



PUNJAB NATIONAL BANK

Invites

Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

**(Tender Category: Open Tender)
E-Tender No 2762**

**Punjab National Bank,
Head Office,
General Services Administration Division,
Plot No 4, Sector-10,
Dwarka, New Delhi
e-mail: - maintenance@pnb.co.in**

www.pnbindia.in
E-mail: maintenance@pnb.co.in

Tel
011 -28044402

पंजाब नैशनल बैंक punjab national bank

सामान्य सेवा प्रशासन प्रभाग
कॉर्पोरेट ऑफिस प्लॉट, नंबर 04, सेक्टर-10 द्वारका, नई दिल्ली 110075
General Services Administration Division
Corporate Office Plot no.04 , Sector 10 Dwarka, New delhi 110075

पंजाब नैशनल बैंक
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !

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THE TENDER DOCUMENT CONSIST OF 113 PAGES ONLY.

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2. NOTICE INVITING TENDER

1. Online E- tenders are invited on item rate basis on behalf of Punjab National Bank from bidders who fulfill the eligibility criteria mentioned in the tender documents for **“Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.”**

Tender schedule will be as under:

i.	Tender Reference	E-Tender no. 2762
ii.	Date of commencement of Tender download	21.11.2024 from 1000 hrs
iii.	Last date and time for acceptance of queries	29.11.2024 till 1500 hrs
iv.	Date, Time and Venue for Pre-Bid Meeting	02.12.2024, 1100 hrs Head Office, General Services Administration Division , Punjab National Bank, Dwarka, New Delhi - 110075
v.	Last date and time for downloading tender	11.12.2024 up to 1600 hrs
vi.	Last date and time for Bid preparation and Hash Submission	11.12.2024 up to 1600 hrs
vii.	Close for Technical & Commercial Bid (to be done by Bank)	11.12.2024 from 1601 hrs to 11.12.2024 from 1700 hrs
viii.	Last Date for Bid re-encryption and physical Bid Submission	11.12.2024 from 1701 hrs to 12.12.2024 till 1200 hrs
ix.	Date and Time of Opening of Technical cum Eligibility Bid in E tendering portal	12.12.2024 from 1300 hrs
x.	Cost of Tender Document	₹ 2,950/- (Rupees Two Thousand Nine Hundred and Fifty Only) (including GST) in the form of Demand Draft in favour of Punjab National Bank payable at New Delhi. Tender fee can also be paid by the bidder through RTGS/ NEFT to the following Bank Account, detailed as below: Account Name: Imprest A/c – General Services Admin Div Account No.: 1988002100141010 IFSC: PUNB0976200 Bank: Punjab National Bank

(Signature of Authorised Signatory)

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xi.	Earnest Money Deposit	<p>₹ 17,83,400/- (Rupees Seventeen Lacs Eighty Three Thousand and Four Hundred Only) (to be submitted with Envelope-I).</p> <p>EMD to be paid in form of Account Payee Demand Draft (payable at New Delhi and drawn in favour of Punjab National Bank), Insurance Surety Bonds, Fixed Deposit Receipt, Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) (from any Scheduled Commercial Bank other than Punjab National Bank). EMD can also be paid by the bidder through RTGS/ NEFT to the following Bank Account, detailed as below:</p> <p>Account Name: Imprest A/c – General Services Admin Div</p> <p>Account No.: 1988002100141010</p> <p>IFSC: PUNB0976200</p> <p>Bank: Punjab National Bank</p>
xii.	Validity of Tender	90 days
xiii.	Estimated Cost of Project	₹ 8,91,70,000/- (Rupees Eight Crores Ninety One Lacs Seventy Thousand Only for supply and installation of hardware, software and commissioning) i/c of all taxes, excluding operation charges
xiv.	Time of Completion	120 Days
xv.	Place of Physical Bid Submission & Opening of Bids	Chief Manager (Electrical), Head Office, General Services Administration Division , Punjab National Bank, Dwarka, New Delhi - 110075
xvi.	Contact Person	Gaurav Rajput Chief Manager (Electrical) Mob: 8085717434 Tel: 01128044402 Email: maintenance@pnb.co.in

Bank will be following the e-procurement process. The complete details of the requirements for participation in the e-procurement process of the Bank are available on the website <https://etender.pnbnet.in> which may be referred for details & clarification. It is mandatory for the bidder to get itself registered on Bank's website for submission of online bids.

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Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be published on Bank's website (www.pnbindia.in & <https://etender.pnbnet.in>) wherever feasible. Further, please note that commercial bid opening date and time will be intimated to the technically qualified bidders at a later date.

Online E-tenders are invited on item rate basis on behalf of Punjab National Bank from bidders who fulfil the eligibility criteria mentioned in the tender documents for **"Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises."** against payment of ₹ 2,950/- (**Rupees One Thousand Seven Hundred Seventy only**) (non-refundable towards cost of tender and i/c GST @ 18%), in two envelope system containing (1) Technical Bid (2) Commercial bid. Tender purchase fee of ₹ 2,950/- (**Rupees One Thousand Seven Hundred Seventy only (including GST)**) to be submitted in form of demand draft in a separate envelope with EMD of ₹ 17,83,400/- (**Rupees Seventeen Lacs Eighty Three Thousand and Four Hundred Only**). Commercial bid shall be submitted online only (If Commercial Bid submitted along with the Hard copy of Tender, bid will be summarily rejected).

2. The Bidders intending to participate in this tender are required to get enrolled on the Bank's website i.e. <https://etender.pnbnet.in> Enrolment on the above mentioned website is mandatory.

3. As the bids of the Bidders have to be digitally signed by the Electronic/Digital Signature of the respective Bidder before submitting the bids online, the bidders are advised to obtain Electronic/Digital Signature Certificates (Class III & above both encryption & Signing) in order to bid for the tender.

4. The Tender Documents containing detailed terms & conditions can be downloaded online directly from the portal <https://etender.pnbnet.in> (or pnbindia.in) as per tender schedule attached and shall be submitted online.

5. All the bidders are required to submit Demand Draft in favour of Punjab National Bank, New Delhi/ e-payment in our aforementioned Imprest A/c of ₹2,950/- (**Rupees One Thousand Seven Hundred Seventy only**) towards the cost of tender document by 11.12.2024 till 1600 hrs, failing which, the bids shall be summarily rejected.

6. Bidders may submit their queries regarding any technical clarification before 29.11.2024 till 1500 hrs through email. No queries shall be entertained after last date fixed for acceptance of queries.

7. Clarifications of Bank on RFP may be downloaded from the "Corrigendum / Addendums" section of the above mentioned portal up to 11.12.2024 up to 1600 hrs after clarification on queries. No deviation on the above shall be entertained by the Bank thereafter.

8. Based on the clarification of conditions by the Bank, an intending bidder shall submit its unconditional acceptance on the prescribed format along with tender document.

(Signature of Authorised Signatory)

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9. Price bid of only those bidders shall be opened who submit their tender in line with requirements of tender documents and are acceptable to the Bank and the bidder who do not submit the EMD & tender fee in the form of Bank draft/e-payment, as the case may be, their tenders shall be summarily rejected.

10. Bidders who have submitted Tender Fee and EMD in the non-customer Bank account specified in the tender document shall mandatorily submit copy of transaction receipt as proof of submission. Any other mode of payment, i.e., Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt (lien to be marked in favour of Bank), Bankers' Cheque (in favour of Punjab National Bank) or Bank Guarantee (including e-Bank Guarantee) (from any Scheduled Commercial Bank other than Punjab National Bank) shall be submitted in original.

11. First Tender Fee & E.M.D. Envelope shall be opened in the e tender portal, and if the hard copy of the same/confirmation of online payment is received on time i.e. up to 12.12.2024 till 1200 hrs, only then technical bid shall be opened online. Hard copy i.e. the Demand Draft (or any other form as mentioned under clause no. 18 of General Conditions of Contract) in favour of Punjab National Bank for an amount of **₹ 17,83,400/- (Rupees Seventeen Lacs Eighty Three Thousand and Four Hundred Only)** towards EMD and Tender Fee amount of **₹2,950/- (Rupees One Thousand Seven Hundred Seventy only)** is to be submitted physically by the bidder in the office of the
Chief Manager (Electrical),
Head Office, General Services Administration Division,
Punjab National Bank, Dwarka, New Delhi – 110075
on or before 12.12.2024 till 1200 hrs

12. The commercial bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participants or representatives of participant bidders as per the schedule attached. The Date for opening of commercial bids shall be intimated later.

13. The Tenders shall be valid for a period of not less than 90 days after the date of opening of price bid/commercial bid online.

14. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in New Delhi and only the courts of New Delhi shall have the jurisdiction to determine the same.

15. Please note that bid preparation and hash submission and bid submission are compulsory activities, failing which bidder will not be able to submit the bids online.

16. For any further information/Queries please contact Gaurav Rajput, Chief Manager (E), Mob: 8085717434, Tel: 01128044402, Email: maintenance@pnb.co.in.

17. The Bank reserves the right to accept/reject any or all the offers submitted in response to this advertisement without assigning any reason whatsoever.

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18. The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.

19. Please note that, on tendering procedure through the electronic tendering system refer to the Instructions for Using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>.

20. Bidder must submit documentary proof in respect of all above mentioned criteria while submitting the proposal. Proposal of bidders who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

21. Bidders registered under MSEs will also necessarily submit Tender Cost and EMD (since this tender is for procurement of works). If MSE bidders do not enclose Tender Cost or EMD, their bid will be summarily rejected as NON-RESPONSIVE.

22. It shall be mandatory to sign the integrity pact as mentioned in tender documents by the bidder failing which bidder will stand disqualified for tendering process and their bid shall be rejected summarily.

Chief Manager (Electrical)

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3. PURPOSE OF TENDER

Bank is intending implement Indoor Digital Signage Solution on PAN India Basis in Bank's premises at Bank's Premises.

Tentatively, 1000 Nos of Branches shall be provided with Professional Large Format Displays, that shall display content in image / video format. The list of premises provided consists of Urban, Semi Urban and Rural Branches.

The successful bidder shall Install Professional Large Format Displays at the indicated premises along with peripherals such as Dual Sim M2M routers complete with 4G/5G sim.

The list provided is indicative and Bank may at its discretion change, increase or decrease the number of premises for installation of solution. The decision in this regard shall be taken by Bank and bidder shall have no objection to the same. No claims in this regard shall be entertained by the Bank.

The bidder shall also provide content management software and server hardware capable of supporting up to 5000 displays. The scope of work also includes operation and upkeep of the system on annual basis.

The work is to be carried out in a time bound manner as specified in the tender document, and in coordination with PNB officials.

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4. MINIMUM ELIGIBILITY CRITERIA

1) The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the tender document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation and bid submitted by them shall be summarily rejected.

2) This invitation of bids is open to bidders provided they fulfill the minimum eligibility criteria as below. Consortium/Joint Ventures and Special Purpose Vehicles are not eligible for the tender and the bid, if any, submitted by them shall be summarily rejected. Proposals not complying with minimum eligibility criteria, as enumerated below, will be rejected and will not be considered for evaluation of technical bid.

3) The proposal should adhere to the following minimum eligibility criteria:

S. No.	Minimum Eligibility Criteria
i.	<p>The Bidder should have satisfactorily completed similar works during last 7 (seven) years ending last day of the month of October 2024 with Central/State Government Department/Central Autonomous Body/Central Public Sector Undertaking/City Development Authority/Municipal Corporation of City formed under any Act by Central/State Government and published in Central/State Gazette/ Scheduled Commercial Banks or its subsidiaries/Private organizations should be either of the following: -</p> <p>One similar nature work amounting to ₹ 713.36 Lacs OR One similar nature work with more than 800 Displays</p> <p align="center">Or</p> <p>Two similar nature works, each amounting to ₹ 445.85 Lacs OR Two similar nature works each with more than 500 Displays</p> <p align="center">Or</p> <p>Three similar nature works, each amounting to ₹ 356.68 Lacs OR Three similar nature work each with more than 400 Displays</p> <p>Similar work means Implementation of Digital Signage Solution Complete with Supply & Installation of Displays, providing Content Management Software, providing Cloud / On-site server for Content management. Cumulative works executed for a single client under various purchase orders / rate contract shall also be considered.</p> <p>Components of work executed other than those included in definition of similar works shall be deducted while calculating cost of similar work. Bidder shall submit abstract of cost of work in support of the same.</p> <p>Certificates of satisfactory completion of similar work should be issued by competent Authority. For works carried out on Opex Mode, supporting documents establishing the cumulative numbers to be provided.</p>

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	<p>In case the similar work/s is of private nature other than Central/State Government/Central Autonomous Body/Central Public Sector undertaking/City Development Authority/ Municipal Corporation of city, they shall be required to submit T.D.S. Traces / Certificates for such works issued by respective Principal Employer/ Clients.</p> <p>The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple interest of 7% per annum, calculated from the date of completion to the last date of receipt of application for tender.</p>
ii.	<p>The minimum average annual turnover of Bidder for the last three financial years i.e. 2021-22, 2022-23 and 2023-24 must not be less than ₹ 267.51 Lacs (Rupees Two Crores Sixty Seven Lacs and Fifty One Thousand Only). Bidder to upload audited Balance sheet, Profit & Loss statement and trading account details for these financial years, if applicable.</p> <p>The multiplication factor of 7% per annum simple interest is not applicable on the Annual Financial Turnover figures.</p> <p>** In case, the company/bidder does not have the audited Balance Sheet for period ending March 2024 (Previous Financial Year), provisional balance sheet certified by their Statutory Auditors will be acceptable.</p>
iii.	<p>The Applicant should not have been black-listed/ barred by any office of Bank, Department of Financial Services, Govt. of India, or regulators like RBI, SEBI, IRDA etc. and their firm / company should not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance Government Agency. Further, similar eligible works should not have been carried out on Back to Back basis and the Applicant shall have to furnish undertaking as under. An undertaking in this regard is to be submitted to Bank by Bidder (on stamp paper of Rs.100/-) as per Annexure-II</p> <p>" I/We have not been black-listed/ barred by any office of Bank, Department of Financial Services, Govt. of India, or regulators like RBI, SEBI, IRDA etc. and my company does not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance Government Agency.</p> <p>"I/ We undertake and confirm that eligible similar work(s) has/have not been got executed through another agency on back to back basis.</p> <p>Further that, if such a violation comes to the notice of the Bank, then I/we shall be debarred for bidding in PNB in future forever. Also, if such violation comes to the notice of the Bank before date of start of work, the Bank shall be at liberty to forfeit the entire amount of Earnest Money Deposit."</p>
iv.	<p>Bidder must have valid PAN No. and GST No. Copy of PAN Card and GSTIN to be submitted.</p>
v.	<p>The bidder should be authorized dealer / Agency / Distributor / Integrator or Agents authorized by Display Manufacturers for professional large</p>

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	format displays authorized through OEM's Manufacturer's Authorization Form (MAF). Bidders must furnish bid specific Manufacturer's Authorization Form (MAF) separately of aforementioned equipment as per the Annexure -IX.
vi.	The bidder must submit bid specific Authorization Form for the Content Management System (CMS) Software from the publisher / supplier of the CMS Software as per the Annexure -X.

4) The bidder should be Class-I/II local supplier. "Class-I/II local supplier" means a supplier or solution provider, whose goods, services or works offered for procurement, meets the minimum "local content" as prescribed for Class-I local supplier as per DPIIT vide OM P-45021/2/2017PP (BE-II) dated 16.09.2020 issued the Public Procurement (Preference to Make in India) Order 2017-revision.

The "local content" requirement to categorize a supplier as "Class-I local supplier" is minimum 50%.

The "local content" requirement to categorize a supplier as "Class-II local supplier" is minimum 20%.

5) "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.

6) The bidder must submit the Compliance Statement (ANNEXURE-VI) and Compliance to "Technical Specifications" on company's letterhead duly signed and stamped along with the data sheets, technical literature etc., failing which the bids may not be taken for further evaluation.

7) **Verification of "local content":** The "Class-I / Class-II local supplier" with the bid document shall be required to submit self-certification that the bidder meets the local content requirement for "Class-I / Class-II local supplier".

8) This being procurement of works, Startups and Firms registered under MSEs would not be exempted from submission of tender Cost/Fee and from payment of EMD.

9) Bidder must submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

10) Bidder has to upload scanned and legible copies of all supporting documents on Bank's e-procurement website <https://etender.pnbnet.in> for its scrutiny.

11) The Bank reserves the right to request for any additional information by giving minimum 3 days' notice to the bidders and also reserves the right to reject or accept the bid of a bidder, if in the opinion of Bank, the qualification data is incomplete or the bidder is found not qualified to satisfactorily execute the requirements of the project and no communication shall be entertained in this regard in future. Decision of Bank shall be final in this matter.

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5. INSTRUCTIONS TO BIDDERS

1) BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a three-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Banks e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system.

2) TECHNICAL BID

TECHNICAL BID will also contain the Compliance statement as per the Terms & Conditions mentioned in the Tender Documents, and NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders confirming compliance to all the terms & conditions of Tender document shall be short-listed for commercial stage.

3) COMMERCIAL BID

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed, will be opened.

4) SUBMISSION OF BIDS

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> the Bank by using their digital certificates of class III and above (both encryption and signing). All the interested bidders should register themselves in the e-procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The Tender document and further corrigendum, if any can also be downloaded from Bank's website www.pnbindia.in. Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

Envelope No.1- Tender Cost & EMD – Marked Cover-I

Envelope No.1 shall contain Cost of Tender Document of ₹ **2,950/- (Rupees Two Thousand Nine Hundred and Fifty Only) (including GST)**, in the form of Demand Draft/Online payment which shall be non-refundable along with **Earnest Money Deposit of ₹ 17,83,400/- (Rupees Seventeen Lacs Eighty Three Thousand and**

(Signature of Authorised Signatory)

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Four Hundred Only) by crossed Demand Draft/Online Payment/ Bank Guarantee from scheduled commercial bank, payable at New Delhi and drawn in favour of Punjab National Bank and to be submitted with Envelope-I. This envelope shall be super scribed **“Envelope No. 1 - Tender Cost and EMD for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises”**

Envelope No. 2 – Technical Bid – Marked Cover-II

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. Bidder shall submit supporting documents in support of eligibility criteria as mentioned in tender documents. This envelope shall be super scribed **“Envelope No. 2 - Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises”**. Both Envelope No. 1 and Envelope No. 2 shall be contained in Envelope No. 3 super scribed **“Envelope No. 3 – Cover-III– Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises”**

Both Envelope No. 1 and Envelope No. 2 contained in Envelope No. 3 should reach the below mentioned address before the final date & time of bid submission mentioned in the tender schedule.

