Company with address) to quote prices for the following components of the hardware etc. invited vide its RFP No. RFP/ITD/020/21-22 DATED 10.11.2021.

(Tick whichever is appropriate and strike out others)

MAKE AND MODEL OF (PB KIOSK/BARCODE PRINTER):

We (Name of the OEM) also confirm the following:

- a) Technical specification of the Solution / equipment quoted by the bidder meets the Specifications stipulated in the above-cited RFP.
- b) In the event of bidder, not providing services or services provided by the bidder is not adequate, and then the same shall be provided to the Bank at the same terms and conditions of the RFP directly or through other partners / authorized resellers equivalent to the bidder.
- c) Spares/ Technical Support for the Solution / equipment quoted by the bidder will be available for at least 6 years from the date of delivery of the Solution / equipment.
- d) The quoted model of the PB KIOSK/BARCODE PRINTER (Tick whichever is appropriate and strike out others) Solution shall not be under End of Life, End of Service Life for the period of the contract.

Authorized Signatory  
Seal

Name and Designation

Office

Place:



**ANNEXURE V-LETTER OF UNDERTAKING**

**The Assistant General Manager  
Information Technology Department  
Indian Overseas Bank  
Central Office  
763 Anna Salai  
Chennai- 600 002**

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the RFP/ITD/020/21-22 DATED 10.11.2021, its Annexes, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
4. We also undertake to submit the service level agreement and non-disclosure agreements as per the format provided in the RFP.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

Yours faithfully,

For \_\_\_\_\_  
Signature: \_\_\_\_\_  
Name: \_\_\_\_\_

**Authorized Signatory**  
**Place:**  
**Date:**

**Name and Designation**

**Office Seal**

**Enclosed: Power of attorney/Letter of authorization**



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ACROSS VARIOUS BRANCHES OF THE BANK

**ANNEXURE VI-SELF DECLARATION – BLACKLISTING**

**The Assistant General Manager  
Information Technology Department  
Indian Overseas Bank  
Central Office  
763 Anna Salai  
Chennai- 600 002**

Dear Sir,

We hereby certify that; we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP for a similar project.

**Authorized Signatory**

**Name and Designation**

**Office Seal**

**Place:**

**Date:**



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## ANNEXURE VII - BID SECURITY DECLARATION

Date: \_\_\_\_\_

**Tender No RFP/ITD/020/21-22 DATED 10.11.2021**  
**FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SELF SERVING PASSBOOK PRINTING**  
**KIOSKS ACROSS VARIOUS BRANCHES OF THE BANK**

To

**The Assistant General Manager  
Information Technology Department  
Indian Overseas Bank  
Central Office  
763 Anna Salai  
Chennai- 600 002**

I/We. The undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be suspended/debarred/blacklisted from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
  - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
  - b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder as declared by the Bank.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)



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ACROSS VARIOUS BRANCHES OF THE BANK**

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal



**ANNEXURE VIII-PROFORMA OF BANK GUARANTEE (DELIVERY & IMPLEMENTATION)**

**THIS GUARANTEE AGREEMENT** executed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_  
Two Thousand Twenty-one

**BY:**

\_\_\_\_\_ Bank, (\*), a body corporate constituted under  
**Banking Companies Acquisition and Transfer of Undertakings Act, 1970** having its  
Registered Office / Head Office at \_\_\_\_\_, and  
a Branch Office at \_\_\_\_\_ (hereinafter referred to  
as "the **Guarantor**", which expression shall, unless it be repugnant to the subject, meaning  
or context thereof, be deemed to mean and include its successors and assigns)

**IN FAVOUR OF:**

Indian Overseas Bank, a body corporate constituted under Banking Companies  
Acquisition and Transfer of Undertakings Act, 1970, having its Central Office at 763 Anna  
Salai, Chennai 600 002 (hereinafter referred to as "the **Bank**", which expression shall,  
unless it be repugnant to the subject, meaning or context thereof, be deemed to mean  
and include its successors and assigns)

**ON BEHALF OF:**

M/s. \_\_\_\_\_, a company within the meaning  
of the Companies Act, 1956 (I of 1956) and having its Registered Office at  
\_\_\_\_\_ (hereinafter referred to as "the  
**Vendor**", which expression shall, unless it be repugnant to the subject, meaning or context  
thereof, be deemed to mean and include its successors and assigns)

1. WHEREAS the Bank on \_\_\_\_\_, has entered into a contract with the  
vendor for supply of Supply, Implementation And Maintenance Of Loan  
Origination System Including Document Management System (hereinafter  
collectively called "Solution") and installation at its Regional Offices, Branches and  
other offices located across the Country.
2. AND WEHREAS pursuant to the Bid Documents, Purchase Order dated  
\_\_\_\_\_ and other related documents (hereinafter collectively referred to  
as "the **said documents**"), the Bank has agreed to purchase from M/s.  
\_\_\_\_\_ the said Solution, more  
particularly described in the said documents, and the vendor has agreed to supply  
the said Solution to the Bank, subject to payment of price as stated in the said  
documents and also subject to the terms and conditions, covenants, provisions  
and stipulations contained in the said documents.
3. AND WHEREAS pursuant to the above arrangement, the Bank has placed a  
purchase Order with the said vendors and the vendors has duly confirmed the  
same.





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4. AND WHEREAS in terms of the said documents, the vendor has agreed to deliver the said Solution within the schedules stipulated in the RFP document and to provide an unconditional irrevocable performance Bank Guarantee in favor of the Bank from a Scheduled Commercial Bank other than Indian Overseas Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the vendor of the terms, conditions, covenants, stipulations, provisions of the Contract / the said documents.
  
5. AND WHEREAS at the request of the vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only, towards faithful observance and performance by the vendor of the terms of the contract.

**NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

6. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Chennai forthwith, the sum of Rs. \_\_\_\_\_ or any part thereof, as the case may be, as aforesaid due to the Bank from the vendor, towards any loss, costs, damages etc., suffered by the Bank on account of default of the vendor in the observance and performance of the said delivery obligations and other terms, conditions, covenants, stipulations, provisions of the contract, without any demur, reservation, contest, recourse or protest or without any reference to the vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding, notwithstanding any difference or any dispute between the Bank and the vendor or any dispute between the Bank and the vendor pending before any Court, Tribunal, Arbitrator, or any other authority.
  - a. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
  - b. The Bank shall be the sole judge to decide whether the vendor has failed to perform the terms of the contract for supplying the Solution, and on account of the said failure what amount has become payable by the vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.



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- c. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank.
- d. The liability of the Guarantor, under this Guarantee, shall not be affected by
  - i) any change in the constitution or winding up of the vendor or insolvency or any absorption, merger or amalgamation of the vendor with any other company, corporation or concern; or
  - ii) any change in the management of the vendor or takeover of the management of the vendor by the Government or by any other authority; or
  - iii) acquisition or nationalization of the vendor and/or of any of its undertaking(s) pursuant to any law; or
  - iv) any change in the constitution of the Bank / vendor; or
  - v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
  - vi) the absence or deficiency of powers on the part of the Guarantor to give Guarantee(s) and/or Indemnities or any irregularity in the exercise of such powers.

5. Notwithstanding anything to the contrary contained herein:

Our liability under this Bank guarantee shall not exceed  
Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and

This Bank guarantee shall be valid up to and  
till.....only, being the date of expiry of the Guarantee and  
We are liable to pay up to the Guaranteed amount only and only if we receive from you a written claim or demand within the claim period not later than 12 months from the said expiry date relating to default that happened during the Guarantee period and all your rights under this Bank Guarantee shall be extinguished and our liability under the Bank Guarantee shall stand discharged unless such written claim or demand is received by us from you on or before.....(\*\*) being the date of expiry of the claim period"

For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Chennai city where the Bank has its Central Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY  
the within named Guarantor,

\_\_\_\_\_  
by the hand of Shri. \_\_\_\_\_,



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its authorised official.

(\*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(\*\*) There shall be a claim period of 12(twelve) months from the date of expiry of the guarantee.



**ANNEXURE IX-PROFORMA OF BANK GUARANTEE (PERFORMANCE)**

THIS GUARANTEE AGREEMENT executed at \_\_\_\_\_ this \_\_\_\_\_ day  
of \_\_\_\_\_ Two Thousand Twenty One

BY:

\_\_\_\_\_ Bank, (\*) **a body corporate constituted under Banking Companies Acquisition and Transfer of Undertakings) Act, 1970**, having its Registered Office/ Head Office at \_\_\_\_\_, and a Branch Office at \_\_\_\_\_ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF:

Indian Overseas Bank, a body corporate constituted under Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Central Office at 763, Anna Salai, Chennai 600 002 (hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

**A) WHEREAS** the Bank, on \_\_\_\_\_ has concluded a Contract as per Purchase Order ref:.....with \_\_\_\_\_ a company within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at \_\_\_\_\_ for supply, installation of ..... solution at its Branches / Regional Offices and other offices located across the country and to carry out activities as stipulated in clause ..... of the RFP (hereinafter collectively called ".....")..

1. **AND WHEREAS** pursuant to the Bid Documents, purchase order, and the other related documents (hereinafter collectively referred to as "the said documents"), the Bank has agreed to purchase from M/s.....who has agreed to provide to the Bank .....the said ....., more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.
2. **AND WHEREAS** pursuant to the above arrangement, the Bank, has concluded a Contract, with M/s. .... on ..... (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns), subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.



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3. **AND WHEREAS** in terms of the Contract stated in the said documents, the vendor has agreed to warrant comprehensive maintenance of the entire..... including the System, software, components and accessories supplied and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than Indian Overseas Bank acceptable to the Bank for securing the Bank towards faithful observance and performance by the **vendor** of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.
4. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) towards faithful observance and performance by the Vendor of the terms of the Contract.

**NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

5. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Chennai forthwith, an amount of Rs ..... as aforesaid due to the Bank from the Vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** in providing comprehensive maintenance as per the warranty, AMC and contractual terms and in the observance and performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.
  1. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
  2. The Bank shall be the sole judge to decide whether the **Vendor** has failed to perform the terms of the Contract in providing comprehensive maintenance as per the warranty, AMC and contractual terms by the Vendor to the Bank, and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and



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**ACROSS VARIOUS BRANCHES OF THE BANK**

binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

3. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank
4. The liability of the Guarantor, under this Guarantee shall not be affected by
  - i) any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or
  - ii) any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or
  - iii) acquisition or nationalisation of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or
  - iv) any change in the constitution of the Bank / **Vendor**; or
  - v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
  - vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

6. Notwithstanding anything to the contrary contained herein:

- i) Our liability under this Bank guarantee shall not exceed Rs\_\_\_\_\_ (Rupees \_\_\_\_\_ only) and
- ii) This Bank guarantee shall be valid up to and till.....only, being the date of expiry of the Guarantee and
- iii) We are liable to pay up to the Guaranteed amount only and only if we receive from you a written claim or demand within the claim period not later than 12 months from the said expiry date relating to default that happened during the Guarantee period and all your rights under this Bank Guarantee shall be extinguished and our liability under the Bank Guarantee shall stand discharged unless such written claim or demand is received by us from you on or before.....(\*\*) being the date of expiry of the claim period"

7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the **courts of Chennai city** where the Bank has its Central Office shall alone have jurisdiction to the exclusion of all other courts.



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IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY  
the within named Guarantor,

\_\_\_\_\_  
by the hand of Shri. \_\_\_\_\_,  
its authorised official.

(\*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(\*\*) There shall be a claim period of 12(twelve) months from the date of expiry of the guarantee.



**ANNEXURE X-FORMAT FOR NON-DISCLOSURE AGREEMENT**

**THIS AGREEMENT** made and entered into at Chennai on this the.... day of.....2021 between **Indian Overseas Bank**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Central Office at No.763, Anna Salai, Chennai, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

.....a company incorporated under the Companies Act 1956 with its registered office at ..... and its local office at ..... hereinafter called the "**COMPANY**" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and in the course of such business activity intend to implement .....solution at its Organization.

The Bank has short-listed the Company after completion of tendering process for procurement of "....." in its office. The details of such activities are as per Purchase Order ref:.....issued by the Bank, duly accepted by the Company.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

**1. Confidential information-**

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records **of Bank or Bank's customer**. The Company may use the information solely for and in connection with the purpose the information was conveyed.





## **2. Use of Confidential Information.**

- i. Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.
- ii. The Company shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above.
- iii. The Company shall not make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval.

## **3. Exemptions**

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

- i. Is already known to the receiving party (i.e. the party receiving the information) at the time of the disclosure without an obligation of confidentiality
- ii. Is or becomes publicly known through no unauthorized act of the receiving party
- iii. Is rightfully received from a third party without restriction and without breach of this agreement
- iv. Is independently developed by the Receiving party without use of the other party's Confidential information and is so documented
- v. Is disclosed without similar restrictions to a third party by the Party owning the confidential information
- vi. Is approved for release by written authorization of the disclosing party; or



- vii. Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed be used only for the purposes for which the order was issued.

#### **4. Term**

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof

The obligation under NDA shall survive the expiration/termination of the original contract referred and the obligations contained herein shall continue indefinitely as long as the underlying information remains confidential. The obligations of the Company respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

#### **5. Title and Proprietary rights**

Notwithstanding the disclosure of any confidential information by the Company, the bank shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for the same, which exist or thereafter may be obtained by the Bank is either granted or implied by the conveying of confidential information.

#### **6. Return of confidential information:**

Upon written demand of the Bank, the firm shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the



disclosing party, certify in writing that the firm has complied with the obligations set forth in this paragraph.

Notwithstanding anything contained in this Agreement, the Company may retain sufficient documentation to support any opinion/ advice that it may provide. Such documentation shall continue to be governed by the terms and conditions of this Agreement.

#### **7. Remedies:**

The firm acknowledges that if it fails to comply with any of its obligations hereunder, the Bank may suffer immediate, irreparable harm for which monetary damages may not be adequate. The firm agrees that, in addition to all other remedies provided at law or in equity, the Bank shall be entitled to injunctive relief hereunder.

#### **8. Entire Agreement:**

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

#### **9. Indemnity:**

The Company agrees to keep confidential all information concerning the Bank that could be considered as "Confidential Information".

The Company agrees that in the event of the breach of the clause above by disclosure of confidential information mentioned hereinabove the Company would indemnify and keep the Bank indemnified against all losses or damages and all action, suit, litigations or proceedings (including all costs, charges, expenses relating thereto) that the Bank may incur or suffer any damage to its property or reputation or otherwise howsoever as part of the assignment or other related jobs entrusted and done by the Company. The firm agrees that the amount of compensation as decided by the Bank will be final.



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The Company agrees that the above compensation payable is in addition to any other right or remedy available to the Bank due to the breach of the covenants contained in this agreement including disclosure of confidential information.

**10. Severability:**

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

**11. Dispute Resolution Mechanism:**

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

**12. Jurisdiction**

The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

**13. Governing laws**

The provisions of this agreement shall be governed by the laws of India.

In witness whereof the parties hereto have set their hands through their authorized signatories

**BANK**  
**(Authorized Signatory)**

**COMPANY**  
**(Authorized Signatory)**



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**ANNEXURE XI- PRE-IP-COVERING LETTER**

Ref:  
Dated:

To,  
Indian Overseas Bank

**Sub: Submission of Offer for Tender ref: RFP/ITD/020/21-22 dated 10.11.2021  
FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SELF SERVING PASSBOOK PRINTING  
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Dear Sir

The Bidder acknowledges that Indian Overseas Bank stands committed to following the principles of transparency, equity and competitiveness in public procurement` as enumerated in the integrity Agreement enclosed with the tender document.

The Bidder agrees that the Notice Inviting Tender is an invitation to offer made on the condition that the bidder will sign the enclosed Integrity Agreement, which is an integral part of the tender documents, failing which the Bidder will stand disqualified from the tendering process. The Bidder acknowledges that the bid would be kept open in its original form without variation or modification for a period of 180 days and the making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT/RFP.

Bidder confirms acceptance and compliance with the Integrity Agreement in letter and spirit and further agrees that execution of the said Integrity Agreement shall be separate and distinct from the main contract which will come into existence when bid is finally accepted by Indian Overseas Bank. The bidder acknowledges that the mere signing of Integrity pact between the Bidder and the Buyer does not in any way guarantee award of Contract to the Bidder. The bidder acknowledges and accepts the duration of the Integrity Agreement, which shall be in line with Article 8 of the enclosed Integrity Agreement.

Bidder acknowledges that in the event of the Bidder's failure to sign and accept the Integrity Agreement, while submitting the Bid, Indian Overseas bank shall have unqualified, absolute and unfettered right to disqualify the Bidder and reject the Bid in accordance with the terms and conditions of the tender.

Yours faithfully,  
(Duly Authorized Signatory of the Bidder)



## **ANNEXURE XII-PRE CONTRACT INTEGRITY PACT**

### **Preamble**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on this the \_\_\_\_\_ day of \_\_\_\_\_ (month) 2021, between, on one hand, Indian Overseas Bank acting through Shri ....., Chief Manager of Indian Overseas Bank, a nationalized Bank and an undertaking of the Government of India constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, -1970 hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the First Part and M/s \_\_\_\_\_, a Company incorporated under the Companies Act, or a Partnership Firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnership Act, 2008 represented by Shri. \_\_\_\_\_, Chief Executive Officer/ all the Partners including the Managing Partner (hereinafter called the " BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment / Services) and the BIDDER/Seller is desirous of offering / has offered the stores/Equipment / Services and

WHEREAS the BIDDER is a private company/public company / Government undertaking / partnership / LLP / registered export agency and is the original manufacturer / Integrator / authorized / Government sponsored export entity of the stores / equipment / item or Service Provider in respect of services constituted in accordance with the relevant law in the matter and the buyer is a Nationalized Bank and a Government Undertaking as such.

WHEREAS the BUYER has floated a tender (Tender No.: \_\_\_\_\_) hereinafter referred to as "Tender / RFP" and intends to award, under laid down organizational procedures, contract/s purchase order / work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS the BUYER values full compliance with all relevant laws of the land, rules, bye-laws, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, the BUYER has appointed Independent External Monitors (IeM), to monitor the tender process and the -execution of the Contract for compliance with the Principles as laid down in this Agreement.