**Chief Manager (Electrical),
Head Office,
General Services Administration Division ,
Punjab National Bank,
Dwarka, New Delhi – 110075**

5) CONTENT OF DOCUMENTS TO BE SUBMITTED

Documents required in Technical Bid Envelope (Sealed Cover):

- a) Bidders undertaking letter
- b) Supporting documents as per Eligibility Criteria
- c) Performance/Completion Certificate from clients
- d) Duly signed Tender document and corrigendum, if any
- e) Board Resolution / Power of attorney in favour of authorized person signing the Bid documents. In case of companies, Board Resolution in the favour of authorised signatory is mandatory.
- f) Certificate of Incorporation & Partnership Deed, if applicable
- g) PAN No.
- h) GST Registration No.
- i) Copy of last three years audited balanced sheet, Profit & Loss Statement, Balance Sheet and ITR (2021-22, 2022-23 & 2023-24).
- j) List of similar work completed in last 7 (Seven) years with details enclosing completion certificate from the principal employer / clients along with the names of two responsible clients/ persons with address & telephone number who will be in position to certify about quality as well as past performance of your organization.

(Signature of Authorised Signatory)

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- k) List of Govt./ Quasi-Govt. Deptt. and other organizations of repute with whom the company is empanelled.
- l) Annexures & Undertakings Sought in tender document
- m) Technical Compliances, Data Sheets and Technical Literature for Displays, Routers and Servers

Note:

- a. All pages of the bid documents must be signed by authorized person.
- b. All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...
- c. Commercial bid to be submitted in e-procurement portal only. No hardcopy of the same be enclosed with the supporting documents, if submitted, the bid will be summarily rejected.
- d. Earnest Money Deposit & Tender Document cost (Sealed Cover **Envelope No.1-Tender Cost & EMD – Marked Cover-I**).

6) PRELIMINARY EXAMINATION

- i. Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.
- ii. The bid determined as not in order as per the eligibility criteria will be rejected by the Bank. The decision of the Bank is final towards evaluation of the bid documents.

7) EVALUATION CRITERIA

7.1 After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the Bank. First, received bids will be evaluated based on the eligibility criteria. Technical bids of only those bidders satisfying the eligibility criteria will be evaluated.

7.2 Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

7.3 Bank will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of Bank will be final in this regard.

7.4 The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders in support of eligibility criteria. Even if the bidder meets the eligibility criteria and Pre-Qualification Criteria, he shall be subject to disqualification if he or any of the constituent partners is found to have:

- i) Made misleading or false representations in the forms, statements, affidavits and attachments submitted in proof of the qualification requirements; and/ or;

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ii) Records of poor performance during the last five years, as on the date of last date of bid submission, such as abandoning the work, rescission of the contract for reasons which are attributable to non-performance of the Solution Provider, inordinate delays in completion, consistent history of litigation resulting in awards against the Solution Provider or any of the constituents, or financial failure due to bankruptcy, and so on. The rescission of a contract of venture JV on account of reasons other than non-performance such as the most experienced partner (major partner) of the JV pulling out.

iii) On account of currency of debarment by any office of Bank, Department of Financial Services, Govt. of India, or regulators like RBI, SEBI, IRDA etc. and their firm / company should not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance Government Agency. All concerns which come within the sphere of effective influence of the debarred firms shall be treated as allied firms. In determining this, the following factors, may be taken into consideration:

- Whether the management is common;
- Majority interest in the management is held by the partners or directors of banned/suspended firm.
- Substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice.
- Directly or indirectly controls, or is controlled by or is under common control with another bidder.
- All successor firms.

Note: The terms "banning of firm", 'suspension', 'Black-Listing' etc., convey the same meaning as of "Debarment".

7.5 The award of contract will be based on evaluation of technical and commercial bids.

7.6. To be eligible for shortlisting of technical bids, the bidder must comply with the minimum eligibility criteria. Further, Bidders may be called to present their solution for which a presentation shall be made at Bank's office complete with a display demo unit of the proposed display model at their own cost. Bidders shall be notified two working days before the presentation. The bidders shall be required to demonstrate the following as requested in technical specifications

- Display unit complete with CMS Client Software
- CMS Software functionalities
- Server Solution recommended by bidder (only presentation to be made, no hardware to be demonstrated)

All tools, devices and facilities required for the demonstration shall be provided by the bidder at their own cost. In case the bidder fails to demonstrate the above functionalities to the satisfaction of Bank, their bid shall not be evaluated further.

7.7. The Lowest bidder will be decided based on cumulative total of rates quoted for BOQ items.

7.8. Purchase Preference to be given to Class I/Class II local suppliers is given below:-

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

a) Subject to the provisions of the Order and to any specific instructions issued by the Nodal Ministry or in pursuance of the Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by Bank in the manner specified here under.

b) In the procurements of goods or works, which are covered by Class-I local supplier and which are not divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:-

I. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.

II. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, i.e. 20 % within the price quoted by the L1 bidder, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

III. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

IV. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by Bank.

V. 'Class II local suppliers' may also participate in the bidding process along with 'Class I Local suppliers' as per provisions of the Order

8) AWARD OF WORK

Work shall be initially awarded for Item Nos. 1.1 to 1.6 of the Schedule of Quantities. There after the work shall be awarded for operation and maintenance as per the quoted rates for the respective year of operation starting from the date of project sign-off.

9) CRITERIA FOR ABNORMALLY LOW / ABNORMALLY HIGH BIDS

The following are the estimated prices for charges and the threshold value for which the bid shall be considered abnormally high / abnormally low.

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S.No.	Description	BoQ Item Nos	Estimated Cost	Difference in amount in percentage from bid estimated amount for bid to be considered abnormally high or abnormally low
1	Operation Charges for First Year of operation	1.7 to 1.8	₹ 49.42 Lacs	25%
2	Operation Charges for Second Year of operation	2.1 to 2.7	₹ 77.15 Lacs	25%
3	Operation Charges for Third Year of operation	3.1 to 3.7	₹ 77.15 Lacs	25%
4	Operation Charges for Fourth Year of operation	4.1 to 4.8	₹ 133.79 Lacs	25%
5	Operation Charges for Fifth Year of operation	5.1 to 5.8	₹ 133.79 Lacs	25%

In case of abnormally low bid for Operation Charges, the period of performance security against the total amount quoted for BoQ. Item nos 1.1 to 1.6 shall be till the end of entire period of operation, i.e., 5 years, instead of the warranty period specified for the respective items.

Notwithstanding anything mentioned in the bid document, Bank may seek justifications, undertakings, cost breakups etc. from the bidder in support of feasibility of their quoted amounts for any head.

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6. LETTER SUBMITTING TENDER

(To be submitted in the letter head of the bidder)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Dear Sir,

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

- 1) Having visited the site and examined the conditions of contract, special conditions of contract, general specifications and detailed specifications, schedules and bill of quantities for the execution of the above named works, we offer to complete and maintain the whole of the said works in conformity with the said conditions of contract, specifications, schedules and bill of quantities for the sum stated in bill of quantities of this Tender Document or such other sum as may be ascertained in accordance with the said conditions of contract.
- 2) We undertake to complete and deliver the whole of the works comprised in the contract within the stipulated time stated in the tender.
- 3) We have independently considered the amount of liquidated damages shown in the Appendix to form of tender hereto and agree that it represents a fair estimate of the loss likely to be suffered, by you in the event of the works not being completed in time.
- 4) We agree to abide by this tender for the period of 90 days from opening of Price Bid/Commercial Bid or extension thereof as required by the Bank from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
- 5) We confirm that the period and rates as referred in the agreement or general conditions of contract are given or summarized in the tender, to which we give our consent and agree to abide by the same.
- 6) We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- 7) We understand that you are not bound to accept the lowest or any tender you may receive and may reject all or any tender, accept or entrust the entire work to the Solution Provider without assigning any reason or giving any explanation whatsoever.
- 8) I/we have deposited Earnest Money **₹ 17,83,400/- (Rupees Seventeen Lacs Eighty Three Thousand and Four Hundred Only)** by demand draft which amount is not to bear any interest. I/we do hereby agree that this sum shall be forfeited by you in the event our tender is accepted and I/we fail to execute the contract when called upon to do so.

Dated this day of _____ 2024.

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Signature _____ in the capacity of _____ duly
authorized to sign tenders for and on behalf of

(IN CAPITALS)
Tender submitted on _____ before _____ P.M.

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

7. LETTER OF TRANSMITTAL

(To be submitted on letter head of the Bidder)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division ,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Dear Sir,

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Having examined the details given in Press advertisement and tender document No..... for the above work, I/we hereby submit the relevant information.

1) I/We here by certify that all the statement made and information supplied in the enclosed annexures and accompanying statement are true and correct.

2) I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.

3) I/We submit the following certificates in support of our suitability, technical knowledge and capability for having successfully completed the following eligible similar works:-

S No	Name of the Work	Value of Work / Number of DSS Installed	Date of Completion	Certificate issued by

"Certify that the information given in the enclosed tender documents is correct. It is also certified that I/we shall be liable to be debarred, disqualified / cancellation of bid in case any information furnished by me/us found to be incorrect."

Enclosures:

Date of submission

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____

(IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

8. APPENDIX TO FORM OF TENDER

S.No.	Description	Details
1)	Warranty period	As per warranties defined in "Scope of Work & Technical Specifications" Project Sign-Off of the project will be certified and recorded by Site Engineer / Bank's Representative.
2)	Date of Commencement	Date of start of work shall be reckoned from 3 rd day of issue of award letter.
3)	Time of completion	120 days from the date of commencement of work.
4)	Period of Final Validation of Deliverables	1 (One) months from the Date of Project Sign-Off.
5)	Liquidated Damages	Stage-wise liquidated damages as Indicated in Time Schedule for Completion
6)	Minimum Value of work for Interim Certificate	As specified under Payment clause of General Conditions of Contract.
7)	Total Security Deposit	5% of the contract amount
8)	Performance Security	<p>Performance Security shall be 5% of the value of the contract. Performance Security shall be inclusive of EMD. It shall be in form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) (from any Scheduled Commercial Bank other than Punjab National Bank) or online payment in non-customer account of the procuring office of Bank. Performance security for works shall be returned to the party within 14 days after completion of warranty periods / period of annual operation.</p> <p>The aforesaid refund of Performance Security would be subject to condition that the Solution Provider has satisfactorily carried out all the works attended to all defects in accordance with the conditions of the Contract, including the site clearance.</p> <p>Claim period would be considered as mentioned on Bank Guarantee or 03 Months after the end of warranty period / period of annual operations (as applicable) whichever is later (Clause 18 of General Conditions of Contract regarding Total Security Deposit to apply)</p>
9)	Period of Honouring Certificate	15 days from date of receipt of certificate from the Site Engineer / Bank's Representative

9. ARTICLES OF AGREEMENT

AGREEMENT

This agreement is made at on..... Day of..... 2024 between Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and transfer of Undertaking Act 1970) having its Corporate office at Plot No. 4, Sector 10, Dwarka, New Delhi – 110075 and its General Services & Administration Division (Hereinafter referred to as "The Bank " which expression shall be deemed to mean and include its successors, administrators and permitted assigns) of the one part & (herein after called "the Successful Bidder/Solution Provider" which expression shall be deemed to mean and include its successors, administrators and permitted assigns) of the other part.

WHEREAS the Bank is desirous of executing work of **"Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises."** and has by letter of acceptance dated.....accepted a tender by the Solution Provider for the execution, completion & maintenance of such work.

After discussion, the Bank and the bidder agree to enter into this agreement on the terms and condition set out hereunder:

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

- 1) In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to:
- 2) The following documents, terms and conditions contained therein shall form and construe as integral part and parcel of this agreement and be read as part and parcel of this agreement, viz.
 - a. Original tender document duly signed and stamped on each page by the authorised signatory of the bidder;
 - b. Relevant correspondence letters / communications forming parts of contract and referred to in acceptance letter;
 - c. Acceptance of Award of Work;
 - d. Bill of quantities;
 - e. Corrigendum/Addendums (if published); and
 - f. Other additional documents as may be required.
- 3) The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities of discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
- 4) In consideration of payment to be made by the Bank to the successful bidder as hereinafter mentioned, the successful bidder hereby covenants with the Bank to perform execute, complete and maintain the work in due respects and in conformity with the provision of the contract and tender documents.
- 5) The Bank hereby covenants to pay the Solution Provider/successful Bidder in consideration of the execution, completion of the work such sums as shall become

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

6) All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration by a sole Arbitrator to be nominated by the competent authority of Punjab National Bank in accordance with Arbitration and Conciliation Act 1996 and the Rules and Regulations framed thereunder, as may be amended from time to time. The award made in pursuance thereof shall be binding on the parties.. Venue of arbitration shall be at New Delhi and the language shall be English. The Parties to the arbitration shall bear their own costs. The Arbitrator shall give a reasoned award.

7) All disputes arising out of or in connection with this agreement shall be deemed to have arisen in New Delhi and only the courts of New Delhi shall have the jurisdiction to determine the same.

8) Notices as required by the agreement that shall be entered with the successful bidder shall be sent to the addresses as would be mentioned first therein or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

SIGNED AND SEALED AND DELIVERED BY THE

Said

Said

(Name)

(Name)

on behalf of the Solution Provider

on behalf of the Bank

In the presence of

In the presence of

Name:

Name

Address:

Address:

This form is included in the tender documents only for the information of the bidders. Only the successful bidder will be in due course, required to complete the form.

(Signature of Authorised Signatory)

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10. GENERAL CONDITIONS OF CONTRACT (GCC)

Except where provided for in the description of the individual items in the Schedule of quantities and in the specification and conditions laid down herein after, the work shall be carried as per standard specifications and under the directions of the Bank.

1) INTERPRETATION

In construing these conditions, the specifications, the schedule of quantities, tender and agreement, the following words shall have the meaning herein assigned to them except where the subject of context otherwise requires :

i. Employer: The term employer shall denote Punjab National Bank with their Head Office at Plot No. 4, Sector 10, Dwarka, New Delhi – 110075, and any of its employees or representative authorized to act on its behalf.

ii. The Bank: The term Bank shall mean Punjab National Bank, the Employer.

iii. The Engineer in charge: The term means Engineer of the Bank deployed to look after the work.

iv. Solution Provider: The term Solution Provider shall mean M/s _____ (name and address of the Solution Provider) and his/their heirs, legal representatives assigns and successors.

v. Site: The site shall mean the sites indicated in this bid document where the works are to be executed as shown within boundary on the Site Plan including any building and erections thereon allotted by the employer for the Solution Provider's use.

vi. Site Engineer / Bank's Representative: The Site Engineer / Bank's Representative may be appointed by the Bank. The Bank may also determine the number of Site Engineer / Bank's Representatives and the supporting staff at site office- to assist him/her and also whether the Site Engineer / Bank's Representative shall be temporary or permanent. As far as possible, the Site Engineer / Bank's Representative should assume charge of his post before the Solution Provider reports onsite of work. Where more than one Site Engineer / Bank's Representative is appointed, one of them shall be designated as Senior Site Engineer / Bank's Representative by the Bank and the other Site Engineer / Bank's Representative shall be reporting to the Senior Site Engineer / Bank's Representative.

vii. Specifications: The work is to be carried out by the Solution Provider in accordance with specifications, the schedule of quantities and any other instruction, which may be given by the Employer from time to time during the execution of the work.

viii. In case any detailed drawings / specifications are necessary, Solution Provider shall prepare such detailed drawings and/or specifications therefore and have it confirmed by the employer prior to taking up such work.

ix. The Solution Provider shall ask in writing for all clarifications on matters occurring anywhere in specifications and schedule of quantities or to additional instructions at least ten (10) days ahead of the time when it is required for implementations so as to enable the Employer to give a decision thereon.

(Signature of Authorised Signatory)

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- x. "The Work" shall mean the work or works to be executed or done under this contract.
- xi. "Act of Insolvency" shall mean any act as such as defined by the Presidency Towns Insolvency Act or Provincial Insolvency Act or any Amending Statutes.
- xii. "The Schedule of Quantities" shall mean the schedule of quantities as specified and forming part of this contract.
- xiii. Order of precedence for any ambiguity in the schedule of quantities, general conditions, special conditions and specifications for the Solution Provider shall be as per the decision of the Employer and the same will be binding on the Solution Provider, and shall be read as under in the decreasing order of importance.
- a) Schedule of Quantities.
 - b) Special Conditions
 - c) General Conditions.
 - d) Standard (Technical) Specifications of Contract.
 - e) Bureau of Indian Standards specifications.
 - f) State P.W.D./General Engineering Practice.
 - g) Integrity Pact.

Any ambiguity observed shall be brought to the notice of Employer and shall be executed only after obtaining approval from the Employer. In case of any ambiguity between the above, the most stringent one shall follow.

2) BRIEF SCOPE OF WORK

The work consists of **Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises** in accordance with the "Schedule of Quantities" and "Scope of Work". The designing of system, are within the scope of this tender. It includes furnishing all materials, labour, tools and equipment and management necessary for and incidental to the completion of the work. All work, during its progress and upon completion, shall conform to the specifications issued by the Employer. Should any detail essential for efficient completion of the work be omitted from the specifications it shall be the responsibility of the Solution Provider to inform the Employer and to furnish and install such detail with Employer's concurrence only, so that upon completion of the proposed work the same will be acceptable and ready for use.

Employer or his representative may in their absolute discretion issue further drawings and/or written instructions, details, directions and explanations, which are, hereafter collectively referred to as "The Employer's instructions" in regard to:

- a) The variation or modification of the design quality or quantity of works or the addition or omission or substitution of any work; or
- b) Any discrepancy in the drawings or between the schedule of quantities and/or drawings and/or specification; or
- c) The removal from the site of any defective material brought thereon by the Solution Provider and the substitution of any other material thereof; or
- d) The dismissal from the work of any persons employed there upon; or
- e) The opening up for inspection of any work covered up; or

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

g) The rectification and making good of any defects under clauses hereinafter mentioned and those arising during the warranty period.

The Solution Provider shall forthwith comply with and duly execute any work comprised in such Employer's or his representative's instructions, provided always that verbal instructions, Directions and explanations given to the Solution Provider's or his representative upon the works by the Employer or his representative shall, if involving a variation, be confirmed in writing to the Solution Provider(s) within seven days. No works for which rates are not specifically mentioned in the priced schedule of quantities shall be taken up without written permission of the Employer or his representatives. Rates of items not mentioned in the priced schedule of quantities shall be fixed by the Employer as provided in Clause "Variation/Deviation" hereunder.

Regarding all factory made products for which ISI marked products are available, only products bearing ISI marking shall be used in the work unless otherwise specifically requested by Bank.

3) VISIT OF SITE

Intending Bidder shall visit the site and make himself thoroughly acquainted with the local site conditions, nature and requirements of the works, facilities of transport conditions, effective labour and materials, accesses and storage for materials and removal of rubbish. The Bidder shall provide in their bid for cost of carriage, freight and other charges as also for any special difficulties and including police restriction for transport etc. for proper execution of work as indicated in scope of work. The successful Bidder will not be entitled to any claim of compensation for difficulties faced or losses incurred on account of any site conditions which existed before the commencement of the work or which in the opinion of the Employer might be deemed to have reasonably been inferred to be so existing before commencement of work.

4) TENDERS

The e-tender should be submitted by bidder duly priced and also digitally signed.

The schedule of quantities shall be filled in as follows:

- i. The rates column to be filled.
- ii. The employer reserves the right to reject the lowest or any tender.

The Bank reserves the right to accept the tender in full or in part and the bidder shall have no claim for revision of rate or other conditions if his tender is accepted in parts. The bidders should note that the tender is strictly on item rate basis and their attention is drawn to the fact that the rates for each and every item should be correctly worked out and self-supporting. The Employer may call upon a bidder for the detailed analysis of any or all of the rates shall be quoted/submitted by the Solution Provider. The Employer shall not be bound to recognize the Solution Provider's analysis.

The works shall be paid against deliverables on the basis of actual milestones achieved and not as "lump sum" contract.

All items of work described in the schedule of quantities are to be deemed and paid as complete works in all respects and details including preparatory and finishing works involved directly related to and reasonably detectable from the specifications and schedule of quantities and no further extra charges shall be allowed in this connection.

(Signature of Authorised Signatory)

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In the case of lump sum charges in the tender in respect of any item of works, the payment of such items of work shall be made for the actual work done on the basis of lump sum charges as shall be assessed to be payable by the Employer and the same shall be binding on the Solution Provider.

The Employer has power to add to, omit from any works as shown in or described in specifications or included in schedule of quantities and intimate the same in writing to the Solution Provider. However, no addition, omission or variation shall be made by the Solution Provider in any of the works without authorization from the Employer, and any such variation by the Bank shall not vitiate the contract.

The bidder shall note that his bid shall remain open for consideration for a period of 90 days from the date of opening of the tender (Price Bid).

5) CONTACTING THE BANK

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

6) CLARIFICATIONS OF BIDS

The Bank to assist itself in the examination, evaluation and comparison of bids may, at its discretion, ask any bidder for a clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

7) AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, the Bank at its sole discretion may, for any reason, modify the Bidding Documents through amendments. All amendments shall be uploaded on the Bank's websites (www.pnbindia.in and <https://etender.pnbnnet.in>) and shall be binding on all who are interested in bidding. In order to provide prospective Bidders a reasonable time to take into account the amendment if any, while preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

8) MODIFICATION AND WITHDRAWAL OF BID BY THE TENDERER

- i. Modification of the submitted bid shall be allowed on-line and the bidder may modify and resubmit the bid on-line only before the deadline of Bid Hash Preparation. For modification of e-bid, bidder has to rework and upload/resubmit digitally signed modified bid on bank's e-tendering portal i.e. <https://etender.pnbnnet.in>.
- ii. Bids once submitted will be treated as final and no bid may be modified subsequent to the deadline for Bid Hash Preparation.
- iii. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified in tender documents. For withdrawal of bid after the end date of online bid submission, the bidder will have to make a request in writing to Tender Inviting Authority of Bank. Withdrawal of bid may be allowed till issue of work order with the following provision of penal action:

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a) If the request of withdrawal is received before fixing the date for opening of price bid, the EARNEST MONEY DEPOSIT submitted by bidder will be forfeited and bidder will be debarred for 6 months from participating in tenders in Punjab National Bank. The price bid of remaining technically qualified bidders will be opened and the tender process shall go on.

b) If the request of withdrawal is received after fixing the date for opening of price bid, the EARNEST MONEY DEPOSIT submitted by bidder will be forfeited. The price bid of all technically qualified bidders including this bidder (if he found technically eligible) will be opened and action will follow as under:

c) If the bidder withdrawing his bid is other than L-1, the tender process shall go on and bidder will be debarred for 1 year from participating in tenders in Punjab National Bank.

d) If the bidder withdrawing his bid is L-1, the re-tendering shall be done and the said bidder shall be debarred for 2 years from participating in tenders in Punjab National Bank.

e) In either of above cases, if the bidder is MSE, they shall be debarred for a period of 6 months from participating in tenders in Punjab National Bank.

9) AGREEMENT

The successful Solution Provider may be required to sign agreement as may be drawn up to suit local conditions and shall pay for all stamps and legal expenses, incidental thereto.

10) RELATIONSHIP BETWEEN PARTIES:

The engagement of bidder shall not constitute the appointment of either Party as the legal representative or agent of the other Party. This engagement is on a Principal to Principal basis between the Parties hereto. No Party to this engagement shall have any right or authority to assume, create or incur any liability or any obligation of any kind, express or implied, against or in the name of or on behalf of the other Party to this Agreement except as may be specifically provided.

11) PUBLICITY

In connection with the transactions contemplated by this engagement/agreement each Party agrees that it will not use other Parties name, marks, symbols, or logos in any advertising, promotional material, press release, publication, public announcement, or through other media, whether written or oral, without the prior written consent of such other Party.

12) NON-EXCLUSIVITY:

It is expressly agreed that the engagement/agreement between the parties, shall be on a non-exclusive basis. Bank reserves its right to appoint/ engage one or more Solution Providers/ agencies/ solution providers to provide the like services or/ and work concurrently during the currency of engagement.

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13) GOVERNMENT AND LOCAL RULES

The Solution Provider shall confirm to the provisions of all local Bye-laws and acts relating to the work and to the regulations etc. of the Government and local authorities and of any company with whose system the structure is proposed to be connected. The Solution Provider shall give all notices required by said act, rules, regulations and Bye-laws etc. and pay all fees payable to such concerned administrative/municipal authorities for execution of the work involved. The cost if any shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses etc. He shall indemnify the employer against such liabilities and shall defend all actions arising from such claims or liabilities.

14) TAXES AND DUTIES

The bidders must include in their quoted bid prices all duties, royalties, cesses, labour cess, GST or any other taxes or local charges, as applicable. TDS shall be deducted at source and the certificate in respect of TDS shall be issued by the Bank as per rule. Any variation in taxes and duties and/or imposing any new taxes and duties during currency of contract or extended period shall be borne by the bidder. No claim whatsoever on this account shall be entertained.

Bidder may be required to raise GST invoice for individual location and against Bank's GSTIN for the respective state. The decision of Bank in this regard shall be final.

15) PROVISIONAL SUM (P.S.)

All provisional sums described in the schedule of quantities as P.S. shall be exclusively allotted to the purchase of materials and not for any handling and fixing to be done by the Solution Provider. Such cost of handling and fixing with profit (including transport charges if required) shall be separately included in the contract price as described in the schedule of quantities. The disposal of the amounts covered under this head shall be absolutely at the discretion of the Employer. The Solution Provider is liable to make payments for these materials to the suppliers on certificate or orders issued by the Employer and shall realize them through his bills from the Employer.

16) QUANTITY OF WORK TO BE EXECUTED

The quantities shown in the schedule of quantities are intended to cover the entire work but the Employer reserves the right to execute only a part or the whole or any excess thereof without assigning any reason therefore and the same shall be binding on the Solution Provider.

17) OTHER PERSONS ENGAGED BY THE EMPLOYER

The employer reserves the right to execute any part of the work included in this contract or any work which is not included in this contract by other agency or persons and Solution Provider shall allow all reasonable facilities and use of his scaffolding for the execution of such work.

18) TOTAL SECURITY DEPOSIT

The Total Security Deposit on the contract should be 5% of the contract amount. Total Security Deposit comprises of the following:

i) Earnest Money Deposit

(Signature of Authorised Signatory)

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The bidder will have to deposit an amount of **₹ 17,83,400/- (Rupees Seventeen Lacs Eighty Three Thousand and Four Hundred Only)**. EMD to be paid in form of Account Payee Demand Draft (payable at New Delhi and drawn in favour of Punjab National Bank), Insurance Surety Bonds, Fixed Deposit Receipt, Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) (from any Scheduled Commercial Bank other than Punjab National Bank). EMD can also be paid by the bidder through RTGS/ NEFT to the following Bank Account, detailed as below:

Account Name: Imprest A/c – General Services Admin Div

Account No.: 1988002100141010

IFSC: PUNB0976200

Bank: Punjab National Bank

Bid Securities of unsuccessful bidders shall be returned within 30 days of declaration of result of technical evaluation. EMD of successful bidder be kept in sundries account of Bank and shall be converted into performance security. The employer is not liable to pay any interest on the Earnest Money.

ii) Performance Security

The successful bidder/ Solution Provider shall submit Performance security amounting to 5% of awarded work value covering the entire warranty period. The performance Security shall be accepted in form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bankers' Cheque or Bank Guarantee (including e-Bank Guarantee) (from any Scheduled Commercial Bank other than Punjab National Bank) or online payment through NEFT/RTGS. The Performance security submitted in the form of Bank Guarantee (including e-Bank Guarantee) shall remain valid for claim period or a period of 90 days beyond the date of warranties of respective equipment and other contractual obligations. Further, the bidder shall be required to submit performance security for respective year of operation for up to 5% of the amount quoted for respective year of operation on award of work for the said period. The warranty period for the various components delivered under the contract shall be as under:

S.No.	Description	BoQ Item Nos	Duration of Performance Security	Performance Security to be Submitted within
1	Performance Security against Large Format Displays	1.6	3 Years from project Sign-Off + Claim Period of 90 days	1 week from award of work
2	Other Hardware and Software Components	1.1 to 1.5	1 Year from project Sign-Off + Claim Period of 90 days	1 week from award of work
3	Operation Charges for First	1.7 to 1.8	1 Year (during the period of operation) +	1 week from award of work

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S.No.	Description	BoQ Item Nos	Duration of Performance Security	Performance Security to be Submitted within
	Year of operation		Claim Period of 90 days	for First Year of Operation
4	Operation Charges for Second Year of operation	2.1 to 2.7	1 Year (during the period of operation) + Claim Period of 90 days	1 week from award of work for Second Year of Operation
5	Operation Charges for Third Year of operation	3.1 to 3.7	1 Year (during the period of operation) + Claim Period of 90 days	1 week from award of work for Third Year of Operation
6	Operation Charges for Fourth Year of operation	4.1 to 4.8	1 Year (during the period of operation) + Claim Period of 90 days	1 week from award of work for Fourth Year of Operation
7	Operation Charges for Fifth Year of operation	5.1 to 5.8	1 Year (during the period of operation) + Claim Period of 90 days	1 week from award of work for Fifth Year of Operation

Bank reserves the right to set off the performance security deposited by the solution provider for one head, or any other payments due, against claim for against any sub head of work after giving 1 weeks' notice.

In case of abnormally low bid for Operation Charges, the period of performance security against the total amount quoted for BoQ. Item nos 1.1 to 1.6 shall be till the end of entire period of operation, i.e., 5 years, instead of the warranty period specified for the respective items.

19) SOLUTION PROVIDER TO PROVIDE EVERYTHING NECESSARY

The Solution Provider shall provide everything necessary for the proper execution of work according to the intent and meaning of the scope of work, schedule of quantities and specifications taken together whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred there from and if the Solution Provider finds any discrepancies therein, he shall immediately and in writing refer the same to the employer whose decision shall be final and binding.

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The rates quoted against individual items will be inclusive of everything necessary to complete the said items of work within the contemplation of the contract and beyond the unit price. No extra payments will be allowed for incidental or contingent work, labour and/or materials inclusive of all taxes and duties whatsoever except for specific taxes, if any, stipulated in the tender documents.

The Solution Provider shall supply, fix and maintain at his own cost for the execution of work, all tools tackles, machinery and equipment.

The Solution Provider shall at all times give access to workers by the Employer or any men employed on the buildings.

20) TIME OF COMPLETION, EXTENSION OF TIME & PROGRESS CHART

i. Time of completion

The entire work is to be completed in all respects within the stipulated period **120 Days** from the commencement date. Time is the essence of the contract and shall be strictly observed by the Solution Provider.

The work shall not be considered as completed until the Employer have certified in writing that work has been completed and the warranty period shall commence from the date of such certificate.

ii. Extension of Time

If, in the opinion of the Employer the works be delayed

- a) By reason of instruction from the employer in consequence of proceedings taken of threatened by or disputes, with adjoining or neighboring owners or
- b) By the works, or delay, of other Solution Providers or tradesmen engaged or nominated by the Employer and not referred to in the specification or
- c) By reason of authorized extra and additions or
- d) By reason of any combination of workmen or strikes or lock-out effecting any of the building trades or
- e) From other causes which the employer may consider are beyond the control of the Solution Provider, the Employer at the completion of the time allowed for the contract, shall make fair & reasonable extension of the time for completion in respect therefore. In the event of the Employer failing to give possession of the site upon the day specified above the time of completion shall be extended suitably.

In case of such strikes or lock-outs, as are referred to above, the Solution Provider shall immediately give the Employer, written notice thereof. Nevertheless, the Solution Provider shall use his best endeavors all that to prevent delay, and shall do all that may be reasonably required, to the satisfaction of the Employer to proceed with the works and on his doing so that it will be ground of consideration by the Employer for an extension of time as above provided. The decision of Employer as to the period to allow for an extension of time for completion hereunder (Which decision shall be final and binding on the Solution Provider) shall be promulgated at the conclusion of such strike or lock-out and the employer shall then, in the event of an extension being granted, determine and declare the final completion date. The provision in clause 20.4 with respect to payment of liquidated damages shall, in such case, be read and

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construed as if the extended date fixed by the employer were substituted for and the damage shall be deducted accordingly.

iii. Progress of work

During the period of execution the Solution Provider shall maintain proportionate progress on the basis of a programme chart submitted by the Solution Provider immediately before commencement of work and agreed to by the Employer. Solution Provider should also include planning for procurement for scarce material well in advance and reflect the same in the programmed chart so that there is no delay in completion of project. A Progress report of the work is to be submitted by the Solution Provider fortnightly in the format approved by the Employer.

iv. Liquidated Damages

Should the work be not completed to the satisfaction of the Employer within the stipulated period, the Solution Provider shall be bound to pay to the employer a sum calculated as given below by way of liquidated damages and not as penalty during which the work remains un commenced or unfinished after the expiry of the completion date.

The liquidated damages shall be applicable as per schedule of completion indicated in the bid document. Any delay beyond this, Punjab National Bank shall be free to terminate the contract and get the work done from an alternate source at the risk of the Solution Provider.

21) TOOLS & STORAGE OF MATERIALS

The Solution Provider shall provide at his own cost all tools and facilities required for the work to complete the work within the specified time.

The Solution Provider shall not fix or place any placards or advertisement of any description or permit the same to be fixed or placed in or upon any boarding, gantry, building structure other than those approved by the Employer.

Solution Provider shall indemnify the Employer against any possible damage to the building, or members of the public in course of execution of the work.

Storage of materials: The Solution Provider shall maintain proper storage and adequate protection of the materials etc. and other work that may be executed on the site including the tools and materials and remove same on completion.

Tools: All kinds of tools necessary on the works shall be provided by the Solution Provider for the due performance of this contract as instructed by the Site Engineer / Bank's Representative.

22) NOTICE AND PATENTS OF APPROPRIATE AUTHORITY AND OWNERS

The supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software etc., or any part thereof in India.

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I. The supplier shall, at their own expense, defend and indemnify the Bank against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

II. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible including all expenses and court and legal fees.

III. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

IV. The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

23) SOLUTION PROVIDER IMMEDIATELY TO REMOVE ALL OFFENSIVE MATTERS FROM THE SITE

The Solution Provider shall arrange for the disposal of waste material etc. accumulated to the satisfaction of the Employer and the local authority and no claims will be entertained afterwards if he does not include in his rates for the purpose.

24) ACCESS

Any authorized representative of the Employer shall at all reasonable times have free access to the works and / or to the warehouses, facilities or other places where materials are being prepared / stored for the work and also to any place where the materials are lying or from where they are being obtained, and the Solution Provider shall give every facility to the Bank or their representatives necessary for inspection and examination and test of the materials.

25) MATERIALS USED FOR WORK

All the works specified and provided for in the specification or which may be required to be done in order to perform and complete any part thereof shall be executed by the Solution Provider in the best manner with materials of the best and approved quality of the respective kinds in accordance with the particulars contained in and implied by the specifications and as represented by the drawings (if any) or according to such other additional particulars and instructions as may from time to time be given by the Employer during the execution of the work, and to his entire satisfaction.

All the materials (except where otherwise described) stores and equipment required for the full performance of the work under the contract must be provided through normal channels and must include charge for import duties, sales taxes, octroi, GST and other charges and must be the best of their kind available and Solution Providers must be entirely responsible for the proper and efficient carrying out of the work. The work must be done in the best workman like manner.

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26) REMOVAL OF IMPROPER WORK

The Employer shall during the progress of the work have power to order in writing from time to time the removal of any materials etc. from the work within such reasonable time or times as may be specified in the order which in the opinion of the Employer are not in accordance with specification or instructions. The employer shall have the said powers in case of the substitution or proper re-execution of any work executed with materials or implementation is not in accordance with the specifications or instructions. In case the Solution Provider refuses to comply with the order the Employer shall have the power to employ and pay other agencies to carry out the work and all expenses consequent thereon or incidental there to as certified by the Employer. Such expenses or costs paid by the Employer shall be borne by the Solution Provider or may be deducted from any money due to or that may become due to the Solution Provider.

27) SITE ENGINEER / BANK'S REPRESENTATIVE

The term "Site Engineer / Bank's Representative" shall mean the person posted at site by Employer to superintend the work. The Solution Provider shall afford the Site Engineer / Bank's Representative every facility and assistance for examining the works and materials for checking and measuring work and materials. The Site Engineer / Bank's Representative shall have no power to revoke, alter, enlarge or relax any requirements of the Solution Provider or to sanction any day work, additions, alterations, deviations, or omissions or any extra work whatever, except in so far as such authority may be specially conferred by a written order of the Employer.