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Pact or "Pact", the terms and conditions of which shall also be read as Integral part and parcel of the Tender documents and Contract between the parties.



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NOW, THEREFORE in, consideration of mutual covenants contained in this Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings, the parties hereby agree as follows and this Pact witnesseth as under:

The contract is to be entered into with a view to:-

Enabling the BUYER to procure the desired said stores/equipment/item/Services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any and all forms, by its officials by following transparent procedures.

The parties hereby agree hereto to enter into this Integrity Pact and agree as follows:

**Article 1: Commitments of the BUYER**

1.1 The BUYER undertakes that no official/ employee of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party whether or not related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same- information and will not provide any such information to any particular BIDDER which could afford an undue and unfair advantage to that particular BIDDER in comparison to other BIDDERS. The BUYER will ensure to provide level playing field to all BIDDERS alike.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted breach(es) or breaches *per se* of the above commitments as well as any substantial suspicion of such a breach.

1.4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is *prima facie* found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.



**Article 2: Commitments of BIDDERS**

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official(s)/employee/persons related to such Official(s) / employees of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official of the BUYER or otherwise in procuring the Contract or forbearing 'to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Bank.

2.3 The BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.4 The BIDDER shall disclose the payments to be made by them- to agents/brokers or any other intermediary, in connection with this bid/contract.

2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / Integrator / authorized / government sponsored export entity of the stores/equipment/item/Services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers, or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.





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2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care to avoid unauthorized disclosure of such information.

2.10 The BIDDER commits to refrain from giving any \_complaint directly or through any other manner without supporting it with full and verifiable facts.

2.11 The BIDDER undertakes not to instigate directly or indirectly any third person to commit any of the actions mentioned above.

2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the-BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or aRFPnatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative 'for this purpose would be as defined in Section 6 of the Companies Act 1956 and as may be prescribed under the Companies Act 2013 and the relevant Rules

2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

**Article 3 - Equal Treatment of all Bidders/Contractors/Subcontractors**

3. Bidder(s) /Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the Principles laid down in this agreement/Pact by any of its Sub-contractors/sub-vendors.

3.1 The BUYER will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3.2 The BUYER will disqualify those Bidders from the Tender process, who do not submit, the duly signed Pact, between the BUYER and the bidder, along with the Tender or violate its provisions at any stage of the Tender process.

**Article 4: Previous Transgression**



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4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other Company/ PSU/ Nationalized Bank in any country in respect of any corrupt practices envisaged hereunder or with any Nationalized Bank/ Public Sector Enterprise in India or any "Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.

4.3 The imposition and duration of the exclusion of the BIDDER will be determined by the BUYER based on the severity of transgression.

4.4 The Bidder/Contractor acknowledges and undertakes to respect and uphold the BUYER's absolute right to resort to and impose such exclusion.

4.5 Apart from the above, the BUYER may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the BUYER.

4.6 If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the BUYER may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

**Article 5: Criminal Liability**

If the BUYER acquires knowledge of conduct of a Bidder/Contractor, or of an employee or a representative or an associate of a Bidder/Contractor which constitutes corruption within the meaning of Prevention of Corruption Act, or if the BUYER has substantive suspicion in this regard, the BUYER will inform the same to the Chief Vigilance Officer.

**Article 6: Earnest Money (Security Deposit)**

6.1 While submitting commercial bid, the BIDDER shall deposit an amount ..... (to be specified in NIT / RFP) as Earnest Money/security deposit. with the BUYER through any of the following instruments:

- (i) Bank Draft or a Pay Order in favour of .....
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for payment.
- (iii) Any other mode or through any other instrument [to be specified in the RFP].



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6.2 The Earnest Money/Security Deposit shall be valid upto the complete conclusion of the contractual obligations for the complete satisfaction of both the BIDDER and the BUYER or upto the warranty period, whichever is later.

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6.3 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

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6.4 No interest shall be payable by the BUYER to the- BIDDER on Earnest Money/Security Deposit for the period of its currency.

### **Article 7: Sanction for Violations**

7.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf [whether with or without the knowledge of the BIDDER] shall entitle the BUYER to take all or anyone of the following actions, wherever required;-

- i. To immediately call off the pre-contract negotiations/ proceedings with such Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER[s] would continue.
- ii. The Earnest Money Deposit [in pre-contract stage] and/or Security Deposit/Performance Bond [after the contract is signed] shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason there for.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To encash the advance bank guarantee and performance guarantee/ bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
- v. To cancel all or any other Contracts with the- BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money[s] due to the BIDDER.
- vi. To debar the- BIDDER from participating in future bidding processes of- the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- vii. To recover all sums paid in violation of this Pact by BIDDER[s] to any middleman or agent or broker with a view to-securing the contract.
- viii. In cases where irrevocable Letters of Credit have been received in respect of any- contract signed by the BUYER with the BIDDER, the same shall not be opened.

7.2 The BUYER will be entitled to take all or any of the actions mentioned at paragraph 7.1 [i] to [x] of this Pact also on the Commission by the BIDDER or any one employed by it



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or acting on its behalf [whether with or without knowledge of the BIDDER], of an offence as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 as amended from time to time or any other statute eted for prevention of corruption.

7.3 The decision of the BUYER to the effect that a breach of the Provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor[s] appointed for the purposes of this Pact.

**Article 8: Independent External Monitors**

8.1 The BUYER has appointed Independent" External Monitors [hereinafter referred to as Monitors] for this Pact in consultation with the Central Vigilance Commission. They are,

Shri. Jojneswar Sharma, IDES (Retd.)  
House no.27, Dr Zakir Hussain Path,  
SARUMOTORIA (Hengerabari)  
District Kamrup (Metro),  
Guwahati-781036, Assam.  
Ph: 8806777701  
Email id : [sharmajoj@gmail.com](mailto:sharmajoj@gmail.com)

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligation under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the document relating to the project/procurement, including minutes of meetings. The same is applicable to Subcontractors of the Bidder. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s) /Subcontractor(s) with confidentiality.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pac, he will so inform the Authority designated by the BUYER and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non - binding recommendations.

8.6 The BIDDER accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his, project documentation. The same is applicable to Subcontractors also which the BIDDER shall note.



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8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8.9 If the Monitor has reported to The designated Authority of BUYER, a substantiated suspicion of an offence under Indian Penal Code/Prevention of Corruption Act as the case may be, and the designated Authority of BUYER has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.10 The word '**Monitor**' would include both singular and plural.

**Article 10: Law and Place of Jurisdiction**

This Pact is subject to Indian Laws. The place of performance and jurisdiction is as notified by the BUYER.

**Article 11: Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

/

**Article 12: Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

"

**Article 13: Code of Conduct**



Bidders are also advised to- have a Code of Conduct clearly rejecting the use of bribes and other unethical behavior and a compliance program for the implementation of the code of conduct throughout the company.

**Article 15: Legal and Prior Rights**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and no alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Pact.

**Article 16: Other Provisions**

This Pact is subject to Indian laws. The place of performance and jurisdiction is the Head Office/Head Quarters of the Division of the BUYER or as otherwise notified by the BUYER, who has floated the Tender.

16.1 Changes and supplements, if any, need to be necessarily made in writing and signed by the duly authorized representatives of the Bidder and the Buyer. It is clarified that there are no parallel/ Side agreements in this regard and that the present Agreement forms the full and complete agreement as regards the subject matter contained herein.

16.2 If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.

16.3 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

16.4 Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact", any action taken by the BUYER in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

16.5 Either parties signing the Integrity Pact shall not approach courts while representing the matter to IEM and shall wait for the decision from IEM.

The parties hereby sign this Integrity pact at .....on .....

BUYER  
Name of the Officer  
Designation  
Indian Overseas Bank  
Witness  
1.

BIDDER  
CHIEF EXECUTIVE OFFICER  
  
Witness  
1.



**ANNEXURE XIII-SERVICE LEVEL AGREEMENT**

This **Service Level Agreement ("Agreement")** is executed between **Indian Overseas Bank**, a body corporate constituted under the provisions of The Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and having its registered office at Central Office, 763 Anna Salai, Chennai – 600 002, hereinafter referred to as "**Bank**" (which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the FIRST Part.

AND

....., (**Name of the company**) a Public/ Private (strike out whichever is not applicable) limited company incorporated under the Companies Act, 1956 and having its registered office at ..... hereinafter referred to as "**Vendor**" (which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the SECOND Part.

**WHEREAS:**

the Bank desires to engage the services of Vendor as Service provider for ..... as stated in the scope (Details as given in the Schedule A) of RFP/ITD/..... dated ..... and issued a Purchase Order (PO) No.ITD/..... dated ..... This Agreement is valid as per the terms mentioned in PO and RFP (and subsequent amendments, if any) & the existing terms stands continued till renewal of the existing contracts, and for the subsequent renewals thereof as agreed by both the parties

and

Vendor has agreed to provide the services described in the PO and in this agreement on the terms and conditions set forth in RFP/ PO/ hereunder.

**NOW, THEREFORE, the Parties agree as follows:**

**1. Definitions and Construction.**



- 1.1. **Definitions.** The following defined terms used in this Agreement shall have the meanings specified below:
- 1.1.1. **“Party”** or **“Parties”** shall mean either Bank or the vendor or both, as the case may be.
  - 1.1.2. **“Effective Date”** means the date of acceptance of Purchase Order (PO).
  - 1.1.3. **“Confidential Information”** of the Parties shall mean all information and documentation of each Party, respectively, whether disclosed to or accessed by the other in connection with this Agreement, including (A) with respect to Bank, (i) all Bank Data, Bank Intellectual Property and all other information of Bank or its providers, customers (including their employees and job applicants), suppliers, contractors and other third parties doing business with Bank, and (ii) any information developed by reference to or use of Bank's Confidential Information, (B) with respect to Bank and the vendor, the terms of this Agreement; provided, however, that except to the extent otherwise provided by Law, the term “Confidential Information” shall not include information that (i) is independently developed by the recipient, as demonstrated by the recipient's written or electronic records, without violating the disclosing Party's proprietary rights, (ii) is or becomes publicly known (other than through unauthorized disclosure), (iii) is disclosed by the owner of such information to a third party free of any obligation of confidentiality, or (iv) is already known by the recipient at the time of disclosure, as demonstrated by the recipient's written records, and the recipient has no obligation of confidentiality other than pursuant to this Agreement, and (C) with respect to the vendor, any and all (i) vendor Intellectual Property and New Intellectual Property, (ii) information or documentation relating to vendor's business, business relationships, financial affairs, including financial reports, work plans, and structures, (iii) all other information of vendor or its partners, customers (including their employees), suppliers, contractors and other third parties doing business with the vendor, and (iv) any information developed by reference to or use of vendor's Confidential Information.
  - 1.1.4. **“Intellectual Property”** shall mean any patent, copyright, trademark or trade secret applicable to (a) processes, specifications, methodologies, procedures, and trade secrets, (b) software, tools and machine-readable texts and files, (c) literary work or other work of authorship, including documentation, reports, drawings, charts,





graphics and other written documentation, and (d) proprietary trade names, brands, logos or slogans.

1.1.5. **“Losses”** shall mean any and all damages, fines, penalties, deficiencies, losses, liabilities (including settlements and judgments) and expenses (including interest, court costs, reasonable fees and expenses of attorneys, accountants and other experts or other reasonable fees and expenses of litigation or other proceedings or of any claim, default, or assessment).

1.1.6. **“Services”** shall mean, collectively, the services being provided by the vendor pursuant to this Agreement, and, during the Termination Assistance Period, the Termination Assistance Services.

## **2. Services.**

Commencing on the Effective Date and continuing throughout the Term, Vendor shall be responsible for providing to Bank: (a) the Services in accordance with the terms of this Agreement and as described in Schedule A, and (b) any incidental services, functions and responsibilities not specifically described in this Agreement, but which are required for the performance and delivery of the Services in accordance with the terms of this agreement.

## **3. Commercial Terms:**

As per PO No.

## **4. Period of Contract:**

## **5. Operational Capabilities and Implementation.**

5.1. Vendor shall provide such personnel and such Vendor Systems necessary to provide the Services described in Schedule A.

5.2. The provision of Services to the Bank and the timelines shall be in accordance with the Scope of Services set forth in Schedule A.

## **6. Management and Control.**

Vendor shall be responsible for the successful completion of Services and Vendor Customer Relationship Manager shall be the single point of contact



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for all communications and support in this regard. Vendor shall be subject to the Change Control Procedures, which shall provide, at a minimum, that:

With respect to all changes, Vendor shall (a) schedule Changes so as not to unreasonably interrupt Bank's business operations, and (b) prepare and deliver to Bank a notice and schedule for any planned Changes prior to the implementation.

Vendor shall update the Change Control Procedures as necessary and shall provide such updated Change Control Procedures to Bank for its approval and the same will be confirmed to Vendor by the Chief Operating officer.

**7. Consents.**

Vendor shall obtain, maintain and keep current, at Vendor's expense, all Consents and Governmental Approvals. Upon Vendor's request, Bank shall use its reasonable best efforts to cooperate with and assist Vendor in obtaining any such Governmental Approvals, to the extent reasonably possible.

**8. Audits Rights.**

Upon notice from Bank, Vendor shall provide records for inspection and assist Bank, or its designated third party contractor, and/ or Reserve Bank of India and/ or its auditors, if required and advised by the Bank to Vendor, with access to and any assistance (including financial records, reports and supporting documentation) that they may require with respect to the Service Locations and the Vendor Systems for the purpose of performing audits or inspections of the Services.

**9. Bank's Trademarks:**

Bank's trademarks, service marks and trade names are the property of Bank, and Vendor agrees that it shall not use any of Bank's trademarks, service marks or trade names without Bank's approval. Vendor agrees not to register any Bank trademarks, service marks or trade names without Bank's approval. Vendor shall not, without Bank's approval, remove or alter any trademark, service mark, trade name, copyright, or other proprietary



notices, legends, symbols, or labels appearing on or in materials pertaining to the Services and related documentation delivered to Vendor by Bank.

**10. Confidentiality.**

The Vendor shall hold all Confidential Information relating to or obtained from the Bank in strict confidence. Vendor shall treat any and all the Confidential Information with at least the same degree of care and protection as it would treat its own Confidential Information. Except as permitted by this Agreement, neither Party or its Agents shall disclose, publish, release, transfer or otherwise make available Confidential Information of, or obtained from the other in any form to, or for the use or benefit of, any person or entity without the disclosing Party's consent. Each of the Parties shall, however, be permitted to disclose relevant aspects of the Disclosing Party's Confidential Information to its officers, professional advisors, subcontractors and employees, to whom such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement. The obligation as to the confidentiality shall survive even after termination of this agreement.

**11. Additional Covenants.**

The Parties covenant and agree that during the Term and Termination Assistance Period:

- 1) The Parties shall comply with all Laws applicable to them and shall obtain all applicable permits and licenses required of them in connection with its obligations under this Agreement;
- 2) Neither party will implement or design unauthorized methods for gaining access to the Bank, Vendor Systems, or Confidential Information; and
- 3) In respect of development of Software, the Business logic for the software developed is the sole proprietary of the bank and the same shall not be shared without prior written consent of the Bank.

**12. Insurance.**

Without limiting Vendor's liability to Bank or third parties, Vendor will maintain will have and maintain such types and amounts of liability insurance as is normal and customary in the industry generally for parties similarly situated, and will upon request provide the Bank with a copy of its policies of insurance in that regard, along with any amendments and revisions there to. The financial liability of Vendor during the tenure of the



contract and its subsequent renewals under this or any terms of this agreement other than under insurance total shall not exceed the fee it receives under the agreement.

**13. Indemnity:**

The vendor, shall indemnify and keep the Bank saved, harmless and indemnified against any claim which may be made against the Bank or loss, which may be suffered by the bank on account of any negligence, fraud, theft, robbery, forgery or any wrongful action/ inaction or breach of this agreement by vendor or its agents or its employees on account of engaging the services from vendor.

**14. Termination.**

The Bank, by written notice sent to the Company, may terminate the Contract, in whole or in part, at any time for its convenience by giving a cure period of 30 days. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Company under the contract is terminated, and the date upon which such termination becomes effective.

**14.1 Termination for Default:**

The Bank, without prejudice to any other remedy for breach of Contract, by giving 30 days written notice of default sent to the vendor, may terminate this Contract in whole or in part:

a) if the vendor fails to deliver the goods/ services within the period(s) specified in the Purchase Order

or

b) if the Bidder fails to perform any other obligations(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, goods and related services, similar to those undelivered, and the vendor shall be liable to the Bank for any excess costs for such similar Hardware and related services subject to the maximum cap of 10% of the undelivered portion. However, the vendor shall continue performance of the Contract to the extent not terminated.

**14.2 Termination for Insolvency:**



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The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

**14.3 Termination for other actions:**

The bank has the right to terminate the agreement with immediate effect if the Vendor is blacklisted or in case any fraud, forgery, theft, robbery or any wrongful action/ inaction or breach of this agreement caused by Vendor or its agents or its employees.

**15. Termination Assistance.**

- 15.1 Vendor shall, upon Bank's request, continue the performance of the Services during the Termination Assistance Period. The quality and level of performance during the Termination Assistance Period shall not be degraded. After the expiration of the Termination Assistance Period, Vendor shall (i) provide support to the extent of answering questions from Bank regarding the Services on an "as needed" basis and (ii) deliver to Bank any remaining Bank-owned reports and documentation still in Vendor's possession.
- 15.2 Each Party shall, upon the later of (i) the expiration or termination of this Agreement and (ii) the last day of the Termination Assistance Period (the "End Date"):
- (a) return, destroy or erase all Intellectual Property of the other Party; and
  - (b) return to the other Party all assets owned, licensed or leased by the other Party.

**16. Resolution of Disputes :**

In case of any disagreement or dispute between the Bank and the vendor, the dispute will be resolved in a manner as outlined hereunder.

The Bank and the Vendor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. If, after thirty (30) days from the commencement of informal negotiations, the Bank and the Vendor have not been able to resolve amicably a contract dispute, such differences and disputes shall be referred, at the option of either



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party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by the Bank, one to be nominated by the vendor and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act 1996. Upon every or any such reference the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid.