The Site Engineer / Bank's Representative shall have power to give notice to the Solution Provider or to his foreman of non- approval of any work or materials and such work shall be suspended or the use of such materials shall be discontinued until the decision of the Employer is obtained. The work will from time to time be examined by the Engineer from the premises department of the Employer and the Site Engineer / Bank's Representative, if any, but such examination shall not in any way exonerate the Solution Provider from the obligation to remedy and defects which may be found to exist at any stage of the work or after the same is complete. Subject to the limitations of this clause, the Solution Provider shall take instruction only from the Employer.

28) SOLUTION PROVIDER'S EMPLOYEES

The Solution Provider shall employ technically qualified and competent supervisor(s) / project manager(s) for the work who shall be available (by turn) throughout the working hours as single point of contact to receive and comply with instructions of the Employer. The Solution Provider shall employ in connection with the work persons having the appropriate skill or ability to perform their job efficiently.

The Solution Provider shall employ local workers on the work as far as possible. No worker below the age of eighteen years and who is not an Indian national shall be employed on the work. Any Worker supplied by the Solution Provider to be engaged on the work on day work basis either wholly or partly under the direct order or control of the Employer or his Representatives, shall always be deemed to be a person employed by the Solution Provider.

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The Solution Provider shall maintain relevant records and comply with the provisions of all applicable labour legislations, rules and regulations framed thereunder, both state and central, including but not limited to the requirements of:-

- a. The Payment of Wages Act
- b. Employer's Liability Act
- c. Workmen's Compensation Act
- d. Contract labour (Regulation 7 Abolition) Act, 1970 and Central Rules 1974
- e. Apprentices Act 1961
- f. Minimum Wages Act 1948.
- g. Industrial Disputed Act. 1947.
- h. Maternity Benefit Act 1961.
- i. ESI Act.
- j. Payment of Bonus Act.
- k. Payment of Gratuity Act.
- l. The Employees' Provident Funds and Miscellaneous Provisions Act, 1952
- m. Any other Act are enactment relating thereto and rules framed there under from time to time.

The Solution Provider shall keep the Employer saved, harmless and indemnified against all the claims under applicable labour laws or otherwise, if any, of the workmen or any other person and all costs and expenses as any be incurred by the Employer in connection with any claim that may be made by any workman or any other person. The successful bidder shall be responsible for settling any claim / compensation against any and all damages and accidents caused due to negligence on the part of his employees/workers engaged by it for fulfilling the obligations under this agreement and keep Bank indemnified from any compensation / liability.

Bank shall not be responsible for any violation by the Solution Provider on the above mentioned acts/ rules. The Solution Provider shall be wholly/ solely responsible for any claim in the above referred subjects

The Solution Provider shall be responsible for all statutory provisions and deductions towards ESI, PF or any other applicable Labour Laws, as the case may be or any other levies and taxes shall be borne by the Solution Providers.

The Solution Provider shall be responsible for payments of all statutory dues with respect to each of his personnel/employees engaged by him to render service under this Agreement with respect to each applicable/extant labour law. No dues/contributions under any labour legislations as applicable, remain payable by the Employer with respect to his personnel/employees, and the Solution Provider shall produce all records to the Engineer-in-charge or any other statutory authority as and when called for. The Engineer- in-charge does not hold any responsibility on account of any lapses in this regard. The Solution Provider shall submit an undertaking in this regard with each bill confirming payment of all dues of sub-Solution Providers and all statutory wages to labour working under him/her/sub-Solution Provider.

Bank shall not be held responsible for any penalty on failure of the any Labour Regulations. Bank shall have the power to inspect the Wage Register and for physical verification of salary paid to the staff with reference to any records of the Solution Provider and to insist the Solution Provider to comply with Laws.

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The Solution Providers shall arrange to provide first-aid treatment to the labourers engaged on the works. He shall within 24 hours of the occurrence of any accident at or about the site or in connection with execution of the works, report such accident to the employer and also to the competent authority where such report is required by law.

29) DISMISSAL OF WORKMEN

The Solution Provider shall in the request of the Employer immediately dismiss from works any person employed thereon by him who may in the opinion of the Employer be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of claim for compensation or damages against the Employer or any of its officers or employee.

30) ASSIGNMENT

The whole of the works included in the contract shall be executed by the Solution Provider and the Solution Provider shall not directly or indirectly transfer, assign or sublet the Contract or any part, share or interest therein nor, shall take a new partner without written consent of the Employer and no subletting shall relieve the Solution Provider from the full and entire responsibility of the contract or from active superintendence of the work during their progress.

31) INSURANCE

Unless otherwise instructed the Solution Provider shall insure the works for all risk (include fire & third party) of the Solution Provider for 105% of the total tender value in the joint names of the Punjab National Bank and the Solution Provider (the name of Punjab National Bank placed first in the policy) and keep them insured until the project sign-off of the contract against any loss or damage of the material and of project. The insurance must be placed with a company approved by Punjab National Bank for such amount and for any further sum if called to do so by Punjab National Bank. The premiums of such further sum being allowed to the Solution Provider as an authorized extra. The Solution Provider shall deposit the policy and receipt of premium paid with Punjab National Bank within three (3) days from the date of issue of work order unless otherwise instructed.

In default of the Solution Provider insuring as provided above, Punjab National Bank on its behalf may so insure and may deduct the premiums paid from any money due, or which may become due to the Solution Provider. The Solution Provider shall as soon as the claim under the policy is settled or the work reinstated by Insurance Company should they elect to do so, proceed with due diligence with the completion of the works in the same manner as though the fire has not occurred and in all respects under the conditions of the contract. The Solution Provider in case of rebuilding or reinstatement after fire shall be entitled to extension of time for completion, as the Employer may deem fit.

32) ACCOUNTS RECEIPT & VOUCHERS

The Solution Provider shall, upon the request of the Employer furnish them with all the invoices, accounts, receipts and other vouchers that they may require in connection with the works under this contract. If the Solution Provider shall use materials less than what he is required under the contract, the value of the difference in the quantity of the

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materials he was required to use and that he actually used shall be deducted from his dues. The decision of the Employer shall be final and binding on the Solution Provider as to the amount of such materials.

33) VALIDATION OF FINAL DELIVERABLES

Before validating final deliverables, the Site Engineer / Bank's Representative or a subordinate deputed by him shall give reasonable notice to the Solution Provider. If the Solution Provider fails to validate the deliverables after such notice or fails to countersign or to record the difference / deviations within a week from the date of validation in the manner required by the Site Engineer / Bank's Representative then in any such event the Deliverables recorded by the Site Engineer / Bank's Representative or by the subordinate deputed by him as the case may be is final and binding on the Solution Provider and the Solution Provider shall have no right to dispute the same.

34) PAYMENTS

All bills shall be prepared & submitted by the Solution Provider. The bills in proper forms must be duly accompanied by installation / commissioning reports in support of the quantities of work done and must show deductions for all previous payments, performance security (if any) etc. The bill shall be checked at site by Site Engineer / Bank's Representative who shall issue a certificate after due scrutiny of the Solution Provider's bill which may be further verified by the Employer and the Solution Provider shall be entitled to payment thereof within the period of honouring certificates named in these documents, as per final verified amount by the Employer. Payments shall be made in accordance with Section-13 "Time Schedule of Completion". In case of delay, an Adhoc advance of 75% of the billed amount /assessed work done may be paid on the request of the Solution Provider for the smooth progress of work at the sole discretions of the Bank.

The amount as stated in an interim certificate shall be the total value of work properly executed less less installments previously paid under these conditions, provided that such certificate shall only include the value of said material and goods as and from such time as they are reasonably, properly and not prematurely brought to or placed adjacent to the work and then only if adequately protected against weather or other casualties.

If the Employer had supplied any materials or goods to the Solution Provider, the cost of any such materials or goods will be progressively deducted from the amount due to the Solution Provider in accordance with the quantities consumed in the work.

All the interim payments shall be regarded as payment by way of advance against the final payments only and not as payments for work actually done and completed and shall not preclude the requirement of bad or unsound or imperfect or unskilled work to be removed and taken away and be reconstructed or re-erected or to be considered as an admission of the due performance of the contract or any part thereof in any respect or the accruing of any claim. Any interim payments shall not conclude determine or affect in any way the powers of the Employer under these conditions or any of them as to the final settlement and adjustment of the accounts or otherwise or in any other way to vary or affect the contract. The final bill shall be submitted by the Solution Provider within one month of the date fixed for completion of the work or of

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the date of certificate of project sign-off furnished by Employer and payment shall be made within 30 Days.

35) FINAL PAYMENTS

The period of Final Validation of Deliverables will be one (1) Month from date of Completion. The final bill shall be accompanied by a certificate of completion from the Employer. Performance security shall be refunded after the completion of the warranty period and rectification of defects to the entire satisfaction of the Employer. The acceptance of payments of the final bill by the Solution Provider would indicate that he would have no further claim in respect of the work executed.

36) VARIATION / DEVIATIONS

The Solution Provider may when authorized and shall, when directed in writing by the Employer add or omit, or vary the works described in the specifications or included in the priced schedule of the quantities. The Solution Provider on his own accord shall make no addition omission or variation without such authorization or direction of the Employer. A verbal authorization of direction by the Employer shall when confirmed correctly by the Solution Provider in writing within 3 days shall be deemed to have been given in writing.

The Solution Provider shall send to the Employer once in every month a statement giving particulars, as full and as much detailed as possible, of all claims for any additional payment to which the Solution Provider may consider himself entitled and of all extra or additional works ordered by the Employer which he has executed during the preceding month.

No interim claim for payment for any such work or expense, will be considered which has not been included in such a statement provided always that the Solution Provider shall be entitled after taking Employer's sanction to authorize payment to be made for any such work or expense, notwithstanding the Solution Provider's failure to comply with this condition.

The rates for additional, altered substituted work shall be arrived at in accordance with the following rules:-

- i. The net rates or prices in the contract schedule shall determine the valuation of (the rates for) the extra work (items) where such extra work is of similar character and is executed under similar conditions as the work prices mentioned therein.
- ii. If the rates for the extra altered or substituted or (deviated) work are not provided for (available) in the schedule of quantities, they shall, to the extent possible be derived out of rate given in that schedule for similar or near similar items. For the purpose of such deviation, where necessary and when so directed, the Solution Provider shall furnish detailed analysis for the said similar or near similar items in the contract schedule. For such portions of the analysis, for the extra, altered or substituted (deviated) work for which prices cannot be abstracted from the corresponding analysis of rates for the said similar or near similar items in the contract schedule, market rates sustained by purchase bill / vouchers dependable printed price schedule of materials of different type shall be adopted, using quantum of materials, labour (man-hours / service charges), Tools & Plants and sundries, and adding 15% towards profit & overheads and taxes and multiplied by (total quoted tendered amount divided by

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estimated cost put to tender). When called upon to do so, the Solution Provider shall submit the required purchase bills / vouchers.

- iii. In respect of contract which incorporates more than one schedule, the rate applicable in case (i) above if not provided for in the Schedule pertaining to the work in which the addition, alteration or substitution (deviation) occurs shall be taken as the lowest applicable rate in other schedules. Similarly in case (ii) above if similar or near similar items cannot be found in the schedule pertaining to the work in which the addition, alteration or substitution (deviation) occurs, similar or near similar items from the other schedule shall be adopted.
- iv. In the case of additional, altered substituted (deviated) for which rates cannot be reasonably be derived as at (ii) and (iii) above, the rates shall be worked out adopting market prices, substantiated by purchase bills / vouchers using quantum of materials, labour (man-hours / service charges), Tools & Plants and sundries, and adding 15% towards profit & overheads and taxes and multiplied by (total quoted tendered amount divided by estimated cost put to tender). When called upon to do so the Solution Providers shall submit his purchase bills / vouchers to the Employer.
- v. The question as to what particular items, being similar or near similar to the additional, altered or substituted (deviated) work in the contract schedule are to be adopted for deviation of rates for the additional, altered for substituted deviated work and whether the said rates cannot be derived from similar or near similar items in the contract schedule shall be decided by the Employer and the same shall be binding on the Solution Provider.
- vi. In case (ii) to (iv) the Solution Provider is required to submit his analysis of rates adopting the principles enunciated, after scrutinizing the analysis any other papers furnished will allow such rates as he considers reasonable after obtaining Employer's sanctions.
- vii. Where extra work is of such a nature that it cannot be properly measured or valued, the Solution Provider shall be allowed day work priced at the net rates stated in the tender or the priced schedule of quantities or if not so stated then in accordance with the minimum local day work rates and wage for the district notified by the concerned authority provided that in either case if required by the Employer, vouchers, muster rolls and other documents, required for proper verification of the labour employed and the materials deployed on the said work and the costs thereof be delivered to the Site Engineer / Bank's Representative or his representative on or before the end of the week following that in which work has been executed.
- viii. The question as to whether extra work is of such nature that it cannot be properly measured or valued will be decided by the Employer. The margin to be allowed on actual costs to the Solution Provider towards profit and overhead shall be 15% and taxes and multiplied by (total quoted tendered amount divided by estimated cost put to tender).

37) DEVIATION FOR TENDER QUANTITIES UPTO 25% & ABOVE 25%

The tender rates shall hold good for any increase in the tendered quantities up to variation of 25%. In case tender quantities of an individual item exceeds the deviation

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limit of 25% the rates for the excess quantities over and above the deviation limit shall be payable as per market rates analysis or quoted rates in tender, whichever is lower. The market rates analysis sustained by purchase vouchers / bill using constant only of materials, Labour, T&P etc. with 15% towards profit. & Overheads and taxes and multiplied by (total quoted tendered amount divided by estimated cost put to tender).

38) SUBSTITUTION

Should the Solution Provider desire to substitute any materials and workmanship, he/they must obtain the approval of the Employer in writing for any such substitution well in advance. Materials designated in this specification indefinitely by such terms as "Equal" or "other approved" etc., specific approval of the Employer has to be obtained in writing. The rate of substitution item shall be calculated as per market rate analysis, sustained by purchase vouchers / bill using quantum of materials, labour (man-hours / service charges), Tools & Plants and sundries with 15% towards Solution Providers profit & Overheads and taxes and multiplied by (total quoted tendered amount divided by estimated cost put to tender).

39) PREPARATION OF WORKS FOR USE ON COMPLETION

The whole of the work will be thoroughly inspected by the Solution Provider and deficiencies and defects put right. On completion of such inspection and Solution Provider shall inform the Employer that he has completed the work and it is ready for inspection.

40) DEFECTS AFTER COMPLETION

The warranty period shall commence from the certified date of project sign-off issued by the Employer. The Solution Provider shall make good at his own cost and to the satisfaction of the Employer all defects, other faults which may appear within warranty period after completion of the work. In default, the Employer may employ and pay other persons to amend and make good such damages, losses and expenses consequent thereon or incidental thereto shall be made good and borne by the Solution Provider and such damages, losses and expenses shall be recoverable from him by the employer or may be deducted by the Employer, in lieu of such amending and making good by the Solution Provider, deduct from any money due to the Solution Provider a sum equivalent to the cost of amending such work and in the event of the amount retained being insufficient, recover that balance from the Solution Provider from the amount retained under clause no. 18 together with any expense the Employer may have incurred in connection therewith.

41) RIGHTS OF TECHNICAL SCRUTINY BY CHIEF TECHNICAL EXAMINER

The work is liable to be technically audited by the Chief Technical Examiner of the Central Vigilance Commission, Government of India from time to time. Any defects, improvements or testing etc. pointed out by the Chief Technical Examiner should be carried out by the Solution Provider at his own cost and any deduction suggested by the CTE will be affected.

The Employer shall have a right to cause a technical examination and audit of works and the final bills of the Solution Provider including all supporting vouchers, abstract

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etc. to be made at the time of payment of the final bill. If as a result of this examination or otherwise any sum is found to have been over paid in respect of any work done by the Solution Provider under the contract the Solution Provider shall be liable to return the amount of over payment and it shall be lawful for the Employer to recover the same from him from any sum or sums due to him and in any other manner legally permissible and if it is found that the Solution Provider was paid less than what was due to him under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by the Employer.

Any sum of money due and payable to the Solution Provider (including Security Deposit returnable to him) under this contract may be appropriated by the Employer and set off against any claim of the Employer of the payment of a sum of money arising out of or under any other contract made by the Solution Provider with Employer.

42) IDLE LABOUR

Whatever the reasons may be, no claim for idle labour, additional establishment cost of hire and labour charges of tools and plants would be entertained under any circumstances by the Employer and the decision of the Employer shall be binding on the Solution Provider.

43) FORCE MAJEURE

Any failure or delay by Solution Provider or Bank in performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination.

Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the Solution Provider shall notify within 2 days the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Solution Provider shall continue to perform its obligation under the contract to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly , and shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Further, Bank also reserves the right to assign the work to other Vendor without any consequences and claims at the risk and cost/responsibility of the Solution Provider.

44) SUSPENSIONS

If the Solution Provider, except on account of any legal restraint upon the Employer preventing the continuance of the work, abandons, suspends work or in the opinion of the Employer, the Solution Provider neglects or fails to proceed with due diligence in the performance of his part of the contract, the Employer shall have the power to give notice in writing to the Solution Provider requiring the work be proceeded within a reasonable manner and with reasonable dispatch, such notices purport to be a notice under this clause.

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After such a notice is served upon the Solution Provider, the Solution Provider shall not be at liberty to remove from the site of the works or from any ground contiguous thereto any plant or materials, and such an obligation shall subsist from the date of such a notice being served until the notice be complied with by the Solution Provider. If the Solution Provider fails to comply with such a notice for a period of 7 (seven) days to proceed with the works as therein prescribed, the Employer may proceed as provided in clause 59 (Termination of contract by Employer).

45) DELINQUENCIES OF SOLUTION PROVIDERS

The under noted delinquencies/ defaults/ misconduct/ misdemeanors on the part of Solution Provider will attract disciplinary action in accordance with the clause 46 mentioned herein below:

- i. Incorrect information about credentials, about his performance, equipment, resources, technical staff etc.
- ii. Non-submission of the fresh/ latest Income Tax Clearance certificate.
- iii. Irregular tendering practice.
- iv. Submission of tender containing for too many arithmetical errors and freak rates.
- v. Revocation of a tender without any valid reasons.
- vi. Tardiness in commencing work.
- vii. Poor organization at site & lack of his personal supervision.
- viii. Ignoring Employer's Notices for replacement/ rectification of rejected materials, workmanship etc.
- ix. Violation of any of the important conditions of contract, i.e. site facilities, insurance, labour laws, ban on subletting etc.
- x. Lack of promptitude and co-operation in measurement of work and settlement of final account.
- xi. Non-submission of vouchers and proofs of purchase etc.
- xii. Tendency towards putting up - false and untenable claims.
- xiii. Tendency towards suspension of work for frivolous reasons.
- xiv. Bad treatment of labour.
- xv. Bad treatment of Sub-Solution Providers (piece workers) and un-business like dealing with suppliers of materials.
- xvi. Lack of co-operation with nominated Solution Providers or Employer's Labour.
- xvii. Solution Provider becoming Bankrupt or insolvent.
- xviii. Solution Provider's conviction by any court of law.
- xix. Failure to satisfactorily rectify defects during Warranty period and discovery of latent defects in Solution Providers work after the expiry of warranty period of his contract.

46) DISCIPLINARY ACTION AGAINST (DELINQUENCIES OF) SOLUTION PROVIDER.

The award of the under noted disciplinary action shall be considered:

- i. Placing of an embargo on the issue of tenders or temporary suspension from the Employer's approved list.
- ii. Permanent ban on issue of tenders & removal from the Employer's approved list.
- iii. Circulation of the Solution Provider name to other public Undertaking or Government Department or concerned regulatory authorities of Solution Provider, if any, for non-entertainment of this publication for contract work.
- iv. Debarment:

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- a. In case MSE bidder refuses to take up the contract/dishonour the contract, that MSE Solution Provider /vendor may be debarred from participating in the tenders for next six months. Non MSE Bidders shall be debarred for a period of 2 years.
- b. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years along with such other actions as may be permissible under law.
- c. A bidder can also be debarred for any actions or omissions by the bidder which in the opinion of the competent authority of Bank, warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works

47) TERMINATION OF CONTRACT BY EMPLOYER

In the following circumstances/ events, the contract shall be terminated by the Employer:-

- I.If the Solution Provider being a company goes into liquidation whether voluntary or compulsory; or
- II.Being a firm, stand dissolved; or
- III.If the official assignee in insolvency or receiver of the Solution Provider in insolvency, repudiates the contract; or.
- IV.If receiver of the Solution Provider's firm appointed by the court shall be unable to, within 14 days after notice to him requiring him to do so, to show to the reasonable satisfaction of the employer that he is able to carrying out and fulfill the contract and if so required by the employer to give reasonable security therefore.
- V.If the Solution Provider:
 - a) Suffers execution to be issued;
 - b) Suffers any payment under this contract to be attached by or on behalf of and of the creditors of the Solution Provider;
 - c) Assigns, charges or encumbers this contract or any payment due or which become due to the Solution Provider hereunder
 - d) Neglects or fails to observe and perform all or any of the acts, matters of things by this contract, to be observed and performed by the Solution Provider within three clear days after the notice shall have been given to the Solution Provider in manner hereinafter mentioned requiring the Solution Provider to observe or perform the same
 - e) Uses improper materials or workmanship in carrying on the works
 - f) In the opinion of the Employer does not exercise such due diligence and make such due progress as would enable the work to be completed within due time agreed upon, and fails to proceed to the satisfaction of the Employer after three clear days' notice requiring the Solution Provider so to do shall have been given to the Solution Provider as hereinafter mentioned,
 - g) Breaches any of the conditions of the contract in any of the abovesaid cases or otherwise;
 - h) Any threat is perceived or observed on the security of Bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by solution provider.

The Bank may notwithstanding previous waiver determine the contract by a notice in writing to the effect as hereinafter mentioned, but without thereby effecting the powers of the Employer & the obligations & liabilities of the Solution Provider the whole of

(Signature of Authorised Signatory)

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which shall continue in force as fully as if the contract, had not been so determined and as if the works subsequently executed had been executed by or on behalf of the contract (without thereby creating any trust in favour of the Solution Provider).

Further the Employer or his agent, or servant:

- i. may enter upon and take possession of the work and materials lying upon premises and sell the same as his own property;
- ii. may employ the same by means of his own servants and workmen in carrying on and completing the works;
- iii. by employing any other Solution Providers or other persons or person to complete the works and the Solution Provider shall not in any way interrupt or do any act, matter of thing to prevent or hinder such other Solution Providers or other persons or persons employed for completing and finishing or using the materials and plants for the works.

When the works stands completed, or as soon thereafter as conveniently may be, the Employer shall give notice in writing to the Solution Provider to remove his surplus materials, and should the Solution Provider fail to do so within a period of fourteen (14) days after receipt of the notice by him, the Employer may sell the same by public auction and shall give credit to the Solution Provider for the amount so released.

Any expenses or losses incurred by the Employer in getting the works carried out by other Solution Providers shall be adjusted against the amount payable to the Solution Provider by way of selling his tools and plants, or due on account of work carried out by the Solution Provider prior to engaging other Solution Providers or against the Security Deposit.

48) DISPUTES AND ARBITRATION:

All disputes or differences, whatsoever, arising between the parties out of or in relation to the terms and conditions, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably.

In case they are not able to settle the disputes or differences between them amicably, the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least thirty (30) days' notice in writing to the other party clearly setting out there in the specific disputes and the same shall be settled by arbitration in accordance with the Indian Laws relating to arbitration, i.e. in accordance with the provision of the Indian Arbitration and Conciliation Act, 1996 and Rules and Regulations framed thereunder including all amendments up to date and the award made in pursuance thereof shall be binding on the parties. The matter may be referred to a sole arbitrator nominated by the Bank, who shall give a reasoned award and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be at Delhi.

All arbitration proceeding shall be conducted in English and a daily English record of such proceeding shall be maintained.

Any appeal against the arbitration award will be subject to the jurisdiction of courts at Delhi only.

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The Solution Provider shall continue to work under the work Contract during the arbitration proceedings unless otherwise directed in writing by the bank, unless the matter is such that the works/services cannot possibly be continued until the decision of the arbitrator or of the presiding arbitrator, as the case may be, is obtained.

However during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.

49) EXCEPTED MATTERS FROM ARBITRATION

If the dispute or difference pertains to the under noted matters (called excepted matters) the decision in writing of the Employer shall be final, conclusive and binding on the parties.

- a. Instructions given by the Employer;
- b. Transactions with local authorities.
- c. Proof of quality of materials.
- d. Assigning or under letting of the contract
- e. Certificate as to the causes of delay on the part of the Solution Provider and justifying extension of time.
- f. Rectifying of defects pointed out during the warranty period.
- g. Notice to the Solution Provider to the effect that he is not proceeding with due diligence.
- h. Certificate that the Solution Provider has abandoned the contract.
- i. Notice of the determination of the contract by the Employer.

50) OTHER TERMS & CONDITIONS:

Bank shall not entertain any claim arising on account of damages, compensation or expenses payable as a result of any accident or injury sustained by any workman/staff of the Solution Provider or any claim under the Workman's Compensation Act. The Solution Provider may obtain necessary insurance cover to meet any of the above contingencies.

The Solution Provider and his staff shall abide by the regulations/requirements of Security Department and strictly follow the rules. Bank's security staff will have the right to check, search or interrogate any of the Solution Provider's staff while entering/ remain present/ leaving the Bank premises for security purposes.

The Solution Provider shall be responsible for any loss/damage to the materials and other assets of the Bank by his staff deployed for duty.

The Solution Provider shall also be wholly responsible for theft, burglary, fire or any other mischievous act and conduct done by their staff.

NOTICES

Notices as required by the agreement that shall be entered with the successful bidder shall be sent to the addresses as would be mentioned first therein or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

(Signature of Authorised Signatory)

51) CLAUSES REGARDING BIDDERS FROM COUNTRIES SHARING LAND BORDER WITH INDIA

i. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. Further, any bidder (including bidder from India) having specified Transfer of Technology (TOT) arrangement with an entity from a country which shares a land border with India, shall also require to be registered with the same competent authority.

ii. "Bidder" (including the term 'tenderer', 'consultant' or 'solution provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

iii. "Bidder (or entity) from a country which shares a land border with India" for the purpose of this Order means: -

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

iv. The beneficial owner for the purpose of (iii) above will be as under:

a) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation: -

- i. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
- ii. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

b) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

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c) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

d) Where no natural person is identified under (a) or (b) or (c) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

e) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

v. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

vi. The successful bidder shall not be allowed to sub-contract works to any Solution Provider from a country which shares a land border with India unless such Solution Provider is registered with the Competent Authority.

vii. The registration shall be valid at the time of submission of bid and at the time of acceptance of bid.

viii. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution

52) REPEAT ORDERS:

The rates quoted by the Solution Provider shall remain applicable for the following durations for repeat orders:

- i. Large Format Displays (BoQ item no 1.6.): 12 months from the date of project sign-off.
- ii. Installing and Configuring Client Software License (BoQ item no 1.2.): 5 years from the date of project sign-off. Thereafter the rates for annual licence for respective year of operation to apply.
- iii. Supply, Installation, Testing and Commissioning of Dual M2M IoT sim Based Router (BoQ item no 1.2.): 5 years from the date of project sign-off. Thereafter the rates for annual CAMC for respective year of operation to apply.
- iv. Sim Charges: As per Annual Charges for M2M for respective year of operation on pro rata basis as per time of order / installation.
In case downward trend is observed in the rates of items, Bank may ask the Solution Provider to lower the rates. Bank, if required, shall enter into a separate Rate Contract Agreement for repeat orders.

11. SPECIAL CONDITIONS OF CONTRACT

- 1) The bidder shall acquaint himself with the proposed site(s) of work before quoting his rates. The Solution Provider should note and bear in mind that the Bank shall bear no responsibility for the lack of acquaintance of site(s) and other conditions or any information relating thereto or on their part.
- 2) If for any reasons, any part of the site is not available temporarily for some time for part of the work under the contract, the agreed implementation schedule shall be suitably modified and Solution Provider shall diligently divert his men and materials to utilize them appropriately, profitably and no claim of damages whatsoever shall be entertained on this account. However, the Solution Provider shall be allowed extension of time for completing the work as deemed fit by the competent authority. The Solution Provider shall also not be entitled to any compensation for any loss suffered by him and revision in the rates quoted by him.
 - a) On account of delay in commencing the work by the Solution Provider.
 - b) On account of reduction in the scope of work.
 - c) On account of suspension of work or abandoned after award of work.
- 3) The Solution Provider shall provide, at his own cost instruments for weighing and measuring purpose at the site of work as may be necessary for execution of the work.
- 4) The Solution Provider shall take care of all safety precautions pertaining to work. Nothing extra shall be paid for scaffolding for any of the items of work unless specifically mentioned in the nomenclature. Solution Provider should quote rates accordingly.
- 5) On account of security consideration, some restrictions may be imposed by the security staff on the working and/ movement of men and materials etc. The Solution Provider shall be bound to follow all such restrictions/ instructions and he shall organize his work accordingly. No claim on this account, whatsoever, shall be payable.
- 6) No hindrance / inconvenience shall be caused in the operation / working / movement of Bank personnel / customers / visitors and their vehicles due to the execution of the project / storage or placement of materials / debris / waste by the Solution Provider. Solution Provider shall at all times ensure safe and convenient access to building entry for Bank staff working in the building & take all precautions to ensure that Bank's official work going on in the building is not hampered.
- 7) The Solution Provider shall be responsible for the watch and ward of all materials brought by the Solution Provider to site against pilferage and breakage during the period of installation and thereafter till the works are physically handed over to the Bank.
- 8) The Solution Provider shall take all preventive measures against any such damage caused by rain, snowfall, floods or any other natural calamity, whatsoever during the execution of the work.
- 9) The work will be carried out in the manner complying, in all respects, with the requirements of relevant bye-laws of the local body. The Solution Provider shall comply with proper and legal orders and directions of the local or public authority or municipality and abide by their rules and regulations and pay all fees and charges which may be liable.

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- 10) All materials to be incorporated in the work shall be arranged by the Solution Provider and shall be in accordance with the specifications laid down.
- 11) The Solution Provider shall use materials bearing ISI/BIS Certification Mark unless otherwise specified or allowed in writing by the Engineer-in-Charge. Any material banned by the Bank shall not be used in the work.
- 12) In case any material / work is found sub-standard the same shall be rejected by the Engineer-in-charge and the same shall be removed from the site of work within 48 hours, failing which the same shall be got removed by the Engineer-in charge at the risk and cost of the Solution Provider without giving any further notice and time. In order to ensure quality of work during its execution, the Engineer-in-charge may require samples for mandatory or routine testing of materials. All costs of these samples, their packaging, conveyance from the site to the testing laboratory and return, shall be borne by the Solution Provider.
- 13) Even ISI marked materials may be subjected to quality test at the discretion of the Engineer in-charge. Whenever ISI marked materials are brought to the site of work the Solution Provider shall, if required by the Engineer-in-charge, furnish manufacturer's test certificate or test certificate from approved testing laboratory to establish that the materials procured by the Solution Provider, satisfy the provisions of relevant ISI codes. The testing charges shall be borne by the Solution Provider.
- 14) The material required for testing shall be supplied free of charge by the Solution Provider. The cost of tests shall be borne by the Solution Provider.
- 15) The Solution Provider shall be responsible for completing the work and for satisfying all terms and conditions of the Contract without any extra payment over his quoted rates unless otherwise specified. The Solution Provider shall quote his rate for various items of work accordingly and no claim whatsoever shall be entertained for any incidental or extra work involved in the execution of the work as per nomenclature of the item and the specifications indicated in the tender documents.
- 16) Subject to the nomenclature of the item as per schedule of quantities, the specification indicated in the tender documents, the rates quoted shall include cost of all materials including royalty and taxes if any, labour, sundry inputs, execution of work at all heights, levels, pattern and design for all leads, lifts and depths including overhead charges and Solution Provider's profit. Nothing extra shall be paid on this account.
- 17) Other agencies doing works related with this project will also simultaneously execute the works and the Solution Provider shall afford necessary co-ordination for un-hindered completion of these sub-works.
- 18) The Solution Provider shall give a satisfactory performance test of installations individually and as a whole to ensure their proper functioning before the work is finally declared and completed and accepted.
- 19) All tools shall be arranged by the Solution Provider himself and nothing extra shall be paid to the Solution Provider on this account.
- 20) The quantities of various items incorporated in the tender are approximate. However, the payments shall be made to the Solution Providers on the basis of actual installation at site.
- 21) In order to achieve the targeted date of completion the Solution Provider May have to work in multiple shifts, round the clock including public and gazetted holidays and

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nothing extra shall be paid on this account. However, the Solution Provider shall be liable for the compliance of all applicable labour laws at all the times.

22) The Solution Provider shall be responsible for all statutory provisions and deductions towards ESI, PF or any other applicable Labour Laws, as the case May be or any other levies and taxes shall be borne by the Solution Providers. The TDS or any other statutory levels/taxes incorporated from time to time shall be deducted progressively from the running account bills, as applicable at the time of payment. No claim in this regard shall be entertained.

23) No extension of time shall be granted to the Solution Provider on account of rains or inclement weather conditions.

24) For any clarification/ doubt, the Bank may organize regular meetings with Solution Provider. The Solution Provider shall attend such meetings invariably as and when required.

25) The quantities indicated are for guidance only. However, it may vary to any extent and the Solution Provider should not have any financial or other implications for such variations. The Bank reserves to reduce the scope of work of any item if the Solution Provider fails to deliver the works in time and the Solution Provider shall not ask for any financial consideration for such deletion of scope of the work.

26) The Solution Provider shall be required to maintain the coordination with the Building Maintenance Service Provider, if required.

27) No old / dismantled material shall be used by the Solution Provider in the work under any circumstances unless otherwise specified or under instructions of the bank.

28) Solution Provider should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.

29) Solution Provider or his authorized representative should visit as required by the Bank and meet Bank's Engineer with prior appointment for any clarifications and to receive instructions etc.

30) The Solution Provider should arrange to issue photo identity card to his workers.

31) Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Solution Provider resulting in any loss to Bank in kind or cash will be viewed seriously and Bank will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary.

32) In case of any default or failure on Solution Provider's part to comply with all / any one of the Terms/ Conditions, Bank reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount(s) from dues otherwise payable to Solution Provider and / or by taking recourse to appropriate recovery proceedings.

33) Bank shall provide water and power in premises for carrying out the work.

12. SCOPE OF WORK & TECHNICAL SPECIFICATIONS

A. Scope of Work

- 1) Bank intends to engage a Solution Provider for Supply, Installation and Maintenance of Indoor Digital Signage Solution on CAPEX Model.
- 2) Bank intends to deploy approx. 1000 Indoor Digital Signage Systems (DSS) on CAPEX model which will receive the information (Images, Video Clips, Ticker Tape Overlays etc.) from the central software solution on real time basis at various locations/ premises across PAN India identified by Bank. Bank intends to expand the implementation in the future. The server and software solution shall be provided to handle up to 5000 signage.
- 3) The system shall comprise of the following major components:
 - a. Content Management Server
 - b. Router / Network Management Server
 - c. Content Management Software at Server and Client Machine
 - d. M2M Dual Sim Based Router
 - e. M2M IOT Sim for providing connectivity to Displays
 - f. Large Format Professional Displays
- 4) Information that has to be displayed on the screens would be created centrally by the Bank and the system will broadcast the information from a centralized server to Large Format Displays. The provision of displaying different content to different regions or group of devices which can be pushed and managed from centralized location.
- 5) Internet Link connectivity shall be provided for the servers by Bank, however the Solution Provider shall specify the bandwidth requirement.
- 6) Bank shall create a redirect URL for enabling the CMS on Bank's network. The bidder shall provide necessary information regarding the ports and other network requirements for necessary action by Bank's network team.
- 7) Bank shall provide 2 Nos 6A points on UPS supply for installation of DSS at designated area, however, the installation of routers / Display etc. shall fall in bidder's scope.
- 8) Bank desires to have a high uptime of services with extremely low breakdown / downtime in the solution and the turn-around time for repair and maintenance must be minimum. The Solution Provider shall:
 - a. Provide on-site support for the solution.
 - b. Provide on call and field support where required to take care of any disruption in operation of the Digital Signage Network.
 - c. Provide periodical reports and insights on the contents displayed, screen time, server performance, uptime, downtime etc. as required by the bank.
 - d. Provide on-line real time health/usage status of each machine and the vendor to provide for a web based portal for lodging / raising trouble ticket with asset tagging for each machine.