Any dispute or difference whatsoever arising between the parties and of or relating to construction, operation or effect of this contract or the validity or the breach thereof, shall be settled by Arbitration in accordance with the Rules of Arbitration of the "SCOPE" and the award made in pursuance thereof shall be final and binding on the parties. Courts of Chennai city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.

**17. Force Majeure:**

No Party shall be liable to the other Party hereto for delays in performance of its obligations hereunder due to riot, act of God, war, fire, flood, invasion, earthquake, epidemics, interruption of transportation, embargo, explosion, strike, lockout or other labour troubles, actions of governmental authority, or any other causes similar to the forgoing which are beyond the reasonable control of such Party; the performance of obligations hereunder shall be suspended during, but no longer than, the existence of such cause. Performance of obligations is excused only for the time delay imposed by such causes and only to the extent that alternative means of performance are unavailable. If either Party is affected by Force Majeure it shall forthwith notify the other Party of its nature and extent.

**18. Assignment:**

The vendor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Bank's prior written consent.

**19. Notices:**



Except as otherwise specified in this Agreement, all notices, requests, consents, approvals, agreements, authorizations, acknowledgements, waivers and other communications required or permitted under this Agreement shall be in writing and shall be sent by e-mail, facsimile or delivered by hand or post.

**20. Waivers:**

No delay or omission by either Party to exercise any right or power it has under this Agreement shall impair or be construed as a waiver of such right or power. A waiver by any Party of any breach or covenant shall not be construed to be a waiver of any succeeding breach or any other covenant. All waivers must be signed by the Party waiving its rights.

**21. Entire Agreement:**

This Agreement and the Schedules to this Agreement represent the entire agreement between the Parties with respect to its subject matter, and there are no other representations, understandings or agreements between the Parties relative to such subject matter.

**22. Amendments:**

No amendment to, or change, waiver or discharge of, any provision of this Agreement shall be valid unless in writing and signed by an authorized representative of each of the Parties.

**23. Governing Law and Jurisdiction:**

This Agreement and the relationship between hereto shall be governed by the laws of India.

IN WITNESS WHEREOF, each of Bank and Vendor has caused this Agreement to be signed and delivered by its duly authorized representative on the day, month and the year first written

<b>For Indian Overseas Bank Signature</b>	<b>For Vendor Signature</b>
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Name:	Name:
Title:	Title:
Date:	Date:

## **SCHEDULE A**

### **1. 1. Scope of Services/ Technical Specification/ Terms and Conditions:**

As per referred RFP/ PO terms and its subsequent amendments (if any).





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**ANNEXURE XIV-DETAILS OF SUPPORT INFRASTRUCTURE AVAILABLE WITH BIDDER**

<b>S No:</b>	<b>Name of Regional Office Location</b>	<b>Contact details with names , address , contact Number, e-mail ID etc.</b>	<b>Specify whether direct service centers or exclusive franchisee service centers or authorized service centers</b>	<b>Number of Service Engineers attached</b>
1.	Ahmedabad			
2.	Bangalore			
3.	Baroda			
4.	Berhampur			
5.	Bhopal			
6.	Bhubaneswar			
7.	Chandigarh			
8.	Chennai -I			
9.	Chennai -II			
10.	Coimbatore			
11.	Dehradun			
12.	Delhi			
13.	Ernakulam			
14.	Erode			
15.	Guwahati			
16.	Hyderabad			
17.	Jaipur			
18.	Kancheepuram			
19.	Karaikudi			
20.	Kolkata (M)			
21.	Kolkata II			
22.	Lucknow			
23.	Ludhiana			
24.	Madurai			
25.	Mangalore			
26.	Meerut			
27.	Mumbai			
28.	Nagercoil			
29.	Nagpur			
30.	NCR Delhi			
31.	Panaji-Goa			
32.	Patna			
33.	Pondicherry			
34.	Pune			



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35.	Raipur			
36.	Ranchi			
37.	Salem			
38.	Siliguri			
39.	Thanjavur			
40.	Thiruvananthapuram			
41.	Tiruchirapalli			
42.	Tirunelveli			
43.	Tuticorin			
44.	Varanasi			
45.	Vellore			
46.	Vijayawada			
47.	Visakhapatnam			
48.	Warangal			

We hereby certify that the details of direct service centers or exclusive franchisee service centers or authorized service centers mentioned above are of our own.

**Authorized Signatory  
Place:**

**Name and Designation**

**Office Seal**



### ANNEXURE XV-CLIENT REFERENCES

The following documents should be submitted as documentary proof as stipulated in clause 1.3 (Bidder Qualification Criteria).

1. Rate Contracts/ Purchase Orders.
2. Letters/Emails of Satisfactory Performance by Client.

The bidder shall also submit the reference letter in the given format from the customer duly signed and stamped by the authorized signatory.

#### LETTER FORMAT

To  
Asst. General Manager  
Indian Overseas Bank,

Sir,

M/s.\_\_\_\_\_ has supplied and installed \_\_\_\_\_no's of Passbook Kiosk along with barcode printers in our Bank vide our order dated \_\_\_\_\_. The supplied machines are being maintained as on date to the satisfaction of the Bank. The services provided by M/s.\_\_\_\_\_is satisfactory.

Date of Supply:

Make and Model:

**Authorized Signatory  
Place:**

**Name and Designation**

**Office Seal**



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**ANNEXURE XVI- LOCATIONS OF KIOSK FOR WHICH AMC TO BE PROVIDED**

<b>Vendor</b>	<b>Region</b>	<b>Branch Name</b>	<b>Br Code</b>
Forbes - 2018 Lot	Ahmedabad	Ashram Road	353
Forbes - 2018 Lot	Ahmedabad	BHUJ	466
Forbes - 2018 Lot	Ahmedabad	GANDHIDHAM	298
Forbes - 2018 Lot	Ahmedabad	Junagarh	2945
Forbes - 2018 Lot	Ahmedabad	KUTCH	3525
Forbes - 2018 Lot	Ahmedabad	Mehsana Branch	3439
Forbes - 2018 Lot	Bangalore	BANGALORE CITY MAIN	11
Forbes - 2018 Lot	Bangalore	BASAVANAGUDI	1897
Forbes - 2018 Lot	Bangalore	BASETTHALLI	2578
Forbes - 2018 Lot	Bangalore	BOMMANAHALLI	1654
Forbes - 2018 Lot	Bangalore	BROOKEFIELDS	1900
Forbes - 2018 Lot	Bangalore	CANTONMENT	12
Forbes - 2018 Lot	Bangalore	CHIKKABIDARAKALLU	2310
Forbes - 2018 Lot	Bangalore	COX TOWN	201
Forbes - 2018 Lot	Bangalore	HSR LAYOUT	2456
Forbes - 2018 Lot	Bangalore	HUNSUR	2938
Forbes - 2018 Lot	Bangalore	INDIRA NAGAR	604
Forbes - 2018 Lot	Bangalore	ISRO VIEW	1061
Forbes - 2018 Lot	Bangalore	JIGANI	2306
Forbes - 2018 Lot	Bangalore	K.R. MOHALLA	264
Forbes - 2018 Lot	Bangalore	KATTEMELALWADI	730
Forbes - 2018 Lot	Bangalore	KOTHANUR	3395
Forbes - 2018 Lot	Bangalore	MAHALAKSHMIPURAM	1775
Forbes - 2018 Lot	Bangalore	MALLESWARAM	323
Forbes - 2018 Lot	Bangalore	MYSORE	61
Forbes - 2018 Lot	Bangalore	NANJANGUD	2547
Forbes - 2018 Lot	Bangalore	PADMANABHA NAGAR	3677
Forbes - 2018 Lot	Bangalore	PEENYA INDUSTRIAL	3746
Forbes - 2018 Lot	Bangalore	R.T. NAGAR	1537
Forbes - 2018 Lot	Bangalore	RAJARAJESHWARI NAGAR	1610
Forbes - 2018 Lot	Bangalore	SAMPAIGE ROAD	2118
Forbes - 2018 Lot	Bangalore	SIVAN CHETTY GARDEN	665
Forbes - 2018 Lot	Bangalore	SUNKADAKATTE	2309
Forbes - 2018 Lot	Bangalore	THATHAGUNI	2634
Forbes - 2018 Lot	Bangalore	VIGNANA NAGAR	1600



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Forbes - 2018 Lot	Bangalore	Vijaya Nagar, Bangalore	2633
Forbes - 2018 Lot	Bangalore	VIJAYA NAGAR, Mysore	1777
Forbes - 2018 Lot	Bangalore	YADAVAGIRI	267
Forbes - 2018 Lot	Bangalore	YELAHANKA	1578
Forbes - 2018 Lot	Baroda	Metpur	398
Forbes - 2018 Lot	Berhampur	ATABIRA	2394
Forbes - 2018 Lot	Berhampur	BALIPADAR	2617
Forbes - 2018 Lot	Berhampur	BARAPALI	2395
Forbes - 2018 Lot	Berhampur	BELAGUNTHA	2610
Forbes - 2018 Lot	Berhampur	BERHAMPUR	485
Forbes - 2018 Lot	Berhampur	BOIPARIGUDA	468
Forbes - 2018 Lot	Berhampur	BUGUDA	2616
Forbes - 2018 Lot	Berhampur	DHARAMGARH	928
Forbes - 2018 Lot	Berhampur	LAXMIPUR	545
Forbes - 2018 Lot	Berhampur	NUAPADA	734
Forbes - 2018 Lot	Berhampur	PADMAPUR	483
Forbes - 2018 Lot	Berhampur	PURUSHOTAMPUR	2560
Forbes - 2018 Lot	Berhampur	TITLAGARH	484
Forbes - 2018 Lot	Bhopal	Chartola	921
Forbes - 2018 Lot	Bhopal	Hoshangabad	2416
Forbes - 2018 Lot	Bhopal	Purani Chhawani	2953
Forbes - 2018 Lot	Bhopal	Ratlam	1420
Forbes - 2018 Lot	Bhopal	UEC	2172
Forbes - 2018 Lot	Bhubaneshwar	Balugaon	927
Forbes - 2018 Lot	Bhubaneshwar	BHADRAK	793
Forbes - 2018 Lot	Bhubaneshwar	Bhapur	1173
Forbes - 2018 Lot	Bhubaneshwar	BHIMPADA	1240
Forbes - 2018 Lot	Bhubaneshwar	BOLGARH	1057
Forbes - 2018 Lot	Bhubaneshwar	BRAHMAGIRI	1135
Forbes - 2018 Lot	Bhubaneshwar	GORUAL	1241
Forbes - 2018 Lot	Bhubaneshwar	GUJIDARADA	937
Forbes - 2018 Lot	Bhubaneshwar	KOSALA	934
Forbes - 2018 Lot	Bhubaneshwar	Kuruda	983
Forbes - 2018 Lot	Bhubaneshwar	NALANGA	964
Forbes - 2018 Lot	Bhubaneshwar	NUAGAON	1184
Forbes - 2018 Lot	Bhubaneshwar	PUANIA	2664
Forbes - 2018 Lot	Bhubaneshwar	UDALA	2631
Forbes - 2018 Lot	Chandigarh	Jind	2720
Forbes - 2018 Lot	Chandigarh	PTL IOB branch	1514



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Forbes - 2018 Lot	CHENNAI I	APOLLO HOSPITAL	1675
Forbes - 2018 Lot	CHENNAI I	BROADWAY,CHENNAI	1307
Forbes - 2018 Lot	CHENNAI I	CHINTADRIPET	118
Forbes - 2018 Lot	CHENNAI I	CHOOOLAIMEDU, CHENNAI	1308
Forbes - 2018 Lot	CHENNAI I	Corporation of Chennai	1711
Forbes - 2018 Lot	CHENNAI I	EGMORE, CHENNAI	522
Forbes - 2018 Lot	CHENNAI I	KILPAUK, CHENNAI	571
Forbes - 2018 Lot	CHENNAI I	LOYOLA COLLEGE , CHENNAI	1712
Forbes - 2018 Lot	CHENNAI I	MUTHIALPET	305
Forbes - 2018 Lot	CHENNAI I	SANTHOME, CHENNAI	108
Forbes - 2018 Lot	CHENNAI I	Sowcarpet	86
Forbes - 2018 Lot	CHENNAI I	STELLA MARRIS COLLEGE	1688
Forbes - 2018 Lot	CHENNAI II	Adyar	2
Forbes - 2018 Lot	CHENNAI II	Aminjikarai	5
Forbes - 2018 Lot	CHENNAI II	Avadi	8
Forbes - 2018 Lot	CHENNAI II	Ekkattuthangal	1085
Forbes - 2018 Lot	CHENNAI II	Madhavaram	2363
Forbes - 2018 Lot	CHENNAI II	Nanganallur	1592
Forbes - 2018 Lot	CHENNAI II	Nolambur	2139
Forbes - 2018 Lot	CHENNAI II	Texco Srinagar Colony	1643
Forbes - 2018 Lot	CHENNAI II	Wall Tax Road	348
Forbes - 2018 Lot	Coimbatore	ARAVIND EYE HOSPITAL	1853
Forbes - 2018 Lot	Coimbatore	Coonoor	2677
Forbes - 2018 Lot	Coimbatore	DISTRICT COURT, COIMBATORE	1708
Forbes - 2018 Lot	Coimbatore	EDAYARPALAYAM	1846
Forbes - 2018 Lot	Coimbatore	GANDHIPURAM, COIMBATORE	130
Forbes - 2018 Lot	Coimbatore	IDIGARAI	941
Forbes - 2018 Lot	Coimbatore	IOB-Oppanakara street	131
Forbes - 2018 Lot	Coimbatore	KANGAYAM	1863
Forbes - 2018 Lot	Coimbatore	KOTHAGIRI	1285
Forbes - 2018 Lot	Coimbatore	MADUKKARAI	2715
Forbes - 2018 Lot	Coimbatore	METTUPALAYAM ROAD	1521
Forbes - 2018 Lot	Coimbatore	N G M COLLEGE, POLLACHI	1701
Forbes - 2018 Lot	Coimbatore	NALLAMMAI NAGAR	1561
Forbes - 2018 Lot	Coimbatore	NANJUNDAPURAM	1746
Forbes - 2018 Lot	Coimbatore	NATHAKADAIYUR	3430
Forbes - 2018 Lot	Coimbatore	PALLADAM	1883
Forbes - 2018 Lot	Coimbatore	PAPPAMPATTI - PALLAPALAYAM	2716
Forbes - 2018 Lot	Coimbatore	PARK SQUARE- Uppilipalayam,CBE	150



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Forbes - 2018 Lot	Coimbatore	PEELAMEDU, COIMBATORE	931
Forbes - 2018 Lot	Coimbatore	PERIYANAICKENPALAYAM	2561
Forbes - 2018 Lot	Coimbatore	PERUMANALLUR	2669
Forbes - 2018 Lot	Coimbatore	PONGALUR	2718
Forbes - 2018 Lot	Coimbatore	RACE COURSE BRANCH	1413
Forbes - 2018 Lot	Coimbatore	RAGHALBAVI	3756
Forbes - 2018 Lot	Coimbatore	SARCARSAMAKULAM - KOVILPALAYAM	2671
Forbes - 2018 Lot	Coimbatore	SOKKAMPALAYAM	1189
Forbes - 2018 Lot	Coimbatore	THIRUMURUGANPOONDI	3405
Forbes - 2018 Lot	Coimbatore	TIRUPPUR-VEERAPANDI PIRIVU	3098
Forbes - 2018 Lot	Coimbatore	UTHUKULI	2714
Forbes - 2018 Lot	Coimbatore	VADAVALLI	1745
Forbes - 2018 Lot	Coimbatore	VELLAKOIL	1086
Forbes - 2018 Lot	Coimbatore	VIVEKANANDAPURAM	727
Forbes - 2018 Lot	Dehradun	Raipur Bhagwanpur	3635
Forbes - 2018 Lot	Dehradun	SHIVALIK NAGAR	2901
Forbes - 2018 Lot	Delhi	Base Hospital	1758
Forbes - 2018 Lot	Delhi	C-Block , Janakpuri	1759
Forbes - 2018 Lot	Delhi	Delhi Cantt.	490
Forbes - 2018 Lot	Delhi	Dwarka	1690
Forbes - 2018 Lot	Delhi	Gole Market	840
Forbes - 2018 Lot	Delhi	Golf Links	265
Forbes - 2018 Lot	Delhi	Janakpuri	544
Forbes - 2018 Lot	Delhi	Jasola	1925
Forbes - 2018 Lot	Delhi	Krishna Nagar	1928
Forbes - 2018 Lot	Delhi	Lok Kala Manch	1498
Forbes - 2018 Lot	Delhi	Mayur Vihar Phase-III	2442
Forbes - 2018 Lot	Delhi	Mundaka, New Delhi	2357
Forbes - 2018 Lot	Delhi	najafgarh	2261
Forbes - 2018 Lot	Delhi	Narela	2183
Forbes - 2018 Lot	Delhi	Nehru Place	543
Forbes - 2018 Lot	Delhi	New Friends Colony	1795
Forbes - 2018 Lot	Delhi	Parliament Street	762
Forbes - 2018 Lot	Delhi	Parliament Street I	7621
Forbes - 2018 Lot	Delhi	Paschim Vihar	1495
Forbes - 2018 Lot	Delhi	Rajiv Circle	1205
Forbes - 2018 Lot	Delhi	Sector12, R K Puram	1736
Forbes - 2018 Lot	Delhi	St. Stephens Hospital	1500
Forbes - 2018 Lot	Delhi	University Branch	1734