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- 9) Besides the web based trouble ticketing system, Bank expects the bidders to clearly indicate the fault resolution process including the process for lodging complaints for break downs or other problems encountered by Bank in the functioning of the Digital Signage Solutions. Escalation matrix shall be provided by the solution provider.
- 10) The selected bidder shall take total responsibility for supply and installation of screens and successful deployment of end-to-end solution, operation, maintenance and monitoring of Digital Signage System (DSS) on CAPEX model. The bidder shall also quote rates for Operation and Maintenance as per Schedule of Quantities for up to 5 years of operation.
- 11) Bank shall at its sole discretion exercise its right to continue operation and maintenance contract on annual basis. Separate Service Level Agreement shall be executed with the Solution Provider for Operation and Maintenance Contract at Project Sign Off (virtual completion).
- 12) Installation of DSS would cover all centers i.e. Metro, Urban, Semi Urban and rural. Bank reserves the right to change the number of DSS to be deployed in zones at any time, at its sole discretion. The bidder/ applicant should be ready and have the capacity to implement the Project across the length and breadth of the country. The Bank may increase or decrease the number of DSS to be deployed during the period of the contract.
- 13) Bank at its discretion may re-allot, interchange or withdraw the scope of work defined in the RFP from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements, or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography.
- 14) Solution Providers should be capable to deploy and Manage Services of DSS under the contract immediately. They should also have a clear action plan to ramp it up to deploy/handle number of machines given to them. The responsibility of collecting all the required information and customization to communicate with the Zonal / Circle office shall be with the Solution Provider and must be carried out by the Solution Provider without any additional cost to the Bank. The connectivity via M2M IOT sim shall be provided by the solution provider within the quoted rates in schedule of quantities. Licenses/software/ hardware/ services required to run the project will be provided by the solution provider with the quoted rates. The solution provider shall bear the operation charges in the trial phase of the solution till project sign-off.
- 15) The bidder shall also provide documentation as required by PNB and provide post installation support service. The entire scope of work must be completed in all respects and made usable as per Bank's requirements. Also, the bidder should bid for and provide the entire end-to-end solution as a whole and not for any parts thereof in a piecemeal fashion. The bidder should account for and include costs of any hardware, software and service components which constitute the complete solution irrespective of whether they are included here or not.
- 16) Bank may implement its firewall and antivirus solutions on the system and the Solution provider shall provide requisite information and comply with Bank's Information Security, Network, Firewall, Antivirus and other teams' guidelines and instructions while implementing the solution. However, this shall not absolve the solution provider from any vulnerabilities in their system and the solution provider

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shall routinely perform Vulnerability Assessment & Penetration Testing on the system and patch the software at no extra cost to Bank. Any patches required at client software end should preferably be transmitted over the air (OTA) for immediate rollout.

17) The entire data shall be stored in systems located only in India and on Bank's on-site server. Under no circumstances will the Solution Provider be permitted to extract or transmit Bank's data to any location or device without explicit authorization by Bank.

18) The solution provider shall deploy his resource on site for uploading of content and managing the on-site server. The cost of deploying resource on site be quoted in the bid. The brief scope of operation shall be as under:

a. Personnel for operation and maintenance required to be deployed have to be physically deployed on Bank's working days (between 0930-1730 hrs, or as per Bank's instructions) and therefore any other personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the Solution provider as per the Statutory norms or rules etc. as applicable. The solution provider shall also arrange to attend to complaints related to servers CMS software during non-business hours and nothing extra shall be paid in this regard.

b. Personnel should be smartly/ properly dressed in neat and clean uniforms having firm's logo. The uniforms (as required) would be provided by the Solution providers.

c. Successful bidder shall have to submit police verification report of the operator and other personnel engaged by him for the contract before start of work.

d. Bank reserves the right of Surprise audit, Inspection, Gap arrangement Analysis at the site at any time with or without prior information to the Solution provider by self or third party. Appropriate corrective measure shall be followed on finding any discrepancy in performance of contract, Safety measures, deployment of manpower & tools etc. Surprise audits & Gap Arrangement analysis can be conducted by Bank or a pre-determined ex-party of Bank and the Solution provider shall fully cooperate during the audits. Based on the audit report, if any change or addition/ deletion in the existing practices are found/ required, it has to be implemented by the Solution provider with an immediate effect.

e. Deployed manpower at all levels must be properly trained as per job requirement.

f. All statutory obligations are to be strictly adhered to, as per Govt. rules. Any negligence in this regard shall make the contract liable to be cancelled with immediate effect.

g. ESI & PF challans for the previous months have to be submitted along with the bills operators bills. Failure to do so shall be responded as no payment & without the possibility of part payment, and absolutely, no payment shall be made, without ESI & PF challans.

h. Bank account of deployed employee/s has to be opened/ registered within 1st month of operation for crediting their salary. Without the proof of salary transfer to the respective accounts of the employees, no payment shall be made. Permissible dates/ timelines given by labour department, in respect of disbursement of salaries, shall have to be adhered by solution provider/ successful Bidder and any delay in this

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regard shall be responded with a deduction of ₹10,000/- per day per incident. Under no circumstances, the manpower deployed shall be paid less than the minimum wages specified for Highly Skilled Manpower (Building Operations or any other relevant category) as per Central Government / State Government Minimum wages (whichever is higher).

i. Solution provider shall make necessary arrangements at his own cost to prevent any damage to the implemented solution, due to his own activities. The Solution provider shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision Bank in this regard shall be final and binding on the Solution provider.

j. The Solution provider will be responsible for arranging any machinery/equipment, etc. required for covering scope of work at his own cost.

k. VAPT (Vulnerability Assessment & Penetration Testing) of the Content Management Software application shall be carried out by the Solution provider on quarterly basis mandatorily within the cost of license provided by them and compliance report is to be submitted along with the quarterly invoice for the operation charges. Bank reserves the right to get the VAPT of the system got carried out by it's own departments / third party agencies and the Solution Provider shall have no objection to the same. In case the Solution Provider does not carry out mandatory VAPT of the system, Bank may get the same carried out by third party agency at the risk and cost of the Solution Provider.

l. Apart from the above, the warranties, AMCs and license costs for the various components shall cover all kind of trouble shooting, fault resolution, updation of software / configuration etc., including charges for personnel visiting the location where DSS are installed, as required for the job.

19) Warranty and Annual Maintenance: The following shall be the Warranty Requirements for Various Hardware Equipment:

- i. Servers: 1 Year
- ii. Displays: 3 Years
- iii. Routers: 1 Year
- iv. Software: 1 Year

a. On completion of warranty period the above equipment shall be covered under Comprehensive Annual Maintenance Contract for which the rates are to quoted as per the Bill of Quantities. However, preventive maintenance, as required, is to be carried out by the solution provider for the above equipment in the warranty period.

b. The Solution Provider shall be responsible for enforcing the warranties during the currency of the warranty period or the maintenance period.

c. The warranties shall be applicable from the date of final sign-off. The solution provider shall arrange for additional warranty during the implementation phase to account for project duration to standardize on the warranty timelines.

d. No visit charges shall be paid separately to attend to breakdown complaints and on-site visits shall cover unlimited number of call-outs, including Labour, Travel, Allowances and Mileage

e. The following penalties shall be imposed for non attending / non resolution of complaints:

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S No.	Response Time for Complaints Related to Displays at Bank's Offices		Penalties / Deductions
	Area 'A' Cities	Other Areas	
1	Less than 24 Hours	Less than 48 Hours	No deduction
2	24-48 Hours	48-96 Hours	₹500/- per display per day
3	48-96 Hours	96-120 Hours	₹ 1,000/- per display per day
4	Greater than 96 Hours	Greater than 120 Hours	₹ 1,500/- per display per day
	Response Time for Server / CMS Software Related Issues		Deductions
5	Less than 4 Hours		No deduction
6	4-24 Hours		₹ 10,000/- per day
7	More than 24 Hours		₹ 20,000/- per day

S No.	Nature of Complaint	Resolution Time for Complaints Related to Displays at Bank's Offices		Penalties / Deductions
		Area 'A' Cities	Other Areas	
1	Display Hardware Related Issues Requiring Replacement of Parts:	Response time + 2 Days	Response time + 7 Days	No deduction if resolved within scheduled time. Else ₹500/- per display per day.
2	CMS Configuration / Network Configuration Issues not requiring any replacement hardware:	Within Time window for Response Time	Response time + 1 Day	No deduction if resolved within scheduled time. Else ₹500/- per display per day.
3	Network Hardware related issues requiring replacement hardware	Response time + 1 Day	Response time + 3 Days	No deduction if resolved within scheduled time. Else ₹500/- per display per day.
		Resolution Time for Server / CMS Related Issues		Deductions
4	Server Hardware Related Issues Requiring Replacement of Parts:	Response time + 1 Day		No deduction if resolved within scheduled time. Else ₹10,000/- per day.
5	Any other issue not covered under S.No. 1 to 4	Response time + 2 Days		No deduction if resolved within scheduled time. Else ₹500/- per display per day.

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Note:

1. The total value of deductions / penalties shall not exceed performance security (during warranty period) / annual operation costs for the particular year.
2. The following shall be considered as Area 'A' Cities: Ahmedabad, Hyderabad, Faridabad, Bengaluru, Kanpur, Ghaziabad, Kolkata, Lucknow, Gurgaon, Delhi, Chennai, Noida / Greater Noida, Greater Mumbai, Nagpur, Secunderabad, Navi Mumbai, Pune.
3. The professional qualification and Experience for the on-site manpower shall be as under:

S.No.	Description	Minimum Requirements
i.	Education & Experience	B.E. / B. Tech or equivalent in IT / Computer Science & Engineering / Electronics and Communication Engineering with Min 1 year experience OR Diploma in IT / Computer Science & Engineering / Electronics and Communication Engineering with Min 3 years' experience

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B. Technical Specifications for Large Format Displays

Under this contract the bidder shall supply, install and commission Large Format Displays with minimum technical specifications as under:

S.No	Parameters	Minimum and Mandatory Requirements	Compliance (Yes/No)
i.	Screen size	50" or Above Large Format Display (relaxation of up to 1.5" shall be given in screen size)	
ii.	Warranty	3-year warranty	
iii.	Minimum life span of display	50,000 hours.	
iv.	Model Name/Year	Quoted Model should not be more than 2 years old and with min 5 years' service and spares support available	
v.	Duty Cycle	16/7 or superior	
vi.	Panel Technology	IPS/VA OR Equivalent	
vii.	Display Technology	LED	
viii.	Operating System	Android, Tizen, WebOS	
ix.	Display Orientation	Portrait and Landscape	
x.	Native Resolution (Pixels)	3840*2160(UHD/4K)	
xi.	Brightness (Nits)	350 Nits or higher	
xii.	Response Time	8 ms	
xiii.	Aspect Ratio	16:9	
xiv.	Contrast Ratio	4000:1 or above for VA Panel, 1100:1 or above for IPS Panel	
xv.	Viewing Angle(H x V)	178*178 degree	
xvi.	Refresh Rate	50 Hz or above	
xvii.	Mounting option:	Standard Wall accessory. Roof mounting or vertical stand option should be available.	
xviii.	In Built Speakers Capacity	2x10 watt or more	
xix.	Supports Bluetooth Technology:	Yes	
xx.	Built In Wi-Fi	Yes	
xxi.	BIS Registration	Required	
xxii.	Remote Control Type	IR, Bluetooth	
xxiii.	Power requirements	100-240V AC, 50-60 HZ	
xxiv.	Manufacturer Certification	BIS/FCC / IEC/ FCC / CE etc. as per Manufacturer.	
xxv.	Supported Image Type:	All types of images (example -TIFF, GIF, PNG,JPG, JPEG etc.)	
xxvi.	Supported Media / File Format	All types of media files (example - MPEG, WAV, WMA, MPEG, MPEG2, MPEG4, MP4, .MOV etc.)	

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S.No	Parameters	Minimum and Mandatory Requirements	Compliance (Yes/No)
xxvii.	Supported Audio Format	All Types of audio format (example -Mp3_audio,Wma etc.)	
xxviii.	SoC	Quad Core Processor 1.1. Ghz clockspeed Integrated GPU or superiod RAM: 2 Gb or higher On Board Storage: 16 Gb or higher with minimum 8 Gb available after installation of operating system and applications	
xxix.	Operating Distance	Minimum 7 feet	
xxx.	Connectivity (Input/Output/External Control) (The ports should not be accessible to the public, it should only be accessible through an admin module requiring either a password or mapping of a utility.)	Number of HDMI Ports : Minimum 2 Number of USB Ports: Minimum 2 (to connect hard drives and other USB devices, if required) Built-in Wi-Fi RJ-45 Ethernet Port	
xxxi.	InBuilt in Media Player	Display to be provided with inbuilt media player capable of supporting all the requisite file formats.	
xxxii.	Presence of Service Centres of Display OEM	Presence of Display OEM Service Centres in proximity to tentative list of sites presented to comply with the timelines specified for attending to complaints and rectification within specified timelines. (List of Display OEM Service centres to be attached)	

Note: The technical specifications are to be established via OEM's published brochures / catalogues / technical datasheets and other technical literature.

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C. Technical Specifications for Content Management Server and Router / Network Management Servers

The following are the minimum suggested requirement for Content Management Application Server, Database Servers and Router Management Servers:

Content Management Server	Compliance (Yes/No)
Application Server Windows	
VM :- 16 Cores	
RAM :- 32 GB	
Storage HDD :- 500 GB	
OS :- Windows server 2019 or Ubuntu 24.04 LS or equivalent	
Database Server	
VM :- 8 Cores	
RAM :- 32 GB RAM	
Storage HDD :- 1 TB Storage	
OS :- Windows server 2019 or Ubuntu 24.04 LS or equivalent	
MySQL 8 or equivalent	

Router Management Server / Network Management Server	
VM :- 16 Cores	
RAM :- 32 GB	
Storage HDD :- 2 TB	
OS :- Ubuntu 24.04 LS or equivalent	
RMS Software	
MySQL Database or equivalent	

Note:

1. Application and Database Server to be run preferably from the same server hardware for content management server. In case different server hardware is required, the same is to be provided by the Solution Provider within the quoted rates.
2. The above specifications are minimum suggested specifications and the Solution provider has to provide hardware suitable for operation of up to 5000 displays. Bank intends to have a system capable publish around 200-250 MB of content per day and the system should be able to cater to the above specified amount of data.

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3. All server hardware provided shall be capable of running on dual power supply.
4. Bank may implement its firewall and antivirus solutions on the system and the Solution provider shall provide requisite information and comply with Bank's Information Security, Network, Firewall, Antivirus and other teams' guidelines and instructions while implementing the solution.

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D. Technical Specifications for M2M Dual Sim Router and Connectivity

- 1) The Solution Provider shall provide Dual Sim M2M routers along with necessary Sim Cards with minimum specifications as under:

Minimum Specifications	Suggested Technical	Compliance (Yes/No)
General		
Mobile Network Support	•4G Bands 1/3/5/8/40/41	
Data Throughput	•LTE Throughput •Up to 150 Mbps down / 50 Mbps up	
Device Interfaces	•1 x 10/100 Fast Ethernet LAN port •2 Nos standard 2FF SIM slot	
Wi-Fi	•802.11n/g/b • Operates on the 2.4 GHz band	
Standards	• IEEE 802.3i • IEEE 802.3u	
Advanced Features	•IPSec VPN Client/Server modes • Web-based UI •Firmware upgrades	
LED Status Indicators	•Power •SIM Status •Internet Connectivity •Signal Strength	
Power Supply	•Suitable to operate on 230V 50 Hz •Compatible Adaptor to be provided along with the router	

- 2) The Solution Provider shall provide IoT M2M LTE Sim to provide connectivity to the routers. The solution provider shall pay the network charges for the sims. The data plans for the sims shall be selected to effect up to 30 GB data transfer per month.
- 3) In case the network provider chosen by the solution provider has poor connectivity at a selected location, alternate network provider shall be provided for the particular location.
- 4) The WiFi SSID of the routers shall be disabled once configured and the connectivity to the Display shall be provided using a Cat-6 patch chord connected to the Ethernet port of the display.

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- 5) Connectivity to the Servers shall be provided by Bank via internet link. The bandwidth requirement for the link shall be informed by the solution provider.

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E. Technical Specifications for Content Management Software (CMS)

S.No.	Requirement	Compliance (Yes/No)
I.	Licensing and User Features	
1)	The solution provider shall provide Content Management Software (CMS) on Server as well as Displays.	
2)	In case the CMS requires end user licenses, the same shall be provided by the solution provider within the quoted rates.	
3)	The CMS shall be provided with web based portal / software application for upload of necessary media on Server by Bank. The portal / software application shall be provided with facility to create multiple users with different access levels for admin, users etc.	
4)	Create a playlist of video and audio files for playback on a display or group of displays with recursion using intuitive drag and drop UI.	
5)	Remote control of Display with basic controls such as volume, power, input, SOS alerts etc.	
6)	In case of blackout screen due to network failure or any other reason default layout will play.	
7)	Abnormal condition of player is also notified immediately to the operator. Setting parameters, if accidentally changed, are to be automatically restored.	
8)	Remote Monitoring & Reports: User display network to be effectively monitored from central location. The following daily / monthly / yearly reports should be readily available, preferably in .xls / .csv format:	
a.	Display On/Off status	
b.	Media Player On/Off status	
c.	Report on content download	
d.	Content Playback status	
e.	Bandwidth Usage	
f.	Scheduled Planogram	
g.	Current & previous content Download	
h.	User Activity	
i.	Unscheduled Media player	
j.	Statistics Report	

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S.No.	Requirement	Compliance (Yes/No)
k.	Reports such as activity logs, playback statistics, analytics, storage reports etc. should be readily available	
9)	The content management software shall be equipped with following features:	
a.	Support for storage, transmission for all major Audio, Video, Image formats, Text, Tickers, RSS, CSS, HTML and RTSP.	
b.	The CMS should support streaming from popular Social Media websites such as Facebook, Youtube etc. (Not Mandatory)	
c.	Support for screen profiles in Landscape as well as portrait modes.	
d.	Grouping of screens based on business roles / classifications, state / region, linguistic, organisation structure etc.	
e.	Schedule AV download timelines to avoid interfering with business applications during working hours.	
10)	The Content Management Software Should Support Text / Ticker tape inputs in major Indian Languages, viz. Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, Urdu etc.	
11)	Bank intends to deploy Queue Management System in the future and shall provide API Access for it. The CMS should have the functionality to receive and integrate data from Bank's QMS and display the same in split screen / PIP overlay etc in conjunction to CMS content.	
II.	Network, Data & Security Features	
12)	The content management application shall actively manage the load to avoid bottlenecking on the bandwidth allocated to the content management server by scheduling downloads to the displays in a phased manner as defined by the user. Multiple content formats i.e. videos, images, text etc. can be played simultaneously in different regions of display.	
13)	The content management software shall be provided with a "Maker & Checker" mechanism. The roles shall be as under:	
a.	Maker: Uploads Content, Creates Layouts, Sends for Approval	
b.	Checker / Approver: Verifies the Content, Display / Groups, Schedules, Approves or Rejects & Publishes the approved content	

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S.No.	Requirement	Compliance (Yes/No)
14)	Media player associated with particular display/display group will be authenticated through registration on CMS.	
15)	The CMS should support data transfer in multiple small packets and support resumption of data transfer on interruption.	
16)	System should be resilient to SQL Injections, Cross Site Scripting, Cross Site Request Forgery, Clickjacking or any other kind of vulnerability.	
17)	Data Transfer should be encrypted using HTTPS & FTPS/SFTP.	
18)	Content validation should be done by matching MD5 (Hash) Checksum.	
19)	The Content Management Software should be capable to disable Hardware ports (HDMI, USB etc.) and disable wireless connections (wifi, Bluetooth etc.) to prevent unauthorised usage of Display.	