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Forbes - 2018 Lot	Delhi	Vanasthali	1534
Forbes - 2018 Lot	Delhi	Vasundhara Enclave	1724
Forbes - 2018 Lot	Delhi	Yojana Bhawan	1812
Forbes - 2018 Lot	Ernakulam	ODAYANCHAL	1100
Forbes - 2018 Lot	Ernakulam	VARANDRAPPI	218
Forbes - 2018 Lot	Erode	ANDANKOIL WEST	2700
Forbes - 2018 Lot	Erode	ARASUR	2505
Forbes - 2018 Lot	Erode	ATHANI - ERODE	2824
Forbes - 2018 Lot	Erode	AVALPOONTHURAI	2316
Forbes - 2018 Lot	Erode	AYYARMALAI	3760
Forbes - 2018 Lot	Erode	BANNARI AMMAN PURA	1829
Forbes - 2018 Lot	Erode	BHAVANI	2867
Forbes - 2018 Lot	Erode	CHENNAMPATTI	1020
Forbes - 2018 Lot	Erode	CHENNIMALAI	2672
Forbes - 2018 Lot	Erode	DISTRICT COURT BR, SURAMPATTI	1825
Forbes - 2018 Lot	Erode	DODDAMPALAYAM	1093
Forbes - 2018 Lot	Erode	ERODE ARTS COLLEGE, KASIPALAYAM	1854
Forbes - 2018 Lot	Erode	ESANATHAM	958
Forbes - 2018 Lot	Erode	GOBICHETTIPALAYAM	1823
Forbes - 2018 Lot	Erode	GURUVAREDDIYUR	799
Forbes - 2018 Lot	Erode	KALINGARAYAN PALAYAM	2317
Forbes - 2018 Lot	Erode	KARUPPAMPALAYAM - SUKKALIYUR	2882
Forbes - 2018 Lot	Erode	KARUR-GANDHIDGRAMAM	2701
Forbes - 2018 Lot	Erode	KODUMUDI	2868
Forbes - 2018 Lot	Erode	KOLLAMPALAYAM	1594
Forbes - 2018 Lot	Erode	MANMANGALAM	3411
Forbes - 2018 Lot	Erode	MOOLAPALAYAM, ERODE	2096
Forbes - 2018 Lot	Erode	NACHALUR	611
Forbes - 2018 Lot	Erode	NAMBIYUR	2504
Forbes - 2018 Lot	Erode	NASIYANUR	2673
Forbes - 2018 Lot	Erode	NOYYAL	839
Forbes - 2018 Lot	Erode	ODATHURAI	1066
Forbes - 2018 Lot	Erode	PANAYAMPALLY	1069
Forbes - 2018 Lot	Erode	PANCHAMADEV	3070
Forbes - 2018 Lot	Erode	PERIYAR NAGAR, ERODE	834
Forbes - 2018 Lot	Erode	POONACHI	1012
Forbes - 2018 Lot	Erode	PULIYUR	3412
Forbes - 2018 Lot	Erode	RAJAN NAGAR	1023
Forbes - 2018 Lot	Erode	SIVAGIRI	2826





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Forbes - 2018 Lot	Erode	THALAVAPALAYAM	2462
Forbes - 2018 Lot	Erode	THIRUKATTUTHURAI	1051
Forbes - 2018 Lot	Erode	Thirunagar Colony	1345
Forbes - 2018 Lot	Erode	UKKARAM	1014
Forbes - 2018 Lot	Erode	VADAMUGAM VELLODE	1347
Forbes - 2018 Lot	Erode	VELLANKOIL	615
Forbes - 2018 Lot	Erode	VELLIANAI	3587
Forbes - 2018 Lot	Guwahati	Maligaon	1510
Forbes - 2018 Lot	Hyderabad	BEGUM BAZAAR, HYDERABAD	336
Forbes - 2018 Lot	Hyderabad	ECIL CROSS ROAD	1585
Forbes - 2018 Lot	Hyderabad	GACHIBOWLI	1879
Forbes - 2018 Lot	Hyderabad	HI-TECH CITY, HYDERABAD	1904
Forbes - 2018 Lot	Hyderabad	HYDERABAD - BALA NAGAR	3400
Forbes - 2018 Lot	Hyderabad	HYDERABAD - KUKATPALLY	1730
Forbes - 2018 Lot	Hyderabad	HYDERABAD-BANJARA HILLS	2220
Forbes - 2018 Lot	Hyderabad	HYDERABAD-BOWENPALLY	3351
Forbes - 2018 Lot	Hyderabad	HYDERABAD - LOYOLA ACADEMY	1715
Forbes - 2018 Lot	Hyderabad	JUBILEE HILLS , HYD ( Spl Per Banking )	1570
Forbes - 2018 Lot	Hyderabad	LAKDIKAPUL, HYDERABAD	437
Forbes - 2018 Lot	Hyderabad	MEHDIPATNAM, HYDERABAD	1713
Forbes - 2018 Lot	Hyderabad	MIRYALGUDA	2351
Forbes - 2018 Lot	Hyderabad	NAL GONDA DIOCESE	1493
Forbes - 2018 Lot	Hyderabad	NALGONDA	410
Forbes - 2018 Lot	Hyderabad	PADMARAO NAGAR, SECUNDERABAD	1731
Forbes - 2018 Lot	Hyderabad	RAJ BHAVAN ROAD, HYDERABAD	1180
Forbes - 2018 Lot	Hyderabad	SAIFABAD	1519
Forbes - 2018 Lot	Hyderabad	SAINIKPURI, SECUNDERABAD	1732
Forbes - 2018 Lot	Hyderabad	SECUNDERABAD - ALWAL	623
Forbes - 2018 Lot	Hyderabad	SRINAGAR COLONY	1890
Forbes - 2018 Lot	Hyderabad	VANGOOR	960
Forbes - 2018 Lot	Hyderabad	VIJAYANAGAR COLONY, HYDERABAD	1071
Forbes - 2018 Lot	Jaipur	Kolihan Nagar	481
Forbes - 2018 Lot	Jaipur	Sitapura	1926
Forbes - 2018 Lot	Kancheepuram	ACHARAPAKKAM	214
Forbes - 2018 Lot	Kancheepuram	ALAGESAN NAGAR	1698
Forbes - 2018 Lot	Kancheepuram	ANAKAPUTHUR	2278
Forbes - 2018 Lot	Kancheepuram	CHENNAI - BRINDAVAN NAGAR	2119
Forbes - 2018 Lot	Kancheepuram	CHENNAI - PERUNGUDI	1936
Forbes - 2018 Lot	Kancheepuram	CHENNAI - ULLAGARAM	1482



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Forbes - 2018 Lot	Kancheepuram	Chingleput	362
Forbes - 2018 Lot	Kancheepuram	CHINNA KANCHEEPURAM	1697
Forbes - 2018 Lot	Kancheepuram	CHITHALAPAKKAM	3116
Forbes - 2018 Lot	Kancheepuram	CHUNAMPET	260
Forbes - 2018 Lot	Kancheepuram	GOWRIVAKKAM	1787
Forbes - 2018 Lot	Kancheepuram	Kancheepuram - Main	157
Forbes - 2018 Lot	Kancheepuram	KANNATHUR - REDDYKUPPAM	2822
Forbes - 2018 Lot	Kancheepuram	Kumarakottam	1632
Forbes - 2018 Lot	Kancheepuram	KUPPUSAMY ,NAGAR	3680
Forbes - 2018 Lot	Kancheepuram	L.ENDATHUR	1154
Forbes - 2018 Lot	Kancheepuram	LAB-IRUNGATTUKOTTAI	1452
Forbes - 2018 Lot	Kancheepuram	Madipakkam	2281
Forbes - 2018 Lot	Kancheepuram	MADURANTAKAM	154
Forbes - 2018 Lot	Kancheepuram	MADUVANKARAI	1790
Forbes - 2018 Lot	Kancheepuram	MAHABALIPURAM	50
Forbes - 2018 Lot	Kancheepuram	MAMBAKKAM	3623
Forbes - 2018 Lot	Kancheepuram	MANAMPATHY	560
Forbes - 2018 Lot	Kancheepuram	MANAPAKKAM	2853
Forbes - 2018 Lot	Kancheepuram	MARAIMALAI NAGAR	761
Forbes - 2018 Lot	Kancheepuram	MUDICHUR	2823
Forbes - 2018 Lot	Kancheepuram	NANDHIVARAM - GUDUVANCHERRY	2749
Forbes - 2018 Lot	Kancheepuram	NAVALUR	1740
Forbes - 2018 Lot	Kancheepuram	Nellikuppam	1151
Forbes - 2018 Lot	Kancheepuram	PADAPPAI	1885
Forbes - 2018 Lot	Kancheepuram	PADUR	2554
Forbes - 2018 Lot	Kancheepuram	PAMMAL	164
Forbes - 2018 Lot	Kancheepuram	POLAMBAKKAM	3308
Forbes - 2018 Lot	Kancheepuram	Polichalur	2747
Forbes - 2018 Lot	Kancheepuram	SEVELIMEDU, KANCHEEPURAM	949
Forbes - 2018 Lot	Kancheepuram	SINGAPERUMAL KOIL	1886
Forbes - 2018 Lot	Kancheepuram	URAPAKKAM	2244
Forbes - 2018 Lot	Kancheepuram	UTTIRAMERUR	148
Forbes - 2018 Lot	Kancheepuram	WALAJABAD TOWN	2555
Forbes - 2018 Lot	Karaikudi	ALANGUDI	2282
Forbes - 2018 Lot	Karaikudi	ARASARKULAM	2730
Forbes - 2018 Lot	Karaikudi	ARIMALAM	249
Forbes - 2018 Lot	Karaikudi	ATHANI	994
Forbes - 2018 Lot	Karaikudi	ATTANGUDI	116
Forbes - 2018 Lot	Karaikudi	AVIDAYARKOIL	753



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Forbes - 2018 Lot	Karaikudi	ILAYANGUDI	179
Forbes - 2018 Lot	Karaikudi	KALAYAR KOIL	1872
Forbes - 2018 Lot	Karaikudi	KANADUKATHAN	226
Forbes - 2018 Lot	Karaikudi	KANDADEVI	2478
Forbes - 2018 Lot	Karaikudi	KANJIRANGAL	2731
Forbes - 2018 Lot	Karaikudi	KARAMBAKUDI	1202
Forbes - 2018 Lot	Karaikudi	KILSAVALPATTI	37
Forbes - 2018 Lot	Karaikudi	KOTHIRAPATTI-MALAIKUDIPATTI	2842
Forbes - 2018 Lot	Karaikudi	MALAIYUR	2479
Forbes - 2018 Lot	Karaikudi	MANAGIRI	2283
Forbes - 2018 Lot	Karaikudi	MANGADU	3067
Forbes - 2018 Lot	Karaikudi	MATHUR	777
Forbes - 2018 Lot	Karaikudi	MELATHANIAM	697
Forbes - 2018 Lot	Karaikudi	NARTHAMALAI	2092
Forbes - 2018 Lot	Karaikudi	PAGANERI	2272
Forbes - 2018 Lot	Karaikudi	PARAMBUR	1185
Forbes - 2018 Lot	Karaikudi	PERUNGALUR	1219
Forbes - 2018 Lot	Karaikudi	PULIYADITHAMMAM	891
Forbes - 2018 Lot	Karaikudi	PULUDHIPATTI	1225
Forbes - 2018 Lot	Karaikudi	RAGHUNATHAPURAM	1052
Forbes - 2018 Lot	Karaikudi	S.PUDUR	1913
Forbes - 2018 Lot	Karaikudi	SINGAMPUNARI	2480
Forbes - 2018 Lot	Karaikudi	SUBRAMANYAPURAM	681
Forbes - 2018 Lot	Karaikudi	THIRUVARANGULAM	735
Forbes - 2018 Lot	Karaikudi	TIRUPPACHETTI	524
Forbes - 2018 Lot	Karaikudi	VALLATHIRAKOTTAI	1188
Forbes - 2018 Lot	Karaikudi	VANIANKUDI	3303
Forbes - 2018 Lot	Karaikudi	VAYALOGAM	1010
Forbes - 2018 Lot	KOLKATA I	Calcutta Hospital	2321
Forbes - 2018 Lot	KOLKATA I	Mukundapur	2623
Forbes - 2018 Lot	KOLKATA II	BAGUIATI BR.	2122
Forbes - 2018 Lot	KOLKATA II	BARRACKPORE	1459
Forbes - 2018 Lot	KOLKATA II	Chaulkhola Branch(1105)	1105
Forbes - 2018 Lot	KOLKATA II	DUM DUM PARK	621
Forbes - 2018 Lot	KOLKATA II	HABRA	2637
Forbes - 2018 Lot	KOLKATA II	MOHANPUR	3250
Forbes - 2018 Lot	Lucknow	Indira Nagar, Lucknow	684
Forbes - 2018 Lot	Lucknow	Munshipulia, Indira Nagar, Lucknow	2087
Forbes - 2018 Lot	Ludhiana	17, FAD, Baddowal Cant, Ludhiana	1723



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Forbes - 2018 Lot	Ludhiana	Christian Medical College, Ludhiana	1525
Forbes - 2018 Lot	Ludhiana	Katanikalan, Ludhiana	188
Forbes - 2018 Lot	Ludhiana	Kathar, Ludhiana	1528
Forbes - 2018 Lot	Ludhiana	Millerganj, Ludhiyana	1590
Forbes - 2018 Lot	Madurai	Anuppanadi,	2545
Forbes - 2018 Lot	Madurai	Aravind Eye Hospital, Madurai	1868
Forbes - 2018 Lot	Madurai	Batlagundu	2286
Forbes - 2018 Lot	Madurai	BODINAYAKANUR	2574
Forbes - 2018 Lot	Madurai	Bullion Bazaar-Madurai.	667
Forbes - 2018 Lot	Madurai	By-Pass Road, Madurai	1580
Forbes - 2018 Lot	Madurai	CHINNALAPATTI	2686
Forbes - 2018 Lot	Madurai	CHINNAMANUR	1560
Forbes - 2018 Lot	Madurai	Collectorate Branch, Dindigul	1830
Forbes - 2018 Lot	Madurai	Kadachanendal	1250
Forbes - 2018 Lot	Madurai	Kamaraj Salai-Madurai.	1339
Forbes - 2018 Lot	Madurai	Karumathur	2332
Forbes - 2018 Lot	Madurai	Koodal Nagar	1664
Forbes - 2018 Lot	Madurai	KOTHAPULLI - REDDIARCHATRAM	2706
Forbes - 2018 Lot	Madurai	Madurai Medical College	1714
Forbes - 2018 Lot	Madurai	Meenakshi College, Madurai	1757
Forbes - 2018 Lot	Madurai	MELUR	1490
Forbes - 2018 Lot	Madurai	NARAYANAPURAM	1663
Forbes - 2018 Lot	Madurai	Nilakottai	2464
Forbes - 2018 Lot	Madurai	Northvadambokki St., Madurai	314
Forbes - 2018 Lot	Madurai	Palanganatham	3296
Forbes - 2018 Lot	Madurai	PALAYAM	1316
Forbes - 2018 Lot	Madurai	PANNAIKADU	232
Forbes - 2018 Lot	Madurai	PARAVAI	2880
Forbes - 2018 Lot	Madurai	PERAIYUR	2887
Forbes - 2018 Lot	Madurai	PONNAGARAM - ADIYANUTHU	3165
Forbes - 2018 Lot	Madurai	RASINGAPURAM	883
Forbes - 2018 Lot	Madurai	RM Colony	2098
Forbes - 2018 Lot	Madurai	SALAIYUR	1220
Forbes - 2018 Lot	Madurai	SEMBATTI	910
Forbes - 2018 Lot	Madurai	SILAPADI	2685
Forbes - 2018 Lot	Madurai	SITHAYAMKOTTAI	237
Forbes - 2018 Lot	Madurai	South Masi Street	1338
Forbes - 2018 Lot	Madurai	T KALLUPATTI	231
Forbes - 2018 Lot	Madurai	TAMARAIKULAM	1789



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Forbes - 2018 Lot	Madurai	Teppakulam	1614
Forbes - 2018 Lot	Madurai	THENI MEDICAL COLLEGE	1896
Forbes - 2018 Lot	Madurai	THIRUPARAN KUNDRAM	3409
Forbes - 2018 Lot	Madurai	THIRUVATHAVOOR	1005
Forbes - 2018 Lot	Madurai	USILAMPATTI	2767
Forbes - 2018 Lot	Madurai	UTHAMAPALAYAM	1919
Forbes - 2018 Lot	Madurai	Vadamadurai	2461
Forbes - 2018 Lot	Madurai	VELLALUR	2487
Forbes - 2018 Lot	Madurai	VISALAKSHIPURAM	1340
Forbes - 2018 Lot	Madurai	WEST AVANI MOOLA STREET	2077
Forbes - 2018 Lot	Mangalore	Kadri	1770
Forbes - 2018 Lot	Mangalore	Kudalur	338
Forbes - 2018 Lot	Mangalore	Lingadahalli	312
Forbes - 2018 Lot	Mangalore	Pollibetta	134
Forbes - 2018 Lot	Mangalore	Shikaripura	2559
Forbes - 2018 Lot	Mangalore	Thandaga	974
Forbes - 2018 Lot	MEERUT	Aligarh- Main	564
Forbes - 2018 Lot	MEERUT	Bandukheri	3083
Forbes - 2018 Lot	MEERUT	Jandhera-Samaspur	685
Forbes - 2018 Lot	MEERUT	Kailavan	932
Forbes - 2018 Lot	MEERUT	Nimkhera	3085
Forbes - 2018 Lot	MEERUT	Rachhoti	985
Forbes - 2018 Lot	Mumbai	Pen	1457
Forbes - 2018 Lot	Nagercoil	Anandhanadarkudi	3090
Forbes - 2018 Lot	Nagercoil	Kuzhithurai	2869
Forbes - 2018 Lot	Nagercoil	Melekrishnanputhur	3555
Forbes - 2018 Lot	Nagercoil	Panachamoodu	2725
Forbes - 2018 Lot	Nagercoil	Suchindram	2726
Forbes - 2018 Lot	Nagercoil	Thazhakudi	1337
Forbes - 2018 Lot	Nagpur	Amravati	1017
Forbes - 2018 Lot	Nagpur	Butibori	2184
Forbes - 2018 Lot	Nagpur	Chikhli	2535
Forbes - 2018 Lot	NCR Delhi	Bahadurgarh	1607
Forbes - 2018 Lot	NCR Delhi	Ballabgarh	2679
Forbes - 2018 Lot	NCR Delhi	Bhiwani	325
Forbes - 2018 Lot	NCR Delhi	Chhajarsi	3178
Forbes - 2018 Lot	NCR Delhi	GAUR COLLEG	1800
Forbes - 2018 Lot	NCR Delhi	Jalpura Haldoni	3364
Forbes - 2018 Lot	NCR Delhi	KRIBHCO	1725



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Forbes - 2018 Lot	NCR Delhi	Manesar	1856
Forbes - 2018 Lot	NCR Delhi	N.H.B., Ggn	1935
Forbes - 2018 Lot	NCR Delhi	NIT-5 Faridabad	2678
Forbes - 2018 Lot	NCR Delhi	Panipat	1297
Forbes - 2018 Lot	NCR Delhi	Rajendra Nagar-Gbd	2645
Forbes - 2018 Lot	NCR Delhi	Sainik Colony	3349
Forbes - 2018 Lot	NCR Delhi	Sec 22 Noida	3375
Forbes - 2018 Lot	NCR Delhi	Sec 28, Faridabad	1834
Forbes - 2018 Lot	NCR Delhi	Sec-58, Noida	1719
Forbes - 2018 Lot	NCR Delhi	SECTOR 12 - Faridabad	1137
Forbes - 2018 Lot	NCR Delhi	Sector 44, Ggn	1804
Forbes - 2018 Lot	NCR Delhi	Sector-16, Faridabad	2449
Forbes - 2018 Lot	NCR Delhi	Sector-52, Noida	2264
Forbes - 2018 Lot	NCR Delhi	Sharfabad	3315
Forbes - 2018 Lot	NCR Delhi	Vet. College	1475
Forbes - 2018 Lot	NCR Delhi	YMCA Faridabad	1466
Forbes - 2018 Lot	Panaji-GOA	CH ROAD	1611
Forbes - 2018 Lot	Panaji-GOA	CORLIM(GOA)	210
Forbes - 2018 Lot	Panaji-GOA	DEVADURGA	2294
Forbes - 2018 Lot	Panaji-GOA	INDI	3469
Forbes - 2018 Lot	Panaji-GOA	POVOASAO NUVEM	538
Forbes - 2018 Lot	Panaji-GOA	TUMARIKOPPA	877
Forbes - 2018 Lot	Patna	Shastri Nagar	1512
Forbes - 2018 Lot	Pondicherry	100 feet road	1976
Forbes - 2018 Lot	Pondicherry	AKKUR	228
Forbes - 2018 Lot	Pondicherry	AMBAGARATHUR	540
Forbes - 2018 Lot	Pondicherry	ARIYANKUPPAM	3605
Forbes - 2018 Lot	Pondicherry	AYYAKARANPULAM	1076
Forbes - 2018 Lot	Pondicherry	Chidambaram	1354
Forbes - 2018 Lot	Pondicherry	Cuddalore-Pudupalayam	1778
Forbes - 2018 Lot	Pondicherry	DISTRICT COURT, NAGAPATTINAM	2404
Forbes - 2018 Lot	Pondicherry	ELANTHANGUDI	1260
Forbes - 2018 Lot	Pondicherry	EMBALAM	3460
Forbes - 2018 Lot	Pondicherry	ENANGUDI	610
Forbes - 2018 Lot	Pondicherry	KANKALANCHERI	1049
Forbes - 2018 Lot	Pondicherry	KARAIKAL	33
Forbes - 2018 Lot	Pondicherry	KAVERIPPOOMPATTINAM	279
Forbes - 2018 Lot	Pondicherry	KILIYANUR	795
Forbes - 2018 Lot	Pondicherry	KODIMANGALAM - NAGAPATTINAM	2797



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Forbes - 2018 Lot	Pondicherry	KUMARAPURAM	1824
Forbes - 2018 Lot	Pondicherry	KUTTALAM	45
Forbes - 2018 Lot	Pondicherry	LALPETTAI	2806
Forbes - 2018 Lot	Pondicherry	LAWSPET, PONDICHERRY	2121
Forbes - 2018 Lot	Pondicherry	MANALMEDU	229
Forbes - 2018 Lot	Pondicherry	MANGALAMPETTAI	693
Forbes - 2018 Lot	Pondicherry	MAYILADUTHURAI	57
Forbes - 2018 Lot	Pondicherry	MAYILADUTHURAI JUNCTION	963
Forbes - 2018 Lot	Pondicherry	MEL BHUVANAGIRI	3496
Forbes - 2018 Lot	Pondicherry	Nagapattinam Fisheris	62
Forbes - 2018 Lot	Pondicherry	NEDUNGADU	773
Forbes - 2018 Lot	Pondicherry	NIDUR	557
Forbes - 2018 Lot	Pondicherry	ORLEANPET	1619
Forbes - 2018 Lot	Pondicherry	PAKKAM-KOTTUR	1269
Forbes - 2018 Lot	Pondicherry	PONDICHERRY - KADIRKAMAM	3220
Forbes - 2018 Lot	Pondicherry	PUDUCHERRY TOWN	1516
Forbes - 2018 Lot	Pondicherry	PUNGANUR	988
Forbes - 2018 Lot	Pondicherry	SANKARANPANDAL	523
Forbes - 2018 Lot	Pondicherry	SEMBANARKOIL	2334
Forbes - 2018 Lot	Pondicherry	SIKKAL	238
Forbes - 2018 Lot	Pondicherry	SIRKALI	83
Forbes - 2018 Lot	Pondicherry	THARANGAMBADI - PORAIYAR	2830
Forbes - 2018 Lot	Pondicherry	THEMANGALAM - AZHIYUR	2832
Forbes - 2018 Lot	Pondicherry	THEREZHUNDUR	591
Forbes - 2018 Lot	Pondicherry	THIRUKALACHERI	1041
Forbes - 2018 Lot	Pondicherry	THIRUMAILADI - KOLLIDAM	2833
Forbes - 2018 Lot	Pondicherry	THIRUMALRAYANPATTINAM	262
Forbes - 2018 Lot	Pondicherry	THIRUMULLAIVASAL	224
Forbes - 2018 Lot	Pondicherry	THIRUVAVADUTHURAI	750
Forbes - 2018 Lot	Pondicherry	THITTACHERY	2580
Forbes - 2018 Lot	Pondicherry	THITAKUDI	2482
Forbes - 2018 Lot	Pondicherry	THOPPUHURAI	618
Forbes - 2018 Lot	Pondicherry	TIRUNALLAR	261
Forbes - 2018 Lot	Pondicherry	VADAGARAI	601
Forbes - 2018 Lot	Pondicherry	VADAKUTHU	2898
Forbes - 2018 Lot	Pondicherry	VAITHEESWARANKOIL	206
Forbes - 2018 Lot	Pondicherry	VANDUVANCHERI - THULASIYAPATTINAM	2831
Forbes - 2018 Lot	Pondicherry	VILLIANUR	2950
Forbes - 2018 Lot	Pondicherry	VILUNDAMAVADI	1232



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Forbes - 2018 Lot	Pondicherry	VRIDHACHALAM	1088
Forbes - 2018 Lot	Pune	AFMC BRANCH	1831
Forbes - 2018 Lot	Pune	MIRI BRANCH	695
Forbes - 2018 Lot	Pune	NIGDI BRANCH	1694
Forbes - 2018 Lot	Salem	ARIYANOOR	1887
Forbes - 2018 Lot	Salem	BARGUR	2788
Forbes - 2018 Lot	Salem	CHITHALANTHUR	956
Forbes - 2018 Lot	Salem	KACHIRAYAPALAYAM	2791
Forbes - 2018 Lot	Salem	KALLAKURUCHI	1882
Forbes - 2018 Lot	Salem	KARUPPUR	2771
Forbes - 2018 Lot	Salem	KOONIMEDU	2918
Forbes - 2018 Lot	Salem	KURUKKAPURAM	3176
Forbes - 2018 Lot	Salem	MAHARAJAPURAM	2688
Forbes - 2018 Lot	Salem	MECHERI	2787
Forbes - 2018 Lot	Salem	NADUVALUR	2770
Forbes - 2018 Lot	Salem	PALAKKODU-DHARMAPURI	2782
Forbes - 2018 Lot	Salem	PANNANDUR	2995
Forbes - 2018 Lot	Salem	PARAMATHI VELUR	2647
Forbes - 2018 Lot	Salem	SALEM - JAGIR AMMAPALAYAM	3528
Forbes - 2018 Lot	Salem	SALEM-FOUR ROADS	3252
Forbes - 2018 Lot	Salem	SANKARI- SANGAGIRI	2785
Forbes - 2018 Lot	Salem	T.GOUNDAMPALAYAM	2318
Forbes - 2018 Lot	Salem	THAMMAMPATTI	2784
Forbes - 2018 Lot	Salem	THIRUMALAI PATTI	938
Forbes - 2018 Lot	Salem	THOPPAMPATTI	3075
Forbes - 2018 Lot	Salem	THUMMANKURICHI	2406
Forbes - 2018 Lot	Salem	VALAYAPATTI - NAMAKKAL	2551
Forbes - 2018 Lot	Salem	VAZHAPADI	2794
Forbes - 2018 Lot	Salem	VEPPADAI	3599
Forbes - 2018 Lot	Siliguri	Balurghat	3245
Forbes - 2018 Lot	Siliguri	Central Pendam	3112
Forbes - 2018 Lot	Siliguri	Dhupguri	2474
Forbes - 2018 Lot	Siliguri	Jalpaiguri	511
Forbes - 2018 Lot	Siliguri	Tungi	1114
Forbes - 2018 Lot	Tanjore	Adiyakkamangalam	972
Forbes - 2018 Lot	Tanjore	Agarapodakudi	1562
Forbes - 2018 Lot	Tanjore	Alathur	2296
Forbes - 2018 Lot	Tanjore	Athikadai	533
Forbes - 2018 Lot	Tanjore	Avoor	2795





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Forbes - 2018 Lot	Tanjore	Dharasuram	233
Forbes - 2018 Lot	Tanjore	Edamelaiyur	1092
Forbes - 2018 Lot	Tanjore	Elambalur	2755
Forbes - 2018 Lot	Tanjore	Elavangargudi	2798
Forbes - 2018 Lot	Tanjore	Eraiyur	715
Forbes - 2018 Lot	Tanjore	Ganapathy Agraharam	1268
Forbes - 2018 Lot	Tanjore	Kadambangudi	1223
Forbes - 2018 Lot	Tanjore	Kattimedu	1270
Forbes - 2018 Lot	Tanjore	Kootherallur	39
Forbes - 2018 Lot	Tanjore	Kootherallur- Lakshmgudi	3547
Forbes - 2018 Lot	Tanjore	Kulikkari	1214
Forbes - 2018 Lot	Tanjore	Kumbakonam Court	1797
Forbes - 2018 Lot	Tanjore	Kurungulam	600
Forbes - 2018 Lot	Tanjore	Mallipattinam	833
Forbes - 2018 Lot	Tanjore	Manavalanallur	952
Forbes - 2018 Lot	Tanjore	Mannargudi	896
Forbes - 2018 Lot	Tanjore	Melaulur	1362
Forbes - 2018 Lot	Tanjore	Muthupet	1226
Forbes - 2018 Lot	Tanjore	Nattuchalai	789
Forbes - 2018 Lot	Tanjore	Nilakkudi	2858
Forbes - 2018 Lot	Tanjore	Perumagalur	582
Forbes - 2018 Lot	Tanjore	Pookollai	749
Forbes - 2018 Lot	Tanjore	Poonthottam	272
Forbes - 2018 Lot	Tanjore	Pulavarnatham- Raramuthirakottai	2522
Forbes - 2018 Lot	Tanjore	Sakkottai	2828
Forbes - 2018 Lot	Tanjore	Sholapuram	1075
Forbes - 2018 Lot	Tanjore	Siramelkudi	1954
Forbes - 2018 Lot	Tanjore	Siruvachur	2273
Forbes - 2018 Lot	Tanjore	Thanjavur Main	88
Forbes - 2018 Lot	Tanjore	Thillaivilakam	1365
Forbes - 2018 Lot	Tanjore	Thippirajapuram	1368
Forbes - 2018 Lot	Tanjore	Thirubhuvanam	275
Forbes - 2018 Lot	Tanjore	Thirumakottai	3255
Forbes - 2018 Lot	Tanjore	Thirumangalakudi	1366
Forbes - 2018 Lot	Tanjore	Thirupurambiam	1367
Forbes - 2018 Lot	Tanjore	Thiruthuraiipoondi	894
Forbes - 2018 Lot	Tanjore	Thiruvarur	97
Forbes - 2018 Lot	Tanjore	Tiruvarur-Vilamal	2883
Forbes - 2018 Lot	Tanjore	Ullikottai	2796



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Forbes - 2018 Lot	Tanjore	Ullur	2523
Forbes - 2018 Lot	Tanjore	Valangaiman	1197
Forbes - 2018 Lot	Tanjore	Veppanthattai	748
Forbes - 2018 Lot	Tanjore	Veppur	736
Forbes - 2018 Lot	Tirunelveli	ANCHANPUDUR	3541
Forbes - 2018 Lot	Tirunelveli	ARIYANAYAGIPURAM	1377
Forbes - 2018 Lot	Tirunelveli	AYIKUDI	1378
Forbes - 2018 Lot	Tirunelveli	CHERANMAHADEVI	1767
Forbes - 2018 Lot	Tirunelveli	KADAYAM	1381
Forbes - 2018 Lot	Tirunelveli	KARIVALAMVANDANALLUR	225
Forbes - 2018 Lot	Tirunelveli	KEELANEELITHANALLUR	1161
Forbes - 2018 Lot	Tirunelveli	KURUKKALPATTI	757
Forbes - 2018 Lot	Tirunelveli	KUTHUKALVALASAI	2750
Forbes - 2018 Lot	Tirunelveli	KUTTAM	887
Forbes - 2018 Lot	Tirunelveli	MANUR	745
Forbes - 2018 Lot	Tirunelveli	MARANDAI	3539
Forbes - 2018 Lot	Tirunelveli	MELAMARUDAPPAPURAM	2751
Forbes - 2018 Lot	Tirunelveli	MUNANJIPATTI	1386
Forbes - 2018 Lot	Tirunelveli	NAINARAGARAM	2752
Forbes - 2018 Lot	Tirunelveli	PALAVOOR - AVARAIKULAM	2763
Forbes - 2018 Lot	Tirunelveli	PAMBUKOILSANDY	962
Forbes - 2018 Lot	Tirunelveli	RAMAYANPATTI	2888
Forbes - 2018 Lot	Tirunelveli	RAYAGIRI	3626
Forbes - 2018 Lot	Tirunelveli	SENDAMARAM	1393
Forbes - 2018 Lot	Tirunelveli	SIVALARKULAM	954
Forbes - 2018 Lot	Tirunelveli	SOUTH VIJAYANARAYANAM	1186
Forbes - 2018 Lot	Tirunelveli	THENMALAI	981
Forbes - 2018 Lot	Tirunelveli	TIRUNELVELI - SHANTHI NAGAR	3540
Forbes - 2018 Lot	Tirunelveli	VASUDEVANALLUR	2870
Forbes - 2018 Lot	Tirunelveli	VEERANAM	987
Forbes - 2018 Lot	Trichy	ABISHEKAPURAM	236
Forbes - 2018 Lot	Trichy	ALLUR	1370
Forbes - 2018 Lot	Trichy	B METTUR	1119
Forbes - 2018 Lot	Trichy	Crawford	1753
Forbes - 2018 Lot	Trichy	DT Court Trichy	1813
Forbes - 2018 Lot	Trichy	KALLIKUDI	2577
Forbes - 2018 Lot	Trichy	KANNANUR - THURAIYUR	2708
Forbes - 2018 Lot	Trichy	MARAVANUR	1175
Forbes - 2018 Lot	Trichy	MOLVAI	1081



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Forbes - 2018 Lot	Trichy	Nachikurichi	2477
Forbes - 2018 Lot	Trichy	PERUVALLAPUR	1045
Forbes - 2018 Lot	Trichy	PIRAMPATTI	2817
Forbes - 2018 Lot	Trichy	PUTHUR	2195
Forbes - 2018 Lot	Trichy	SIKKATHAMBUR	2088
Forbes - 2018 Lot	Trichy	THATHAIYANGARPET	2816
Forbes - 2018 Lot	Trichy	Thiruvanaikoil-Trichy	202
Forbes - 2018 Lot	Trichy	VAIRICHETTIPALAYAM	728
Forbes - 2018 Lot	Trivandrum	Anoopara	780
Forbes - 2018 Lot	Trivandrum	Ayiroor - Cherukolepuzha	374
Forbes - 2018 Lot	Trivandrum	Bharathannur	1025
Forbes - 2018 Lot	Trivandrum	Chemmakkad	619
Forbes - 2018 Lot	Trivandrum	Edava	550
Forbes - 2018 Lot	Trivandrum	Ezhukone	303
Forbes - 2018 Lot	Trivandrum	General hospital Jn.	462
Forbes - 2018 Lot	Trivandrum	Kallara	363
Forbes - 2018 Lot	Trivandrum	Killimanoor	3320
Forbes - 2018 Lot	Trivandrum	Killkollur	2683
Forbes - 2018 Lot	Trivandrum	Komalapuram	1201
Forbes - 2018 Lot	Trivandrum	Kuruvankonam	496
Forbes - 2018 Lot	Trivandrum	Mallassery	1403
Forbes - 2018 Lot	Trivandrum	Mananakku	784
Forbes - 2018 Lot	Trivandrum	Nagaroor	465
Forbes - 2018 Lot	Trivandrum	Navaikulam	765
Forbes - 2018 Lot	Trivandrum	Neyattinkara	445
Forbes - 2018 Lot	Trivandrum	Olakettiyambalam	1001
Forbes - 2018 Lot	Trivandrum	Paloda	269
Forbes - 2018 Lot	Trivandrum	Peroorkada	2156
Forbes - 2018 Lot	Trivandrum	Perumkodavila	742
Forbes - 2018 Lot	Trivandrum	Perumkulam	3148
Forbes - 2018 Lot	Trivandrum	Poozhanad	1156
Forbes - 2018 Lot	Trivandrum	Power House road	866
Forbes - 2018 Lot	Trivandrum	Sarkara	1026
Forbes - 2018 Lot	Trivandrum	Thankasseri	1851
Forbes - 2018 Lot	Trivandrum	Tiruvalla	96
Forbes - 2018 Lot	Trivandrum	Vadasserikonam	769
Forbes - 2018 Lot	Trivandrum	Valanjavattom	638
Forbes - 2018 Lot	Trivandrum	Varkala	321
Forbes - 2018 Lot	Trivandrum	Vattiyoorkavu	428