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F. Tentative List Of Premises For Installation Of Indoor DSS

The following is the list of tentative premises shortlisted by Bank for installation of Indoor Digital Signage Solution. Bank shall shortlist 1000 premises from the below for final installation. The list provided is tentative and Bank reserves the right to add, remove, modify the final list of premises for installation of Indoor DSS.

SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
1	Agra	Agra	AGRA, RAM BAGH	Metro	Hindi
2	Agra	Agra	AGRA, SANJAY COMPLEX	Metro	Hindi
3	Agra	Agra	AGRA, SHAHZADI MANDI	Metro	Hindi
4	Agra	Agra	AGRA-M G ROAD	Metro	Hindi
5	Agra	Agra	DAYALBAGH	Rural	Hindi
6	Agra	Agra	KHANDOLI	Rural	Hindi
7	Agra	Agra	ROHTA	Semi Urban	Hindi
8	Agra	Agra	SADABAD	Semi Urban	Hindi
9	Agra	Aligarh	CBB, Mathura	Urban	Hindi
10	Agra	Aligarh	Goverdhan, Mathura	Semi Urban	Hindi
11	Agra	Aligarh	Kosi Kalan	Semi Urban	Hindi
12	Agra	Aligarh	Krishna Nagar	Urban	Hindi
13	Agra	Aligarh	Mahendra Nagar	Urban	Hindi
14	Agra	Aligarh	Railway Road	Urban	Hindi
15	Agra	Aligarh	Rajpur, Vrindavan	Rural	Hindi
16	Agra	Aligarh	Ram Ghat Road	Urban	Hindi
17	Agra	Bareilly	BAREILLY-CIVIL LINES	Urban	Hindi
18	Agra	Bareilly	PILIBHIT	Urban	Hindi
19	Agra	Bareilly	PURANPUR (DISTT PILIBHIT) UP	Semi Urban	Hindi
20	Agra	Bareilly	BAREILLY-IZZAT NAGAR	Urban	Hindi
21	Agra	Bareilly	BAREILLY, RAJENDER NAGAR	Urban	Hindi
22	Agra	Bareilly	Dadraul	Rural	Hindi
23	Agra	Bareilly	FARIDAPUR RAMCHARAN, BAREILLY	Rural	Hindi
24	Agra	Bareilly	FARIDPUR	Semi Urban	Hindi
25	Agra	Bulandshahr	Bulandshahr Deputy Ganj	urban	Hindi
26	Agra	Bulandshahr	Bulandshahr (014010)	urban	Hindi
27	Agra	Bulandshahr	KHURJA MAIN	urban	Hindi
28	Agra	Bulandshahr	MUNDAKHEDA	RURAL	Hindi
29	Agra	Bulandshahr	PNB PAHASU	Semi Urban	Hindi
30	Agra	Bulandshahr	PNB SIKANDRABAD	Semi Urban	Hindi
31	Agra	Bulandshahr	SIYANA	Semi Urban	Hindi
32	Agra	Bulandshahr	YAMUNAPURAM	urban	Hindi
33	Agra	Etawah	Court Road	Urban	Hindi
34	Agra	Etawah	Dibiyapur VGM Road	Rural	Hindi
35	Agra	Etawah	Farrukhabad main	Urban	Hindi
36	Agra	Etawah	fatehgarh	Urban	Hindi
37	Agra	Etawah	Firozabad (038210)	Urban	Hindi
38	Agra	Etawah	Firozabad (017300)	Urban	Hindi
39	Agra	Etawah	Nagla Beach	Rural	Hindi
40	Agra	Etawah	Sadar Bazar Mainpuri	Semi Urban	Hindi
41	Agra	Etawah	Saraimera kannauj	Semi Urban	Hindi
42	Agra	Jhansi	CIVIL LINE	Urban	Hindi
43	Agra	Jhansi	JHANSI CITY	Urban	Hindi
44	Agra	Jhansi	JOKHAN BAGH	Urban	Hindi
45	Agra	Jhansi	KANPUR ROAD	Urban	Hindi
46	Agra	Jhansi	MADAWARA	Rural	Hindi
47	Agra	Jhansi	MAHOBA	Semi Urban	Hindi
48	Agra	Jhansi	MAURANIPUR	Semi Urban	Hindi
49	Agra	Jhansi	ORAI	Urban	Hindi
50	Agra	Jhansi	TUWAN CHAURAHA	Semi Urban	Hindi
51	Ahmedabad	Ahmedabad	Ahsram Road	Metro	Gujarati
52	Ahmedabad	Ahmedabad	Ambawadi	Metro	Gujarati
53	Ahmedabad	Ahmedabad	Aslali	Rural	Gujarati
54	Ahmedabad	Ahmedabad	C G Road	Metro	Gujarati
55	Ahmedabad	Ahmedabad	Gandhinagar	Metro	Gujarati
56	Ahmedabad	Ahmedabad	Himmatnagar (080310)	Semi Urban	Gujarati
57	Ahmedabad	Ahmedabad	Himatnagar (190220)	Semi Urban	Gujarati
58	Ahmedabad	Ahmedabad	Kadi Thol Road	Semi Urban	Gujarati
59	Ahmedabad	Ahmedabad	Khatraj	Rural	Gujarati
60	Ahmedabad	Ahmedabad	Kundal	Rural	Gujarati
61	Ahmedabad	Ahmedabad	Sanand	Semi Urban	Gujarati
62	Ahmedabad	Ahmedabad	Sastri Park	Metro	Gujarati
63	Ahmedabad	Ahmedabad	Shahi Bagh	Metro	Gujarati
64	Ahmedabad	Ahmedabad	Station Road	Metro	Gujarati
65	Ahmedabad	Ahmedabad	Unjha	Semi Urban	Gujarati
66	Ahmedabad	Ahmedabad	Vanijiya Bhawan	Metro	Gujarati
67	Ahmedabad	Rajkot	Akshaya City	Metro	Gujrati
68	Ahmedabad	Rajkot	Bhavnagar	Urban	Gujrati

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69	Ahmedabad	Rajkot	Dhandhalpur	Rural	Gujrati
70	Ahmedabad	Rajkot	Dwarka	Semi Urban	Gujrati
71	Ahmedabad	Rajkot	Gandhidham	Urban	Gujrati
72	Ahmedabad	Rajkot	Jamnagar	Urban	Gujrati
73	Ahmedabad	Rajkot	Junagadh	Urban	Gujrati
74	Ahmedabad	Rajkot	Lalpar	Rural	Gujrati
75	Ahmedabad	Rajkot	Mandvi	Semi Urban	Gujrati
76	Ahmedabad	Rajkot	Morbi	Urban	Gujrati
77	Ahmedabad	Rajkot	Nirmala Convent	Metro	Gujrati
78	Ahmedabad	Rajkot	Prabhas Patan	Rural	Gujrati
79	Ahmedabad	Rajkot	Veraval	Semi Urban	Gujrati
80	Ahmedabad	Surat	Bardoli	Semi Urban	Gujarati
81	Ahmedabad	Surat	Chala	Urban	Gujarati
82	Ahmedabad	Surat	Hanumanbari	Rural	Gujarati
83	Ahmedabad	Surat	Kadodara	Semi Urban	Gujarati
84	Ahmedabad	Surat	Mota Varachha	Metro	Gujarati
85	Ahmedabad	Surat	Niyol	Rural	Gujarati
86	Ahmedabad	Surat	Silvasa	Semi Urban	Hindi
87	Ahmedabad	Surat	Surat Pal Road, New Adajan	Metro	Gujarati
88	Ahmedabad	Surat	Surat Udhna Road	Metro	Gujarati
89	Ahmedabad	Surat	Surat-Empire State Bldg	Metro	Gujarati
90	Ahmedabad	Surat	VAPI	Urban	Gujarati
91	Ahmedabad	Surat	VIP Road Vesu	Metro	Gujarati
92	Ahmedabad	Vadodara	Anand	Urban	Gujarati
93	Ahmedabad	Vadodara	Ankleshwar	Semi Urban	Gujarati
94	Ahmedabad	Vadodara	Bharuch	Urban	Gujarati
95	Ahmedabad	Vadodara	Fatehganj	Metro	Gujarati
96	Ahmedabad	Vadodara	Karelibaug	Metro	Gujarati
97	Ahmedabad	Vadodara	Nadiad, Gurukripa Road	Urban	Gujarati
98	Ahmedabad	Vadodara	Petlad	Semi Urban	Gujarati
99	Ahmedabad	Vadodara	R C Dutt	Metro	Gujarati
100	Ahmedabad	Vadodara	Raopura	Metro	Gujarati
101	Ahmedabad	Vadodara	Sayajiganj	Metro	Gujarati
102	Ahmedabad	Vadodara	V V Nagar	Semi Urban	Gujarati
103	Amritsar	Amritsar	Ajnala	Semi Urban	PUNJABI
104	Amritsar	Amritsar	Amritsar (IBB)	Urban	PUNJABI
105	Amritsar	Amritsar	Basant Avenue	Urban	PUNJABI
106	Amritsar	Amritsar	Chabhal	RURAL	PUNJABI
107	Amritsar	Amritsar	Hall Bazar	Urban	PUNJABI
108	Amritsar	Amritsar	Mewa Mandi	Urban	PUNJABI
109	Amritsar	Amritsar	Patti	Semi Urban	PUNJABI
110	Amritsar	Amritsar	Putlighar	Urban	PUNJABI
111	Amritsar	Amritsar	Raja Sansi	Semi Urban	PUNJABI
112	Amritsar	Amritsar	Rayya	RURAL	PUNJABI
113	Amritsar	Hoshiarpur	Bhadurpur Chawk	Urban	PUNJABI
114	Amritsar	Hoshiarpur	Gardhiwala	Rural	PUNJABI
115	Amritsar	Hoshiarpur	GT Road Dasuya	Semi Urban	PUNJABI
116	Amritsar	Hoshiarpur	Hariana	Rural	PUNJABI
117	Amritsar	Hoshiarpur	Jalandhar Road Hoshiarpur	Urban	PUNJABI
118	Amritsar	Hoshiarpur	Mukerian Main	Semi Urban	PUNJABI
119	Amritsar	Hoshiarpur	Pension Branch	Urban	PUNJABI
120	Amritsar	Hoshiarpur	Railway Road Garhshankar	Semi Urban	PUNJABI
121	Amritsar	Hoshiarpur	Railway Road Hoshiarpur	Urban	PUNJABI
122	Amritsar	Hoshiarpur	Roshan Road	Urban	PUNJABI
123	Amritsar	Jalandhar	Civil Lines	Urban	Punjabi
124	Amritsar	Jalandhar	Deep Nagar Jalandhar	Urban	Punjabi
125	Amritsar	Jalandhar	G T Road Jalandhar	Urban	Punjabi
126	Amritsar	Jalandhar	Goraya	Semi Urban	Punjabi
127	Amritsar	Jalandhar	Mand	Rural	Punjabi
128	Amritsar	Jalandhar	Nakodar	Semi Urban	Punjabi
129	Amritsar	Jalandhar	NAKODAR RD JAL	Urban	Punjabi
130	Amritsar	Jalandhar	Nurmahal	Rural	Punjabi
131	Amritsar	Jalandhar	Phillaur	Semi Urban	Punjabi
132	Amritsar	Jalandhar	Tanda Road,Jalandhar	Urban	Punjabi
133	Amritsar	Jammu	Bari Brahmana	Semi Urban	Dogri/Hindi
134	Amritsar	Jammu	Bishnah	Rural	Dogri/Hindi
135	Amritsar	Jammu	Canal Road	Urban	Dogri/Hindi
136	Amritsar	Jammu	Gandhi Nagar	Urban	Dogri/Hindi
137	Amritsar	Jammu	Jammu Tawi	Urban	Dogri/Hindi
138	Amritsar	Jammu	R.S. Pura.	Semi Urban	Dogri/Hindi
139	Amritsar	Jammu	Shastri Nagar	Urban	Dogri/Hindi
140	Amritsar	Jammu	Vijaypur	Rural	Dogri/Hindi
141	Amritsar	Kapurthala	BALACHAUR (342000)	Semi Urban	Punjabi
142	Amritsar	Kapurthala	BALACHAUR (035910)	Semi Urban	Punjabi
143	Amritsar	Kapurthala	BANGA DANA MANDI	Semi Urban	Punjabi
144	Amritsar	Kapurthala	BEGOWAL NADALA ROAD	Semi Urban	Punjabi
145	Amritsar	Kapurthala	CHACHOKI,DISTT. KAPUTHALA	Rural	Punjabi
146	Amritsar	Kapurthala	JADLA	Rural	Punjabi

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SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
147	Amritsar	Kapurthala	KALA SANGHAN	Rural	Punjabi
148	Amritsar	Kapurthala	KAPURTHALA JALANDHAR ROAD	Semi Urban	Punjabi
149	Amritsar	Kapurthala	KAPURTHALA MALL ROAD	Semi Urban	Punjabi
150	Amritsar	Kapurthala	MANIK WAHID	Rural	Punjabi
151	Amritsar	Kapurthala	NAWANSHAHR DOABA	Semi Urban	Punjabi
152	Amritsar	Kapurthala	PHAGWARA	Semi Urban	Punjabi
153	Amritsar	Kapurthala	PHAGWARA BANGA ROAD	Semi Urban	Punjabi
154	Amritsar	Kapurthala	PHAGWARA G.T. ROAD	Semi Urban	Punjabi
155	Amritsar	Kapurthala	SAROYA	Rural	Punjabi
156	Amritsar	Kapurthala	SULTANPUR LODHI	Semi Urban	Punjabi
157	Amritsar	Pathankot	BATALA ROAD, DHARIWAL	Semi Urban	PUNJABI
158	Amritsar	Pathankot	DALHOUSIE ROAD, PATHANKOT	Urban	PUNJABI
159	Amritsar	Pathankot	G T ROAD, BATALA	Urban	PUNJABI
160	Amritsar	Pathankot	G T ROAD, GURDASPUR	Semi Urban	PUNJABI
161	Amritsar	Pathankot	QADIAN	Semi Urban	PUNJABI
162	Amritsar	Pathankot	RAILWAY ROAD, PATHANKOT	Urban	PUNJABI
163	Amritsar	Pathankot	SHAHPUR KANDI	RURAL	PUNJABI
164	Amritsar	Pathankot	SIMBAL CHOWNK, BATALA	Urban	PUNJABI
165	Amritsar	Pathankot	SRI HARGOBINDPUR	RURAL	PUNJABI
166	Amritsar	Pathankot	SUKERPURA, BATALA	Urban	PUNJABI
167	Amritsar	Srinagar	Amira kadal	Metro	URDU
168	Amritsar	Srinagar	Anantnag	Urban	URDU
169	Amritsar	Srinagar	Badami bagh	Metro	URDU
170	Amritsar	Srinagar	Baramulla	Semi Urban	URDU
171	Amritsar	Srinagar	Chowal gam	Rural	URDU
172	Amritsar	Srinagar	Kupwara	Semi Urban	URDU
173	Amritsar	Srinagar	Leh Main	Semi Urban	URDU
174	Amritsar	Srinagar	Mattan	Rural	URDU
175	Amritsar	Srinagar	Polo-view	Metro	URDU
176	Amritsar	Srinagar	Rawalpura	Metro	URDU
177	Bhopal	Indore	Barwani	Semi Urban	Hindi
178	Bhopal	Indore	CBB Siyaganj	Urban	Hindi
179	Bhopal	Indore	Dhar	Semi Urban	Hindi
180	Bhopal	Indore	Gumasta Nagar	Urban	Hindi
181	Bhopal	Indore	Jakhiya	Rural	Hindi
182	Bhopal	Indore	Maheshwar	Semi Urban	Hindi
183	Bhopal	Indore	Manornnaganj	Urban	Hindi
184	Bhopal	Indore	Punasa	Rural	Hindi
185	Bhopal	Indore	Sanwer Road	Urban	Hindi
186	Bhopal	Indore	Sneh Nagar	Urban	Hindi
187	Bhopal	Indore	Sonvay	Rural	Hindi
188	Bhopal	Bhopal	Baheriagadgad	Rural	Hindi
189	Bhopal	Bhopal	Banapura	Semi Urban	Hindi
190	Bhopal	Bhopal	Bankhed	Rural	Hindi
191	Bhopal	Bhopal	Betul	Urban	Hindi
192	Bhopal	Bhopal	Bhaura	Rural	Hindi
193	Bhopal	Bhopal	Govindpura, Bhopal	Metro	Hindi
194	Bhopal	Bhopal	Harda	Semi Urban	Hindi
195	Bhopal	Bhopal	Itarsi Main	Semi Urban	Hindi
196	Bhopal	Bhopal	Kolar Road, Bhopal	Metro	Hindi
197	Bhopal	Bhopal	New Market, Bhopal	Metro	Hindi
198	Bhopal	Bhopal	Pipariya (main)	Semi Urban	Hindi
199	Bhopal	Bhopal	Sagar Katra Bazar	Urban	Hindi
200	Bhopal	Bhopal	Sant Hirdaram Nagar, Bhopal (Bairagarh)	Metro	Hindi
201	Bhopal	Bhopal	Shahpura, Bhopal	Metro	Hindi
202	Bhopal	Bhopal	Sironj	Semi Urban	Hindi
203	Bhopal	Bhopal	Vidisha Main	Urban	Hindi
204	Bhopal	Gwalior	A B Road, Guna	Urban	Hindi
205	Bhopal	Gwalior	Ashok Nagar	Semi Urban	Hindi
206	Bhopal	Gwalior	Bhind	Urban	Hindi
207	Bhopal	Gwalior	Dabra	Semi Urban	Hindi
208	Bhopal	Gwalior	Milawali	Rural	Hindi
209	Bhopal	Gwalior	SADA City Centre	Urban	Hindi
210	Bhopal	Gwalior	Sheopur	Semi Urban	Hindi
211	Bhopal	Gwalior	Shivpuri	Urban	Hindi
212	Bhopal	Jabalpur	Aurai	Rural	Hindi
213	Bhopal	Jabalpur	Balaghat	Semi Urban	Hindi
214	Bhopal	Jabalpur	Burhar	Semi Urban	Hindi
215	Bhopal	Jabalpur	Chhindwara Main	Urban	Hindi
216	Bhopal	Jabalpur	Gangiwara	Rural	Hindi
217	Bhopal	Jabalpur	Jawaharganj	Metro	Hindi
218	Bhopal	Jabalpur	Rewa Main	Urban	Hindi
219	Bhopal	Jabalpur	Sadar Cantt	Metro	Hindi
220	Bhopal	Jabalpur	Seoni	Urban	Hindi
221	Bhopal	Jabalpur	Sidhi	Semi Urban	Hindi
222	Bhopal	Ujjain	Ratlam Dhanmandi	Urban	Hindi
223	Bhopal	Ujjain	Bhanpura	Rural	Hindi
224	Bhopal	Ujjain	Dewas Gate ,ujjain	Urban	Hindi