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Forbes - 2018 Lot	Tuticorin	Alagankulam	759
Forbes - 2018 Lot	Tuticorin	Angamangalam, Kurumbur	2740
Forbes - 2018 Lot	Tuticorin	ATHUR-TUTUCORIN	2862
Forbes - 2018 Lot	Tuticorin	Eral	1866
Forbes - 2018 Lot	Tuticorin	Kakkur	882
Forbes - 2018 Lot	Tuticorin	KARIAPATTI	2546
Forbes - 2018 Lot	Tuticorin	KEELVAIPPAR	132
Forbes - 2018 Lot	Tuticorin	Korampallem	3193
Forbes - 2018 Lot	Tuticorin	Malli	2861
Forbes - 2018 Lot	Tuticorin	MAMSAPURAM	2769
Forbes - 2018 Lot	Tuticorin	NARANAPURAM	2687
Forbes - 2018 Lot	Tuticorin	NARIKUDI	746
Forbes - 2018 Lot	Tuticorin	Oppilan	978
Forbes - 2018 Lot	Tuticorin	Ottanatham	1320
Forbes - 2018 Lot	Tuticorin	PALAVANATHAM	3153
Forbes - 2018 Lot	Tuticorin	Rajapalayam-Bazar	1048
Forbes - 2018 Lot	Tuticorin	Ramanujapurudr	942
Forbes - 2018 Lot	Tuticorin	Ramasampatti	1210
Forbes - 2018 Lot	Tuticorin	S.P.PATTINAM	3695
Forbes - 2018 Lot	Tuticorin	SATTUR	1018
Forbes - 2018 Lot	Tuticorin	Sekkarakudi	979
Forbes - 2018 Lot	Tuticorin	Tiruchuli	2476
Forbes - 2018 Lot	Tuticorin	Vembakottai	747
Forbes - 2018 Lot	Varanasi	Fatima Hospital	1906
Forbes - 2018 Lot	Varanasi	Glenhill School	1968
Forbes - 2018 Lot	Vellore	AMBATHUR O.T.	3312
Forbes - 2018 Lot	Vellore	ARCOT TOWN	2777
Forbes - 2018 Lot	Vellore	ARNI - THIRUVANNAMALAI	2570
Forbes - 2018 Lot	Vellore	AUXILIUM COLLEGE	1683
Forbes - 2018 Lot	Vellore	CHENGAM	2809
Forbes - 2018 Lot	Vellore	CHENNAI - MANALI	2774
Forbes - 2018 Lot	Vellore	CHENNAI - PORUR	1566
Forbes - 2018 Lot	Vellore	CHETPET	2690
Forbes - 2018 Lot	Vellore	GANDHIPET - TIRUPATHUR	1884
Forbes - 2018 Lot	Vellore	GUMMIDIPOONDI	1799
Forbes - 2018 Lot	Vellore	KATTUPAKKAM	2968
Forbes - 2018 Lot	Vellore	KOLUNDAMPATTU	2691
Forbes - 2018 Lot	Vellore	MAZHAIYUR	1181
Forbes - 2018 Lot	Vellore	ONNUPURAM	774



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Forbes - 2018 Lot	Vellore	PERAMBAKKAM	3438
Forbes - 2018 Lot	Vellore	PERNAMBUT	2778
Forbes - 2018 Lot	Vellore	POONAMALLEE	2773
Forbes - 2018 Lot	Vellore	PUZHAI - RED HILLS	2285
Forbes - 2018 Lot	Vellore	SATHUVACHARI	1684
Forbes - 2018 Lot	Vellore	SHOLINGUR	1628
Forbes - 2018 Lot	Vellore	THAMARAIPAKKAM	3272
Forbes - 2018 Lot	Vellore	THANDARAMPATTU	2695
Forbes - 2018 Lot	Vellore	THIRUMAZHISAI	2524
Forbes - 2018 Lot	Vellore	THIRUVETHIPURAM - CHEYYAR	1891
Forbes - 2018 Lot	Vellore	TIRUVALLUR	1975
Forbes - 2018 Lot	Vellore	TIRUVERKADU	2775
Forbes - 2018 Lot	Vellore	VANDEVASI	2488
Forbes - 2018 Lot	Vellore	VANIYAMBADI	2951
Forbes - 2018 Lot	Vellore	VEDANTHAVADI	1034
Forbes - 2018 Lot	Vellore	VELLANUR - THIRUMULLAIVOIL	3768
Forbes - 2018 Lot	Vellore	VEPPAMPATTU	2772
Forbes - 2018 Lot	Vellore	VETTAVALAM	2808
Forbes - 2018 Lot	Vellore	WALAJAPET	1974
Forbes - 2018 Lot	Vijayawada	DGP OFFICE	3798
Forbes - 2018 Lot	Vijayawada	KHAMBHAMVARIPALLI	976
Forbes - 2018 Lot	Vijayawada	NARASARAOPET	2969
Forbes - 2018 Lot	Vijayawada	NARAYANAVARAM	714
Forbes - 2018 Lot	Vijayawada	SULLURPET	3163
Forbes - 2018 Lot	VISAKHAPATNAM	Atchuthapuram	1090
Forbes - 2018 Lot	VISAKHAPATNAM	Gajapatinagaram	2483
Forbes - 2018 Lot	VISAKHAPATNAM	Kolamuru	3474
Forbes - 2018 Lot	VISAKHAPATNAM	Makavarapalem	2603
Forbes - 2018 Lot	VISAKHAPATNAM	Peddapuram	530
Forbes - 2018 Lot	VISAKHAPATNAM	Rajahmundry	77
Forbes - 2018 Lot	VISAKHAPATNAM	Rajanagaram	2497
Forbes - 2018 Lot	VISAKHAPATNAM	Ubalanka	3076
Forbes - 2018 Lot	VISAKHAPATNAM	Xavier Nagar	1547
Forbes - 2018 Lot	Warangal	ARMOOR	404
Forbes - 2018 Lot	Warangal	GODAVARIKHANI	494
Forbes - 2018 Lot	Warangal	INGURTHY	920
Forbes - 2018 Lot	Warangal	JAGTIAL	569
Forbes - 2018 Lot	Warangal	JANGAON	2354
Forbes - 2018 Lot	Warangal	KAMAREDDY	396



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Forbes - 2018 Lot	Warangal	KHAMMAM-MAMATHA	3527
Forbes - 2018 Lot	Warangal	MADHIRA	2161
Forbes - 2018 Lot	Warangal	MAHBUBABAD	426
Forbes - 2018 Lot	Warangal	Nirmal	3675
Forbes - 2018 Lot	Warangal	NIZAMBAD	172
Forbes - 2018 Lot	Warangal	PARVATHAGIRI	712
Forbes - 2018 Lot	Warangal	PEDDAPALLI	2400
Forbes - 2018 Lot	Warangal	PINDIPROLU	3517
Forbes - 2018 Lot	Warangal	SATHUPALLE	2495



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**ACROSS VARIOUS BRANCHES OF THE BANK**

**ANNEXURE XVII-BUY BACK LOCATIONS**

Vendor	Region	Branch Name	Br Code
Forbes - 2014 Lot	CHENNAI I	Cathedral	109
Forbes - 2014 Lot	CHENNAI I	GEORGE TOWN	2053
Forbes - 2014 Lot	CHENNAI I	Mahalingapuram	482
Forbes - 2014 Lot	CHENNAI I	MYLAPORE	60
Forbes - 2014 Lot	CHENNAI I	Nehru park	306
Forbes - 2014 Lot	CHENNAI I	Nungambakkam	183
Forbes - 2014 Lot	CHENNAI I	Purasawalkam	75
Forbes - 2014 Lot	CHENNAI I	Raja Annamalaipuram	2923
Forbes - 2014 Lot	CHENNAI I	Secretariat-Chennai	1172
Forbes - 2014 Lot	CHENNAI I	Sri ram nagar-Alwarpet	479
Forbes - 2014 Lot	CHENNAI I	T Nagar	91
Forbes - 2014 Lot	CHENNAI I	Teynamphet	698
Forbes - 2014 Lot	CHENNAI I	Triplicane	98
Forbes - 2014 Lot	CHENNAI II	ADAMBAKKAM	612
Forbes - 2014 Lot	CHENNAI II	Anna nagar	270
Forbes - 2014 Lot	CHENNAI II	Ayanavaram	9
Forbes - 2014 Lot	CHENNAI II	Kodambakkam	38
Forbes - 2014 Lot	CHENNAI II	M.M.D.A. Nagar.	1310
Forbes - 2014 Lot	CHENNAI II	Meenambakkam	170
Forbes - 2014 Lot	CHENNAI II	Mogappair	1695
Forbes - 2014 Lot	CHENNAI II	Perambur	167
Forbes - 2014 Lot	CHENNAI II	Perambur Market	1662
Forbes - 2014 Lot	CHENNAI II	Periyar Nagar	1084
Forbes - 2014 Lot	CHENNAI II	Royapuram	673
Forbes - 2014 Lot	CHENNAI II	Saidapet	307
Forbes - 2014 Lot	CHENNAI II	SALIGRAMAM	676
Forbes - 2014 Lot	CHENNAI II	Velachery	1296
Forbes - 2014 Lot	CHENNAI II	Villivakkam	546
Forbes - 2014 Lot	CHENNAI II	Virugambakkam	289
Forbes - 2014 Lot	CHENNAI II	Vyasarpadi	394
Forbes - 2014 Lot	CHENNAI II	Washermanpet	142
Forbes - 2014 Lot	CHENNAI II	West Mambalam	868
Forbes - 2014 Lot	Coimbatore	ANNUR	7
Forbes - 2014 Lot	Coimbatore	Avinashi	1428



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Forbes - 2014 Lot	Coimbatore	CHINNATHADAGAM	643
Forbes - 2014 Lot	Coimbatore	Coimbatore Main	20
Forbes - 2014 Lot	Coimbatore	Coimbatore Main-Big Bazar St	20
Forbes - 2014 Lot	Coimbatore	Ganapathy	613
Forbes - 2014 Lot	Coimbatore	Kaniyur	32
Forbes - 2014 Lot	Coimbatore	KARAMADAI	146
Forbes - 2014 Lot	Coimbatore	Kavundampalayam Kongunadu College	1707
Forbes - 2014 Lot	Coimbatore	Knit City-Tiruppur	1330
Forbes - 2014 Lot	Coimbatore	Kolinjiwadi	535
Forbes - 2014 Lot	Coimbatore	Komaralingam	168
Forbes - 2014 Lot	Coimbatore	KOTTUR	165
Forbes - 2014 Lot	Coimbatore	Kovaipudur	1470
Forbes - 2014 Lot	Coimbatore	Kuniamuthur	1747
Forbes - 2014 Lot	Coimbatore	KUNNATHUR	163
Forbes - 2014 Lot	Coimbatore	Kurichi	106
Forbes - 2014 Lot	Coimbatore	Kurudampalayam	616
Forbes - 2014 Lot	Coimbatore	Madampatti	1937
Forbes - 2014 Lot	Coimbatore	METTUPALAYAM	2340
Forbes - 2014 Lot	Coimbatore	OOTACAMUND	786
Forbes - 2014 Lot	Coimbatore	POLLACHI	299
Forbes - 2014 Lot	Coimbatore	R.S.Puram	79
Forbes - 2014 Lot	Coimbatore	Ramalinga Nagar	66
Forbes - 2014 Lot	Coimbatore	Rathinapuri	1709
Forbes - 2014 Lot	Coimbatore	RED FIELDS	1465
Forbes - 2014 Lot	Coimbatore	Singanallur	1844
Forbes - 2014 Lot	Coimbatore	SULUR	161
Forbes - 2014 Lot	Coimbatore	THENNAMPALAYAM	1845
Forbes - 2014 Lot	Coimbatore	Thirumalayampalayam	1329
Forbes - 2014 Lot	Coimbatore	THONDAMUTHUR	186
Forbes - 2014 Lot	Coimbatore	Tiruppur Main	95
Forbes - 2014 Lot	Coimbatore	UDUMALPET	534
Forbes - 2014 Lot	Coimbatore	Velampalayam	241
Forbes - 2014 Lot	Delhi	Badarpur, Delhi	3249
Forbes - 2014 Lot	Delhi	CGO Complex	1811
Forbes - 2014 Lot	Delhi	KAROL BAGH	35
Forbes - 2014 Lot	Delhi	Mayur Vihar	1952
Forbes - 2014 Lot	Delhi	Nangloi	2443
Forbes - 2014 Lot	Delhi	Naraina J.J.Colony.	766
Forbes - 2014 Lot	Delhi	Prashant Vihar	1542





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Forbes - 2014 Lot	Delhi	Preet Vihar - (Patpar Ganj)	1305
Forbes - 2014 Lot	Delhi	R.K PURAM	408
Forbes - 2014 Lot	Delhi	Safdarjung Enclave	919
Forbes - 2014 Lot	Erode	Anthiyur	2469
Forbes - 2014 Lot	Erode	Dasappa Goundenpudur	683
Forbes - 2014 Lot	Erode	Erode	25
Forbes - 2014 Lot	Erode	Erode - Kottai	1859
Forbes - 2014 Lot	Erode	Jambai	844
Forbes - 2014 Lot	Erode	Jawahar Bazaar	1861
Forbes - 2014 Lot	Erode	KADAVOOR	1371
Forbes - 2014 Lot	Erode	KANDAMPALAYAM	959
Forbes - 2014 Lot	Erode	Karumandichellipalayam	903
Forbes - 2014 Lot	Erode	KARUR	36
Forbes - 2014 Lot	Erode	Kavindapadi	198
Forbes - 2014 Lot	Erode	KULITHALAI	43
Forbes - 2014 Lot	Erode	LALAPET	254
Forbes - 2014 Lot	Erode	Modachur	654
Forbes - 2014 Lot	Erode	Modakurichi	2825
Forbes - 2014 Lot	Erode	NEITHALUR	2084
Forbes - 2014 Lot	Erode	Pallapatti	1257
Forbes - 2014 Lot	Erode	PERIASEMUR	1346
Forbes - 2014 Lot	Erode	Punjaipuliampatty	137
Forbes - 2014 Lot	Erode	Sampath Nagar	1627
Forbes - 2014 Lot	Erode	Sathyamangalam	81
Forbes - 2014 Lot	Erode	Surampatti	1015
Forbes - 2014 Lot	Erode	Thanthonimalai	738
Forbes - 2014 Lot	Erode	THARAGAMPATTI	936
Forbes - 2014 Lot	Erode	THOGAMALAI	635
Forbes - 2014 Lot	Erode	Vijayapuri	2789
Forbes - 2014 Lot	Kancheepuram	Chingleput	362
Forbes - 2014 Lot	Kancheepuram	Chrompet	1641
Forbes - 2014 Lot	Kancheepuram	Koilambakkam	1941
Forbes - 2014 Lot	Kancheepuram	Kunrathur	160
Forbes - 2014 Lot	Kancheepuram	M.C.C.Campus (Tambaram )	191
Forbes - 2014 Lot	Kancheepuram	Manimangalam	133
Forbes - 2014 Lot	Kancheepuram	Perungalathur	412
Forbes - 2014 Lot	Kancheepuram	St. Thomas Mount	1581
Forbes - 2014 Lot	Kancheepuram	Tambaram	87
Forbes - 2014 Lot	Kancheepuram	vandalur	1657



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Karaikudi	Ambalpuram	2303
Forbes - 2014 Lot	Karaikudi	ARANTANGI	1518
Forbes - 2014 Lot	Karaikudi	College Road, Karaikudi	1344
Forbes - 2014 Lot	Karaikudi	DEVAKOTTAI	23
Forbes - 2014 Lot	Karaikudi	ILLUPUR	368
Forbes - 2014 Lot	Karaikudi	Karaikudi Main	34
Forbes - 2014 Lot	Karaikudi	Keeramangalam	257
Forbes - 2014 Lot	Karaikudi	KEERANUR	242
Forbes - 2014 Lot	Karaikudi	MANAMADURAI	2284
Forbes - 2014 Lot	Karaikudi	Pudupatti	73
Forbes - 2014 Lot	Karaikudi	SIVAGANGA	84
Forbes - 2014 Lot	Karaikudi	Thiruppuvanam	528
Forbes - 2014 Lot	Karaikudi	TIRUPATHUR	1739
Forbes - 2014 Lot	Karaikudi	VIRALIMALAI	1019
Forbes - 2014 Lot	Madurai	ANNA nagar	651
Forbes - 2014 Lot	Madurai	APPANTHIRUPATHI	914
Forbes - 2014 Lot	Madurai	Chokkikulam - Madurai.	18
Forbes - 2014 Lot	Madurai	K PUDUR	898
Forbes - 2014 Lot	Madurai	Madurai Main	49
Forbes - 2014 Lot	Madurai	vallalapatti	902
Forbes - 2014 Lot	Madurai	Varichiyur	1190
Forbes - 2014 Lot	Mumbai	Chakala	756
Forbes - 2014 Lot	Mumbai	Andheri West Mumbai	209
Forbes - 2014 Lot	Mumbai	Budhkar Marg, Worli	2056
Forbes - 2014 Lot	Mumbai	Delisle Road	388
Forbes - 2014 Lot	Mumbai	Garodia Nagar	397
Forbes - 2014 Lot	Mumbai	Iskcon-Mumbai	1245
Forbes - 2014 Lot	Mumbai	JUHU	199
Forbes - 2014 Lot	Mumbai	Mahim	51
Forbes - 2014 Lot	Mumbai	Matunga	56
Forbes - 2014 Lot	Mumbai	Nand Jyot Industrial Estate	386
Forbes - 2014 Lot	Mumbai	New Marine Lines-Mumbai	301
Forbes - 2014 Lot	Mumbai	Santa Cruz	247
Forbes - 2014 Lot	Mumbai	Sion East	542
Forbes - 2014 Lot	Mumbai	sion koliwada	1994
Forbes - 2014 Lot	Nagercoil	Anjugramam	2359
Forbes - 2014 Lot	Nagercoil	ARAMBOLY	1333
Forbes - 2014 Lot	Nagercoil	ARUMANAI	3379
Forbes - 2014 Lot	Nagercoil	Asaripallam	1865



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Nagercoil	Attoor	2724
Forbes - 2014 Lot	Nagercoil	Elankadai, Nagercoil	2727
Forbes - 2014 Lot	Nagercoil	Eraniel	129
Forbes - 2014 Lot	Nagercoil	Ethamozhi	285
Forbes - 2014 Lot	Nagercoil	Friday Market	650
Forbes - 2014 Lot	Nagercoil	Govt. Polytechnic College, Konam	1762
Forbes - 2014 Lot	Nagercoil	KADAYAL-KALIYAL	943
Forbes - 2014 Lot	Nagercoil	Kaliyakkavilai	2360
Forbes - 2014 Lot	Nagercoil	KANYAKUMARI	2550
Forbes - 2014 Lot	Nagercoil	KARUNGAL	3403
Forbes - 2014 Lot	Nagercoil	Kottar - Nagercoil	864
Forbes - 2014 Lot	Nagercoil	KOTTARAM	253
Forbes - 2014 Lot	Nagercoil	Kulasekharam	42
Forbes - 2014 Lot	Nagercoil	Kurunthancode	939
Forbes - 2014 Lot	Nagercoil	Manavalakurichi	1335
Forbes - 2014 Lot	Nagercoil	Marthandam	1408
Forbes - 2014 Lot	Nagercoil	MARUNGOOR	274
Forbes - 2014 Lot	Nagercoil	MARUTHENCODE	881
Forbes - 2014 Lot	Nagercoil	Meenakshipuram	1336
Forbes - 2014 Lot	Nagercoil	Melpuram	846
Forbes - 2014 Lot	Nagercoil	MIDALAKADU	2549
Forbes - 2014 Lot	Nagercoil	Nadaikkavoo	944
Forbes - 2014 Lot	Nagercoil	Nagercoil	63
Forbes - 2014 Lot	Nagercoil	NAGERCOIL-VETTURNIMADAM	1043
Forbes - 2014 Lot	Nagercoil	Padmanabapuram	177
Forbes - 2014 Lot	Nagercoil	Pudukadai	263
Forbes - 2014 Lot	Nagercoil	Scott Christian College, Nagercoil	1761
Forbes - 2014 Lot	Nagercoil	SOUTH THAMARA KULAM	1064
Forbes - 2014 Lot	Nagercoil	Swamiyarmadam	273
Forbes - 2014 Lot	Nagercoil	THITTUVILAI	251
Forbes - 2014 Lot	Nagercoil	Thovalai	223
Forbes - 2014 Lot	Nagercoil	Veeyanoor-Azagiamandapam	2723
Forbes - 2014 Lot	Pondicherry	B.MUTLUR	1353
Forbes - 2014 Lot	Pondicherry	Cuddalore (O.T.)	21
Forbes - 2014 Lot	Pondicherry	Kammapuram	781
Forbes - 2014 Lot	Pondicherry	KURINJIPADI	2807
Forbes - 2014 Lot	Pondicherry	Manjakuppam	1355
Forbes - 2014 Lot	Pondicherry	Naduveerapattu	280
Forbes - 2014 Lot	Pondicherry	Nagapattinam	62



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Pondicherry	Nagore	706
Forbes - 2014 Lot	Pondicherry	Nettapakkam	617
Forbes - 2014 Lot	Pondicherry	Neyveli Township	918
Forbes - 2014 Lot	Pondicherry	PENNADAM	2735
Forbes - 2014 Lot	Pondicherry	PORTONOVO	71
Forbes - 2014 Lot	Pondicherry	Puducherry	70
Forbes - 2014 Lot	Pondicherry	Reddiarpalayam	1529
Forbes - 2014 Lot	Pondicherry	SETHIATHOPE	2737
Forbes - 2014 Lot	Pondicherry	Thavalakuppam	1644
Forbes - 2014 Lot	Pondicherry	Theerthanagiri	1106
Forbes - 2014 Lot	Pondicherry	Vadalar	281
Forbes - 2014 Lot	Pondicherry	Velanganni	244
Forbes - 2014 Lot	Pune	Aurangabad	709
Forbes - 2014 Lot	Pune	Deccan-Gymkhana, Pune	1984
Forbes - 2014 Lot	Pune	Pohegaon	836
Forbes - 2014 Lot	Pune	Shreepur	1986
Forbes - 2014 Lot	Pune	Talegaon	1131
Forbes - 2014 Lot	Salem	ARAGALUR	999
Forbes - 2014 Lot	Salem	Chinnanur	2783
Forbes - 2014 Lot	Salem	CHINNASALEM	119
Forbes - 2014 Lot	Salem	Dharmapuri	785
Forbes - 2014 Lot	Salem	District Court, Salem	1780
Forbes - 2014 Lot	Salem	Fairlands	568
Forbes - 2014 Lot	Salem	GINGEE	2736
Forbes - 2014 Lot	Salem	Gingee Fort Road	1356
Forbes - 2014 Lot	Salem	Hanumantheertham	1029
Forbes - 2014 Lot	Salem	Hosur Industrial Complex	599
Forbes - 2014 Lot	Salem	Hosur Town	2117
Forbes - 2014 Lot	Salem	Indur	993
Forbes - 2014 Lot	Salem	Kadayampatti	969
Forbes - 2014 Lot	Salem	KALIYANOOR	1000
Forbes - 2014 Lot	Salem	Kallavi	982
Forbes - 2014 Lot	Salem	Kanjamalai.S.S.P.Campus.	379
Forbes - 2014 Lot	Salem	Karuvalli	1179
Forbes - 2014 Lot	Salem	Komarapalayam	1350
Forbes - 2014 Lot	Salem	KRISHNAGIRI	1030
Forbes - 2014 Lot	Salem	Kumudapalli	869
Forbes - 2014 Lot	Salem	LADDIVADI	775
Forbes - 2014 Lot	Salem	Leigh Bazaar, Salem	655



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Salem	METTUR DAM BRANCH	156
Forbes - 2014 Lot	Salem	MUGAIYUR	772
Forbes - 2014 Lot	Salem	NAMAKKAL	652
Forbes - 2014 Lot	Salem	NARASINGAPURAM	1097
Forbes - 2014 Lot	Salem	ODAPALLI	1021
Forbes - 2014 Lot	Salem	Oddapatti	1073
Forbes - 2014 Lot	Salem	OMALUR	1666
Forbes - 2014 Lot	Salem	Padaiveedu	796
Forbes - 2014 Lot	Salem	Pakkam	791
Forbes - 2014 Lot	Salem	Pappireddipatty	316
Forbes - 2014 Lot	Salem	Periyamanali	755
Forbes - 2014 Lot	Salem	PERIYANAHALLI	768
Forbes - 2014 Lot	Salem	PUDANCHANTHAI	957
Forbes - 2014 Lot	Salem	Puthiragoundampalayam	2093
Forbes - 2014 Lot	Salem	RASIPURAM	1814
Forbes - 2014 Lot	Salem	Rayakottai Road, Krishnagiri	1833
Forbes - 2014 Lot	Salem	SALEM MAIN	80
Forbes - 2014 Lot	Salem	SANKARAPURAM	2694
Forbes - 2014 Lot	Salem	Seelanaickenpatti	1074
Forbes - 2014 Lot	Salem	Suramangalam	246
Forbes - 2014 Lot	Salem	Thimmapuram	968
Forbes - 2014 Lot	Salem	THYAGADURGAM	278
Forbes - 2014 Lot	Salem	Tiruchengode	559
Forbes - 2014 Lot	Salem	Udayapatti	953
Forbes - 2014 Lot	Salem	Ulundurpet	145
Forbes - 2014 Lot	Salem	VALAVANUR	378
Forbes - 2014 Lot	Salem	Vellalagundam	1159
Forbes - 2014 Lot	Salem	VENGUR	2692
Forbes - 2014 Lot	Salem	VILANDAI	1089
Forbes - 2014 Lot	Salem	VILLUPURAM	1278
Forbes - 2014 Lot	Salem	Vivekananda College Campus	1827
Forbes - 2014 Lot	Tanjore	Alathur Gate	760
Forbes - 2014 Lot	Tanjore	Avanam	788
Forbes - 2014 Lot	Tanjore	AVANIAPURAM	300
Forbes - 2014 Lot	Tanjore	Budalur	216
Forbes - 2014 Lot	Tanjore	Chakrapalli	961
Forbes - 2014 Lot	Tanjore	City Back Office, Thanjavur	88
Forbes - 2014 Lot	Tanjore	GandhiAdigal Salai-Kumbakonam	1361
Forbes - 2014 Lot	Tanjore	KAIKALATHUR	1031



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Tanjore	Kalyanapuram	935
Forbes - 2014 Lot	Tanjore	Kamaraj Road-Kumbakonam	990
Forbes - 2014 Lot	Tanjore	KANDIYUR	1360
Forbes - 2014 Lot	Tanjore	Koranattu Karuppur	1216
Forbes - 2014 Lot	Tanjore	Kumbakonam	44
Forbes - 2014 Lot	Tanjore	KUNNAM	1055
Forbes - 2014 Lot	Tanjore	Nachiarkoil	211
Forbes - 2014 Lot	Tanjore	Nanjikottai	2753
Forbes - 2014 Lot	Tanjore	Nilagirivattam, Thanjavur	212
Forbes - 2014 Lot	Tanjore	North Main Street	1364
Forbes - 2014 Lot	Tanjore	PATTUKOTTAI	888
Forbes - 2014 Lot	Tanjore	PENNAKONAM	719
Forbes - 2014 Lot	Tanjore	PERAMBALUR	1294
Forbes - 2014 Lot	Tanjore	Periyar Maniammai University, Pillaiyarpatti	1961
Forbes - 2014 Lot	Tanjore	Poolambadi	970
Forbes - 2014 Lot	Tanjore	POONDI	293
Forbes - 2014 Lot	Tanjore	RAJAGIRI	555
Forbes - 2014 Lot	Tanjore	SALIAMANGALAM	1363
Forbes - 2014 Lot	Tanjore	Sastra, Thirumalaisamudhram	1798
Forbes - 2014 Lot	Tanjore	SENGIPATTI	1008
Forbes - 2014 Lot	Tanjore	Swamimalai	217
Forbes - 2014 Lot	Tanjore	Thungapuram	1170
Forbes - 2014 Lot	Tanjore	V .Kalathur	574
Forbes - 2014 Lot	Tirunelveli	AMBASAMUDRAM	1011
Forbes - 2014 Lot	Tirunelveli	Bazaar St, Kadayanallur	1382
Forbes - 2014 Lot	Tirunelveli	Eruvadi	1380
Forbes - 2014 Lot	Tirunelveli	High Ground-Tirunelveli	1385
Forbes - 2014 Lot	Tirunelveli	Ilanji	259
Forbes - 2014 Lot	Tirunelveli	Kadayanallur	324
Forbes - 2014 Lot	Tirunelveli	Kalakad	1383
Forbes - 2014 Lot	Tirunelveli	Kallidaikurichi	1384
Forbes - 2014 Lot	Tirunelveli	Maharaja Nagar Colony	292
Forbes - 2014 Lot	Tirunelveli	Meenakshipuram-Tirunelveli.	1397
Forbes - 2014 Lot	Tirunelveli	Melapalayam, Tirunelveli	2372
Forbes - 2014 Lot	Tirunelveli	Naranammalpuram	1388
Forbes - 2014 Lot	Tirunelveli	Palayamkottai	67
Forbes - 2014 Lot	Tirunelveli	Panagudi	180
Forbes - 2014 Lot	Tirunelveli	Panpoli	1390
Forbes - 2014 Lot	Tirunelveli	Pavoorchatram	2345



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Tirunelveli	Perumalpuram-Tirunelveli	1507
Forbes - 2014 Lot	Tirunelveli	Pettai, Tirunelveli	1686
Forbes - 2014 Lot	Tirunelveli	POTTALPUDUR	1391
Forbes - 2014 Lot	Tirunelveli	PULIYANGUDI	74
Forbes - 2014 Lot	Tirunelveli	RADHAPURAM	2301
Forbes - 2014 Lot	Tirunelveli	SANKARANKOIL	848
Forbes - 2014 Lot	Tirunelveli	Shencottah	1394
Forbes - 2014 Lot	Tirunelveli	SURANDAI	1395
Forbes - 2014 Lot	Tirunelveli	TENKASI	1396
Forbes - 2014 Lot	Tirunelveli	Tirunelveli Junction	570
Forbes - 2014 Lot	Tirunelveli	Tirunelveli Town	94
Forbes - 2014 Lot	Tirunelveli	Tisaiyanvilai	1948
Forbes - 2014 Lot	Tirunelveli	Valliyoor	1881
Forbes - 2014 Lot	Tirunelveli	Vikramasingapuram	1399
Forbes - 2014 Lot	Trichy	Ambikapuram	1077
Forbes - 2014 Lot	Trichy	Ariyalur	1432
Forbes - 2014 Lot	Trichy	Chinthamani	1375
Forbes - 2014 Lot	Trichy	Eragudi	767
Forbes - 2014 Lot	Trichy	Gangai Konda Cholapuram	998
Forbes - 2014 Lot	Trichy	Irudayapuram	1267
Forbes - 2014 Lot	Trichy	Jamal Mohammed College-Trichy	467
Forbes - 2014 Lot	Trichy	K .Sathanur	375
Forbes - 2014 Lot	Trichy	Karumandapam-Trichy	521
Forbes - 2014 Lot	Trichy	Kattuputhur [ West]	713
Forbes - 2014 Lot	Trichy	Kattur	107
Forbes - 2014 Lot	Trichy	Kolakudi	947
Forbes - 2014 Lot	Trichy	Kulamanickam	790
Forbes - 2014 Lot	Trichy	Lalgudi	46
Forbes - 2014 Lot	Trichy	Manaparai	53
Forbes - 2014 Lot	Trichy	Mannachanallur	1678
Forbes - 2014 Lot	Trichy	Manthurai	1373
Forbes - 2014 Lot	Trichy	Marungapuri	754
Forbes - 2014 Lot	Trichy	Mathurapuri	996
Forbes - 2014 Lot	Trichy	Musiri	59
Forbes - 2014 Lot	Trichy	Pachaperumalpatti	1068
Forbes - 2014 Lot	Trichy	Periyar Centenary Campus	1552
Forbes - 2014 Lot	Trichy	Pulivalam	946
Forbes - 2014 Lot	Trichy	Purathakudi	989
Forbes - 2014 Lot	Trichy	PUTHANATHAM	798



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Trichy	Puvalur	1374
Forbes - 2014 Lot	Trichy	Samayapuram	252
Forbes - 2014 Lot	Trichy	Sirugambur	255
Forbes - 2014 Lot	Trichy	Siruganur	1016
Forbes - 2014 Lot	Trichy	Srinivasa Nagar	1372
Forbes - 2014 Lot	Trichy	Srirangam	1661
Forbes - 2014 Lot	Trichy	Thillainagar	90
Forbes - 2014 Lot	Trichy	THOTTIAM	117
Forbes - 2014 Lot	Trichy	Thuarankurichi (Ponnampatti)	2277
Forbes - 2014 Lot	Trichy	Tiruchirapalli Main	92
Forbes - 2014 Lot	Trichy	Tiruchirapalli-Cantonment	93
Forbes - 2014 Lot	Trichy	Tiruverumbur	1920
Forbes - 2014 Lot	Trichy	Uppiliapuram	256
Forbes - 2014 Lot	Trichy	Vaiyampatti	520
Forbes - 2014 Lot	Tuticorin	ABHIRAMAM	239
Forbes - 2014 Lot	Tuticorin	Alangulam	290
Forbes - 2014 Lot	Tuticorin	Aruppukottai	1842
Forbes - 2014 Lot	Tuticorin	Chatrapatti - Rajapalayam	1942
Forbes - 2014 Lot	Tuticorin	Chidambara Nagar	1750
Forbes - 2014 Lot	Tuticorin	Eppodum Vendran	955
Forbes - 2014 Lot	Tuticorin	Harbour, Tuticorin	143
Forbes - 2014 Lot	Tuticorin	K.Ramasamy Nagar, Nallattinpuhur	1749
Forbes - 2014 Lot	Tuticorin	Kadaladi	525
Forbes - 2014 Lot	Tuticorin	Kamudi	240
Forbes - 2014 Lot	Tuticorin	KAYALPATTINAM	491
Forbes - 2014 Lot	Tuticorin	KAYATHAR	2439
Forbes - 2014 Lot	Tuticorin	Kilakarai	138
Forbes - 2014 Lot	Tuticorin	KOVILPATTI	778
Forbes - 2014 Lot	Tuticorin	Kumaragiri - Pudukottai	2299
Forbes - 2014 Lot	Tuticorin	Mangalakudi	980
Forbes - 2014 Lot	Tuticorin	MAPPILLAIYURANI	1218
Forbes - 2014 Lot	Tuticorin	Mudukulathur	2300
Forbes - 2014 Lot	Tuticorin	NAGALAPURAM	282
Forbes - 2014 Lot	Tuticorin	Nainar Koil	729
Forbes - 2014 Lot	Tuticorin	NAZARETH	1319
Forbes - 2014 Lot	Tuticorin	PARAMAKUDI	1576
Forbes - 2014 Lot	Tuticorin	PARAMANKURICHI	234
Forbes - 2014 Lot	Tuticorin	Pearlcity, Tuticorin.	1326
Forbes - 2014 Lot	Tuticorin	Pudumadam	890





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**ACROSS VARIOUS BRANCHES OF THE BANK**

Forbes - 2014 Lot	Tuticorin	Rajasingamangalam	1348
Forbes - 2014 Lot	Tuticorin	Rajiv Nagar, Pandavar Managalam	2660
Forbes - 2014 Lot	Tuticorin	RAMANATHAPURAM	1102
Forbes - 2014 Lot	Tuticorin	Sakkarakottai	2805
Forbes - 2014 Lot	Tuticorin	Sattankulam	124
Forbes - 2014 Lot	Tuticorin	Sawyerpuram	1321
Forbes - 2014 Lot	Tuticorin	Sayalkudi	2548
Forbes - 2014 Lot	Tuticorin	Sivakasi	85
Forbes - 2014 Lot	Tuticorin	Srivilliputhur	2199
Forbes - 2014 Lot	Tuticorin	THANGACHIMADAM	1072
Forbes - 2014 Lot	Tuticorin	Thayilpatti	1217
Forbes - 2014 Lot	Tuticorin	TIRUCHENDUR	1324
Forbes - 2014 Lot	Tuticorin	TIRUPPULLANI	737
Forbes - 2014 Lot	Tuticorin	TONDI	184
Forbes - 2014 Lot	Tuticorin	TUTICORIN	100
Forbes - 2014 Lot	Tuticorin	UCHIPULI	271
Forbes - 2014 Lot	Tuticorin	UDANGUDI	2411
Forbes - 2014 Lot	Tuticorin	VALLANADU	1327
Forbes - 2014 Lot	Tuticorin	Veeracholan	277
Forbes - 2014 Lot	Tuticorin	Virudhunagar	358
Forbes - 2014 Lot	Tuticorin	W.Pudupatti	889
Forbes - 2014 Lot	Vellore	BRAHMADESAM	792
Forbes - 2014 Lot	Vellore	KANJI	573
Forbes - 2014 Lot	Vellore	KELUR	977
Forbes - 2014 Lot	Vellore	KILPENNATHUR	656
Forbes - 2014 Lot	Vellore	POLUR	1078
Forbes - 2014 Lot	Vellore	S V NAGARAM	624
Forbes - 2014 Lot	Vellore	SOMASIPADI	1211
Forbes - 2014 Lot	Vellore	THANIPADI	679
Forbes - 2014 Lot	Vellore	THELLAR	297
Forbes - 2014 Lot	Vellore	TIRUVANNAMALAI	536
Krisfo	KOLKATA I	Ballygunge	13
Krisfo	KOLKATA I	India exchange place	15
Krisfo	ERNAKULAM	Kannur	16
Krisfo	BHUBANESHWAR	Cuttack	22
Krisfo	VELLORE	Gudiyatham	27
Krisfo	HYDERABAD	Hyderabad main	30
Krisfo	VIJAYAWADA	Nellore	64
Krisfo	VELLORE	Ranipet	78



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	VELLORE	Vellore	103
Krisfo	BARODA	Baroda main	105
Krisfo	BARODA	Surat	112
Krisfo	VISAKHAPATNAM	Visakhapatnam main	121
Krisfo	BANGALORE	Shanthy nagar	136
Krisfo	PANAJI-GOJA	Panaji	139
Krisfo	NCR DELHI	Sadarapur	1631
Krisfo	VELLORE	Arani	147
Krisfo	KOLKATA I	Howrah	151
Krisfo	JAIPUR	Jaipur main	158
Krisfo	WARANGAL	Hanamkonda	173
Krisfo	MADURAI	Theni allinagaram	174
Krisfo	MADURAI	Ayakudi	175
Krisfo	MADURAI	Cumbum	176
Krisfo	AHMEDABAD	Hansol	182
Krisfo	AHMEDABAD	Kuha	189
Krisfo	NCR DELHI	Nithari	597
Krisfo	NCR DELHI	Faridabad Main	192
Krisfo	CHENNAI II	Ambattur Ind. Est	196
Krisfo	LUCKNOW	Lucknow Main	207
Krisfo	VELLORE	Gandhi Nagar	213
Krisfo	VELLORE	Uthukottai	215
Krisfo	ERNAKULAM	Kecheri	219
Krisfo	MADURAI	Vedasandur	230
Krisfo	MADURAI	Pattiveeranpatti	243
Krisfo	CHENNAI I	Choolai	245
Krisfo	CHENNAI II	Besant Nagar	258
Krisfo	LUCKNOW	Agra Main	266
Krisfo	BANGALORE	Residnecy road	268
Krisfo	ERNAKULAM	Kadirur	276
Krisfo	BERHAMPUR	Rayagada	283
Krisfo	BERHAMPUR	Jeypore	287
Krisfo	NCR DELHI	Arun Vihar	1445
Krisfo	BERHAMPUR	Therubali	318
Krisfo	VELLORE	Alangayam	326
Krisfo	VELLORE	Valathur	327
Krisfo	MADURAI	Dindigul main	332
Krisfo	MEERUT	Meerut main	340
Krisfo	BANGALORE	Jayanagar V block	346



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	VARANASI	Allahabad Main	350
Krisfo	LUDHIANA	Bhatinda	355
Krisfo	BARODA	Dandia bazar	356
Krisfo	DEHRADUN	Rookee Main	359
Krisfo	VARANASI	Varanasi Main	370
Krisfo	NCR DELHI	Mathura	372
Krisfo	MADURAI	Palani	376
Krisfo	VELLORE	Ponneri	380
Krisfo	JAIPUR	Alwarcity	385
Krisfo	ERNAKULAM	Chavakkad	387
Krisfo	VIJAYAWADA	Kurnool	392
Krisfo	BARODA	Anand	399
Krisfo	MEERUT	Bulandhshahr	401
Krisfo	NCR DELHI	Gurgaon	403
Krisfo	WARANGAL	Karimnagar	405
Krisfo	LUCKNOW	R B S College Agra	414
Krisfo	BARODA	Navsari	416
Krisfo	GUWAHATI	Guwahati	420
Krisfo	LUCKNOW	Artoni	423
Krisfo	RANCHI	Jamshedpur	424
Krisfo	AHMEDABAD	Vaniawadi	427
Krisfo	DEHRADUN	Dehardun Main	429
Krisfo	BERHAMPUR	Jaykaypur	430
Krisfo	VIJAYAWADA	Tirupathi	433
Krisfo	MEERUT	Saharanpur	434
Krisfo	MEERUT	Bareilly	435
Krisfo	VELLORE	Ranipet Complex	438
Krisfo	KOLKATA I	D H Road	440
Krisfo	CHENNAI II	West CIT Nagar	441
Krisfo	DEHRADUN	Laksar	444
Krisfo	AHMEDABAD	Palitana	449
Krisfo	LUCKNOW	Kheria AirForce Station Agra	451
Krisfo	VARANASI	Gorakhpur Main	452
Krisfo	BERHAMPUR	Bissam Cuttack	453
Krisfo	RANCHI	Marar	454
Krisfo	WARANGAL	Kothagudem	464
Krisfo	AHMEDABAD	Ramol	469
Krisfo	NCR DELHI	Barari	472
Krisfo	CHENNAI II	Tower Branch	475



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	KOLKATA I	Ballygunge Park Road	477
Krisfo	LUCKNOW	Kanpur Nagar	478
Krisfo	ERNAKULAM	Trikarapur	486
Krisfo	KOLKATA I	Kadamtala	512
Krisfo	BARODA	Gopalpura	699
Krisfo	GUWAHATI	Tinsukia	547
Krisfo	RANCHI	Dakra	558
Krisfo	JAIPUR	Bani park	562
Krisfo	LUCKNOW	Jhansi	565
Krisfo	KOLKATA II	Midnapore	567
Krisfo	HYDERABAD	Himayat nagar	572
Krisfo	NCR DELHI	Chirori	576
Krisfo	VELLORE	Manavala Nagar	577
Krisfo	MEERUT	Muzaffarnagar	580
Krisfo	RANCHI	Giridih	590
Krisfo	MEERUT	Gangoh	594
Krisfo	VARANASI	Phulpur	595
Krisfo	VELLORE	Nazarathpettai	606
Krisfo	MEERUT	Shamli	608
Krisfo	VELLORE	Kavarapettai	622
Krisfo	BERHAMPUR	Kukudakhandi	626
Krisfo	VELLORE	Padirivedu	627
Krisfo	LUCKNOW	Lakhimpur	631
Krisfo	VELLORE	Allapuram	634
Krisfo	CHENNAI I	R K Nagar	641
Krisfo	SILIGURI	Malda	647
Krisfo	VELLORE	Kanakammachatram	658
Krisfo	RANCHI	Bariatu road	672
Krisfo	KOLKATA II	Mayapur	674
Krisfo	BANGALORE	East End Road	677
Krisfo	BERHAMPUR	Steel Township	691
Krisfo	VIJAYAWADA	Gudur	402
Krisfo	BERHAMPUR	Narendrapur	702
Krisfo	BERHAMPUR	BHAWANIPATNA	707
Krisfo	VELLORE	Andiappanur	710
Krisfo	WARANGAL	Lingampet	711
Krisfo	WARANGAL	Yellareddipet	717
Krisfo	VIJAYAWADA	Nandyal	718
Krisfo	VELLORE	Periyankuppam	733



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	LUCKNOW	Sarvodaya Nagar	741
Krisfo	VELLORE	Kodaikkal	782
Krisfo	RANCHI	Neori	783
Krisfo	BANGALORE	Jayanagar VII block	842
Krisfo	VELLORE	Vediangadu	847
Krisfo	NAGPUR	Ramnagar	875
Krisfo	CHENNAI II	Chennai Indira nagar	876
Krisfo	JAIPUR	Jodhpur	901
Krisfo	KOLKATA I	Bhowanipur	908
Krisfo	BERHAMPUR	Golanthara	917
Krisfo	BARODA	Nadiad	926
Krisfo	VIJAYAWADA	Chittoor	930
Krisfo	WARANGAL	Khammam	933
Krisfo	LUCKNOW	Mai	967
Krisfo	NCR DELHI	Nagaura	984
Krisfo	MEERUT	Dhamera kirat	992
Krisfo	LUCKNOW	Golaganj	995
Krisfo	VARANASI	Varanasi Cantt	1002
Krisfo	BERHAMPUR	Koraput	1006
Krisfo	MADURAI	Reddiapatti	1013
Krisfo	MADURAI	Lakshmipuram	1044
Krisfo	VELLORE	Karadikudi	1062
Krisfo	MEERUT	Chakrata Road	1063
Krisfo	VELLORE	Thiruvottiyur High Road	1082
Krisfo	KOLKATA II	Bural	1104
Krisfo	SILIGURI	Purandarpur	1109
Krisfo	SILIGURI	Sabdar nagar	1110
Krisfo	BARODA	Bharuch	1116
Krisfo	VELLORE	Sedhuvalai	1117
Krisfo	VELLORE	Vanapadi	1118
Krisfo	KOLKATA II	Kanachi	1121
Krisfo	LUDHIANA	Pakhawal road	1123
Krisfo	MEERUT	Devla	1126
Krisfo	KOLKATA II	Bamanpukur bazar	1133
Krisfo	MEERUT	Sainda	1141
Krisfo	BARODA	Vapi Phase IV	1143
Krisfo	MEERUT	Sadak dudhli	1145
Krisfo	BHUBANESHWAR	Nalco nagar	1163
Krisfo	CHANDIGARH	SAS Nagar Mohali	369



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	RANCHI	Khunti	1182
Krisfo	KOLKATA II	Baratajpur	1187
Krisfo	BHUBANESHWAR	Kanas	1194
Krisfo	VELLORE	Morasapalli	1198
Krisfo	NCR DELHI	Jait	1207
Krisfo	KOLKATA II	Machnan	1209
Krisfo	RAIPUR	Raipur	1213
Krisfo	KOLKATA I	Behala	1224
Krisfo	KOLKATA II	Bhemua	1238
Krisfo	VELLORE	Thiruvottiyur Market	1253
Krisfo	WARANGAL	SCHO Kothagudem	1254
Krisfo	VIJAYAWADA	Cuddapah	1256
Krisfo	MADURAI	Oddanchatram	1258
Krisfo	HYDERABAD	Kalyan nagar	1275
Krisfo	VIJAYAWADA	Anantapur	1281
Krisfo	BARODA	Valsad	1287
Krisfo	BANGALORE	Banashankari 2nd stage	1298
Krisfo	VELLORE	Arakonam	1300
Krisfo	BANGALORE	JP nagar	1302
Krisfo	CHENNAI II	Nesapakkam	1312
Krisfo	MADURAI	Dindigul fort	1314
Krisfo	VELLORE	Mailpatti	1341
Krisfo	VELLORE	Tiruttani	1405
Krisfo	MEERUT	Majhola	1410
Krisfo	TRIVANDRUM	Haripad	1416
Krisfo	CHENNAI I	College Road Chennai	1423
Krisfo	KOLKATA I	Ghoraghata	1424
Krisfo	LUCKNOW	Fatehabad Road Agra	1433
Krisfo	VISAKHAPATNAM	Jagadamba Centre	1446
Krisfo	VELLORE	Vallur	1448
Krisfo	MEERUT	Khurja	1451
Krisfo	PANAJI-GOA	Margao	1463
Krisfo	DEHRADUN	Haldwani	1467
Krisfo	JAIPUR	Kota	1471
Krisfo	CHENNAI II	Valmiki nagar	1472
Krisfo	LUCKNOW	Hathras	1474
Krisfo	LUDHIANA	Rahon Road	1477
Krisfo	VIJAYAWADA	Rajampet	1478
Krisfo	BANGALORE	Koramangala	1485



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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	CHENNAI II	KKNagar	1492
Krisfo	VIJAYAWADA	Kurnool diocese	1497
Krisfo	NCR DELHI	NHPC faridabad	1501
Krisfo	RANCHI	Purulia road	1508
Krisfo	RANCHI	Baridih	1511
Krisfo	VARANASI	Manauri	1523
Krisfo	BERHAMPUR	Gajapatinagar	1530
Krisfo	MEERUT	Shastri nagar	1532
Krisfo	MEERUT	PoliceLineBranch	1533
Krisfo	CHENNAI I	Women Entrepreneur Chennai	1538
Krisfo	VELLORE	Vellore - Fort	1543
Krisfo	RANCHI	Gumla	1544
Krisfo	LUDHIANA	Ranjit Avenue	1545
Krisfo	BANGALORE	HRBR layout	1554
Krisfo	MEERUT	Lajpat Nagar	1555
Krisfo	BARODA	Adajan	1557
Krisfo	BERHAMPUR	Ainthapalli	1558
Krisfo	RANCHI	Culb road	1563
Krisfo	BARODA	Makarpura	1569
Krisfo	GUWAHATI	Dispur	1571
Krisfo	BHOPAL	Raisen road	1573
Krisfo	LUCKNOW	Aliganj	1574
Krisfo	VIJAYAWADA	Auto nagar	1577
Krisfo	LUDHIANA	Sunder nagar	1589
Krisfo	VARANASI	Azamgarh	1604
Krisfo	BANGALORE	Bannerghatta Road	1605
Krisfo	MEERUT	D N college	1615
Krisfo	HYDERABAD	Abids	1616
Krisfo	VARANASI	Mirzapur	1618
Krisfo	NCR DELHI	Shalimar Garden	1634
Krisfo	JAIPUR	Alwar Gate	1668
Krisfo	WARANGAL	Naidupet Khammam	1704
Krisfo	LUCKNOW	Farrukhabad	1716
Krisfo	BERHAMPUR	Church Road	1729
Krisfo	LUCKNOW	Vibhuti Khand	1773
Krisfo	LUCKNOW	Barra	1786
Krisfo	BHUBANESHWAR	Musadia	1840
Krisfo	BARODA	Udhna magdala	1876
Krisfo	KANCHEEPURAM	Station Road	1880



**RFP Ref No. RFP/ITD/020/21-22 DATED 10.11.2021**  
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**ACROSS VARIOUS BRANCHES OF THE BANK**

Krisfo	VIJAYAWADA	Hindupur	1933
Krisfo	VISAKHAPATNAM	N A D Junction Branch	1939
Krisfo	NCR DELHI	GLA engineering College	1999
Krisfo	BHOPAL	Vidisha	2167
Krisfo	BHOPAL	CPRI Bhopal	2171
Krisfo	JAIPUR	Rajendra nagar	2174
Krisfo	VISAKHAPATNAM	Pedawaltair	2191
Krisfo	BARODA	Silvassa	2198
Krisfo	BHOPAL	Govindpura	2233
Krisfo	MADURAI	Natham	2288
Krisfo	MEERUT	Stadium Road	2365
Krisfo	VISAKHAPATNAM	Kirlampudi layout	2385
Krisfo	VIJAYAWADA	Air bypass road	2402
Krisfo	NAGPUR	Hingna Road	2425
Krisfo	JAIPUR	Jaisalmer	2428
Krisfo	MEERUT	Jalalpur	2467
Krisfo	SILIGURI	Banarhat	2475
Krisfo	KOLKATA II	Konnagar	2636
Krisfo	KOLKATA II	Lake Town	2239
Krisfo	JAIPUR	Rajgarh	2608
Krisfo	MEERUT	R G College	2803
Krisfo	RAIPUR	Kharsia	2935
Krisfo	BHOPAL	Balaghat	2873
Krisfo	VISAKHAPATNAM	Seethammadhara	2910
Krisfo	BHOPAL	Guna	2956
Krisfo	BHOPAL	Mandsour	2957
Krisfo	MEERUT	Delhi Road Saharanpur	2981
Krisfo	MEERUT	Hapur	3311
Krisfo	RAIPUR	Sacb gurur	3370
Krisfo	BERHAMPUR	Raghunathpur	3449
Krisfo	SILIGURI	Thakurnagar	3615
Krisfo	KOLKATA I	Sial Danga	3624





**ANNEXURE XVIII- CERTIFICATION FOR LOCAL CONTENT**

**To**  
**The Asst. General Manager**  
**Indian Overseas Bank**  
**Information Technology Department**  
**763 Annasalai**  
**Chennai -02**

**Dear Sir,**

**Your RFP Ref No. RFP/ITD/020/21-22 DATED 10.11.2021**

**Bidder Name:**

1. This is to certify that proposed <Bill of material and Scope of Work > by \_\_\_\_\_(Bidder name) is having the local content of \_\_\_\_\_% as defined in the above mentioned RFP and amendment thereto.
  
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BEII) dated May 29, 2019, further revised on 4th June 2020 and further revised on September 2020.

Signature of Statutory Auditor/Cost Auditor

Registration Number:  
Seal

Counter-signed:

Bidder