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225	Bhopal	Ujjain	Dewas Main	Urban	Hindi
226	Bhopal	Ujjain	Nagda	Semi Urban	Hindi
227	Bhubaneswar	Baleswar	Balasore (303900)	Urban	ODIYA
228	Bhubaneswar	Baleswar	Balasore (098310)	Urban	ODIYA
229	Bhubaneswar	Baleswar	Balasore (024720)	Urban	ODIYA
230	Bhubaneswar	Baleswar	Balimunda	Rural	ODIYA
231	Bhubaneswar	Baleswar	Baripada (463800)	Urban	ODIYA
232	Bhubaneswar	Baleswar	Baripada (025020)	Urban	ODIYA
233	Bhubaneswar	Baleswar	Baunsadiha	Rural	ODIYA
234	Bhubaneswar	Baleswar	Betnoti	Rural	ODIYA
235	Bhubaneswar	Baleswar	Bhadrak	Semi Urban	ODIYA
236	Bhubaneswar	Baleswar	Chandikhol	Rural	ODIYA
237	Bhubaneswar	Baleswar	Jajpur Road	Semi Urban	ODIYA
238	Bhubaneswar	Baleswar	Jajpur Town	Semi Urban	ODIYA
239	Bhubaneswar	Baleswar	Keonjhar	Semi Urban	ODIYA
240	Bhubaneswar	Baleswar	Khantapada	Rural	ODIYA
241	Bhubaneswar	Baleswar	Motto	Rural	ODIYA
242	Bhubaneswar	Baleswar	Soro	Semi Urban	ODIYA
243	Bhubaneswar	Bhubaneswar	BALUGAON	Semi Urban	ODIYA
244	Bhubaneswar	Bhubaneswar	BARAMUNDA	Urban	ODIYA
245	Bhubaneswar	Bhubaneswar	BIRANARSINGHPUR	Rural	ODIYA
246	Bhubaneswar	Bhubaneswar	CHANDRASEKHARPUR	Urban	ODIYA
247	Bhubaneswar	Bhubaneswar	GOP	Rural	ODIYA
248	Bhubaneswar	Bhubaneswar	GOPINATHPUR	Rural	ODIYA
249	Bhubaneswar	Bhubaneswar	GRAND ROAD	Semi Urban	ODIYA
250	Bhubaneswar	Bhubaneswar	JATANI	Semi Urban	ODIYA
251	Bhubaneswar	Bhubaneswar	KHURDA	Semi Urban	ODIYA
252	Bhubaneswar	Bhubaneswar	KIMS	Urban	ODIYA
253	Bhubaneswar	Bhubaneswar	MAILSAHI	Urban	ODIYA
254	Bhubaneswar	Bhubaneswar	POKHARIPUT	Urban	ODIYA
255	Bhubaneswar	Bhubaneswar	RABITALKIES	Urban	ODIYA
256	Bhubaneswar	Bhubaneswar	STATION SQUARE	Urban	ODIYA
257	Bhubaneswar	Cuttack	ANGUL-ORISSA	Semi Urban	ODIYA
258	Bhubaneswar	Cuttack	CUTTACK, BUXI BAZAR (022810)	Urban	ODIYA
259	Bhubaneswar	Cuttack	CUTTACK-BUXI BAZAR (009900)	Urban	ODIYA
260	Bhubaneswar	Cuttack	CUTTACK-MAL GODOWN	Urban	ODIYA
261	Bhubaneswar	Cuttack	DHENKANAL (498100)	Semi Urban	ODIYA
262	Bhubaneswar	Cuttack	DHENKANAL (160610)	Semi Urban	ODIYA
263	Bhubaneswar	Cuttack	JAGATSINGHPUR (024520)	Semi Urban	ODIYA
264	Bhubaneswar	Cuttack	JAGATSINGPUR (675200)	Semi Urban	ODIYA
265	Bhubaneswar	Cuttack	KENDRAPARA	Semi Urban	ODIYA
266	Bhubaneswar	Cuttack	KENDRAPARA COLLEGE	Semi Urban	ODIYA
267	Bhubaneswar	Cuttack	PARADEEP (PORT TOWN)	Semi Urban	ODIYA
268	Bhubaneswar	Cuttack	TALCHER (072320)	Semi Urban	ODIYA
269	Bhubaneswar	Cuttack	TALCHER (676400)	Semi Urban	ODIYA
270	Bhubaneswar	Sambalpur	Balangir	Semi Urban	ODIYA
271	Bhubaneswar	Sambalpur	Bargarh	Semi Urban	ODIYA
272	Bhubaneswar	Sambalpur	Boudh	Semi Urban	ODIYA
273	Bhubaneswar	Sambalpur	Catholic Diocese of Sambalpur	Urban	ODIYA
274	Bhubaneswar	Sambalpur	Deogarh	Semi Urban	ODIYA
275	Bhubaneswar	Sambalpur	Jharsuguda	Semi Urban	ODIYA
276	Bhubaneswar	Sambalpur	Kantabanji	Semi Urban	ODIYA
277	Bhubaneswar	Sambalpur	Nuapada	Rural	ODIYA
278	Bhubaneswar	Sambalpur	Padampur	Semi Urban	ODIYA
279	Bhubaneswar	Sambalpur	Patnagarh	Semi Urban	ODIYA
280	Bhubaneswar	Sambalpur	Patnagarh Road	Semi Urban	ODIYA
281	Bhubaneswar	Sambalpur	Rourkela	Urban	ODIYA
282	Bhubaneswar	Sambalpur	Sambalpur	Urban	ODIYA
283	Bhubaneswar	Sambalpur	Sonepur	Semi Urban	ODIYA
284	Bhubaneswar	Sambalpur	Sundergarh	Semi Urban	ODIYA
285	Bhubaneswar	Sambalpur	Uditnagar	Urban	ODIYA
286	Bhubaneswar	Sambalpur	Ufla	Rural	ODIYA
287	Chandigarh	Chandigarh	NAC MANIMAJRA	Urban	PUNJABI
288	Chandigarh	Chandigarh	SECTOR 16, CHANDIGARH	Urban	PUNJABI
289	Chandigarh	Chandigarh	SECTOR 17 B, CHANDIGARH	Urban	PUNJABI
290	Chandigarh	Chandigarh	SECTOR 22 D, CHANDIGARH	Urban	PUNJABI
291	Chandigarh	Chandigarh	SECTOR 26, CHANDIGARH	Urban	PUNJABI
292	Chandigarh	Chandigarh	SECTOR 28, CHANDIGARH	Urban	PUNJABI
293	Chandigarh	Hisar	AGROHA	RURAL	HINDI
294	Chandigarh	Hisar	CLOCK TOWER BHIWANI	Urban	HINDI
295	Chandigarh	Hisar	DABRA CHOWK	Urban	HINDI
296	Chandigarh	Hisar	LOHARU	Semi Urban	HINDI
297	Chandigarh	Hisar	MCB HISAR	Urban	HINDI
298	Chandigarh	Hisar	UKLANA	Semi Urban	HINDI
299	Chandigarh	Jind	JIND CITY	Urban	HINDI
300	Chandigarh	Jind	KAITHAL	Urban	HINDI
301	Chandigarh	Jind	NARWANA RAILWAY ROAD	Semi Urban	HINDI
302	Chandigarh	Jind	PEGAN AMARHERI	RURAL	HINDI

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303	Chandigarh	Jind	SAFIDON	Semi Urban	HINDI
304	Chandigarh	Jind	Urban ESTATE	Urban	HINDI
305	Chandigarh	Karnal	BALLA	Semi Urban	HINDI
306	Chandigarh	Karnal	G T ROAD	Urban	HINDI
307	Chandigarh	Karnal	JUNDLA	Semi Urban	HINDI
308	Chandigarh	Karnal	MODEL TOWN, YAMUNANAGAR	Urban	HINDI
309	Chandigarh	Karnal	PNB YAMUNANAGAR MAIN	Urban	HINDI
310	Chandigarh	Karnal	SALWAN	RURAL	HINDI
311	Chandigarh	Kurukshetra	DRM RAILWAY STATION	Urban	HINDI
312	Chandigarh	Kurukshetra	MODEL TOWN AMBALA	Urban	HINDI
313	Chandigarh	Kurukshetra	NARAINGARH	RURAL	HINDI
314	Chandigarh	Kurukshetra	PIPLI	Urban	HINDI
315	Chandigarh	Kurukshetra	RATGAL	Urban	HINDI
316	Chandigarh	Kurukshetra	SECTOR- 5	Urban	HINDI
317	Chandigarh	Panipat	G T ROAD, PANIPAT	Urban	HINDI
318	Chandigarh	Panipat	GANAUR	Semi Urban	HINDI
319	Chandigarh	Panipat	SAMALKHA	Semi Urban	HINDI
320	Chandigarh	Panipat	SIWAH	RURAL	HINDI
321	Chandigarh	Panipat	SONEPAT MAIN	Urban	HINDI
322	Chandigarh	Panipat	TEHSIL CAMP	Urban	HINDI
323	Chandigarh	Rewari	ATELI	RURAL	HINDI
324	Chandigarh	Rewari	CHARKHI DADRI MAIN	Semi Urban	HINDI
325	Chandigarh	Rewari	CIRCULAR ROAD	Urban	HINDI
326	Chandigarh	Rewari	COURT ROAD, NARNAUL	Semi Urban	HINDI
327	Chandigarh	Rewari	MAHENDERGAR MAIN	Semi Urban	HINDI
328	Chandigarh	Rewari	NEW GRAIN MARKET	Urban	HINDI
329	Chandigarh	Rohtak	CIVIL LINE ROHTAK	Urban	HINDI
330	Chandigarh	Rohtak	JHAJJAR	Semi Urban	HINDI
331	Chandigarh	Rohtak	KANSALA	RURAL	HINDI
332	Chandigarh	Rohtak	MEHAM	Semi Urban	HINDI
333	Chandigarh	Rohtak	RAILWAY ROAD BAHADURGARH	Urban	HINDI
334	Chandigarh	Rohtak	SONIPAT ROAD, ROHTAK	Urban	HINDI
335	Chandigarh	Sirsa	CITY THANA ROAD	Urban	HINDI
336	Chandigarh	Sirsa	DING	RURAL	HINDI
337	Chandigarh	Sirsa	ELLENABAD	Semi Urban	HINDI
338	Chandigarh	Sirsa	FATEHBAD NEW MANDI	Semi Urban	HINDI
339	Chandigarh	Sirsa	RORI BAZAR	Urban	HINDI
340	Chandigarh	Sirsa	SIRSA BARNALA ROAD	Urban	HINDI
341	Chennai	Thiruvananthapuram	Kalathipady, Kottayam	Semi Urban	Malayalam
342	Chennai	Thiruvananthapuram	Kazhakkuttam, Thiruvananthapuram	Semi Urban	Malayalam
343	Chennai	Thiruvananthapuram	Kumarapuram, Thiruvananthapuram	Urban	Malayalam
344	Chennai	Thiruvananthapuram	QS Road, Kollam	Urban	Malayalam
345	Chennai	Thiruvananthapuram	Thiruvalla	Semi Urban	Malayalam
346	Chennai	Chennai	AMBUR	Urban	TAMIL
347	Chennai	Chennai	MINT STREET	Metro	TAMIL
348	Chennai	Chennai	MYLAPORE	Metro	TAMIL
349	Chennai	Chennai	NUNGAMBAKKAM	Metro	TAMIL
350	Chennai	Chennai	PALLIKONDA	Semi Urban	TAMIL
351	Chennai	Chennai	PORUR	Semi Urban	TAMIL
352	Chennai	Chennai	T NAGAR	Metro	TAMIL
353	Chennai	Chennai	TAMBARAM EAST	Urban	TAMIL
354	Chennai	Chennai	VELLORE	Urban	TAMIL
355	Chennai	Chennai	WASHERMANPET	Metro	TAMIL
356	Chennai	Coimbatore	COIMBATORE -AVINASHI ROAD	Metro	TAMIL
357	Chennai	Coimbatore	ERODE MAIN	Urban	TAMIL
358	Chennai	Coimbatore	HOSUR	Urban	TAMIL
359	Chennai	Coimbatore	KARUR	Semi Urban	TAMIL
360	Chennai	Coimbatore	SALEM MAIN	Urban	TAMIL
361	Chennai	Coimbatore	THENI	Semi Urban	TAMIL
362	Chennai	Coimbatore	VEERAPANDI	RURAL	TAMIL
363	Chennai	Ernakulam	Ambalapara	Semi Urban	Malayalam
364	Chennai	Ernakulam	Chandranagar	Urban	Malayalam
365	Chennai	Ernakulam	Chittur Pgt	Semi Urban	Malayalam
366	Chennai	Ernakulam	Kavassery	Semi Urban	Malayalam
367	Chennai	Ernakulam	M G Road, Ernakulam	Urban	Malayalam
368	Chennai	Ernakulam	Market Road, Ernakulam	Urban	Malayalam
369	Chennai	Ernakulam	Moorkanikara	Rural	Malayalam
370	Chennai	Ernakulam	Nenmara	Semi Urban	Malayalam
371	Chennai	Ernakulam	Palakkad Sultanpet	Urban	Malayalam
372	Chennai	Ernakulam	Pudukkad	Semi Urban	Malayalam
373	Chennai	Kozhikode	BANK ROAD KANNUR	Urban	MALAYALAM
374	Chennai	Kozhikode	KASARGOD	Semi Urban	MALAYALAM
375	Chennai	Kozhikode	LINK ROAD	Urban	MALAYALAM
376	Chennai	Kozhikode	MALAPPURAM	Semi Urban	MALAYALAM
377	Chennai	Kozhikode	MEENCHANDA	Urban	MALAYALAM
378	Chennai	Kozhikode	TALIPARAMBA	Semi Urban	MALAYALAM
379	Chennai	Kozhikode	VATAKARA	Semi Urban	MALAYALAM
380	Chennai	Kozhikode	WANDOOR	Semi Urban	MALAYALAM

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381	Chennai	Trichy	Ambasamudram	Semi Urban	Tamil
382	Chennai	Trichy	Kumbakonam	Urban	Tamil
383	Chennai	Trichy	Madurai Anna Nagar	Metro	Tamil
384	Chennai	Trichy	Madurai North Veli	Metro	Tamil
385	Chennai	Trichy	Marthandam	Semi Urban	Tamil
386	Chennai	Trichy	Mayiladuthurai	Semi Urban	Tamil
387	Chennai	Trichy	Sethurapatti	Rural	Tamil
388	Chennai	Trichy	Trichy Thillai Nagar	Urban	Tamil
389	Chennai	Trichy	Trichy WB Road	Urban	Tamil
390	Chennai	Trichy	Vettanviduthy	Rural	Tamil
391	Dehradun	Dehradun	Bhaniawala	Rural	Hindi
392	Dehradun	Dehradun	Dak Pather- Dehradun	Rural	Hindi
393	Dehradun	Dehradun	Dehradun Ajabpur	Urban	Hindi
394	Dehradun	Dehradun	Dehradun- Clock Tower	Urban	Hindi
395	Dehradun	Dehradun	Dehradun Tilak Road	Urban	Hindi
396	Dehradun	Dehradun	Dehradun, Clock Tower	Urban	Hindi
397	Dehradun	Dehradun	Dehradun, IMA	Urban	Hindi
398	Dehradun	Dehradun	Dehradun, Indra Nagar	Urban	Hindi
399	Dehradun	Dehradun	Dehradun, Paltan Bazar	Urban	Hindi
400	Dehradun	Dehradun	Dehradun, Patel Nagar	Urban	Hindi
401	Dehradun	Dehradun	Dehradun, Shimla Rd B/Pass	Urban	Hindi
402	Dehradun	Dehradun	Dehradun, Survey of India	Urban	Hindi
403	Dehradun	Dehradun	Dehradun, Vidhan Sabha	Urban	Hindi
404	Dehradun	Dehradun	Dehradun, Yamuna Colony	Urban	Hindi
405	Dehradun	Dehradun	Doiwala	Rural	Hindi
406	Dehradun	Dehradun	EC Road, Dehradun	Urban	Hindi
407	Dehradun	Dehradun	Kanwali Road	Urban	Hindi
408	Dehradun	Dehradun	Mussoorie (Tourist locations)	Semi Urban	Hindi
409	Dehradun	Dehradun	Prem Nagar, Dehradun	Urban	Hindi
410	Dehradun	Dehradun	Raja Road	Urban	Hindi
411	Dehradun	Dehradun	Rishikesh, Haridwar Road	Semi Urban	Hindi
412	Dehradun	Dehradun	Rishikesh, L J Road	Semi Urban	Hindi
413	Dehradun	Dehradun	Vikas Nagar	Semi Urban	Hindi
414	Dehradun	Haldwani	Bajpur – Bareilly	Semi Urban	Hindi
415	Dehradun	Haldwani	Gadarpur	Rural	Hindi
416	Dehradun	Haldwani	Haldwani Main	Urban	Hindi
417	Dehradun	Haldwani	Haldwani, Railway Bazar	Urban	Hindi
418	Dehradun	Haldwani	Kashipur ADB	Urban	Hindi
419	Dehradun	Haldwani	Kashipur Main	Urban	Hindi
420	Dehradun	Haldwani	Khatima	Semi Urban	Hindi
421	Dehradun	Haldwani	Nainital (Tourist locations)	Semi Urban	Hindi
422	Dehradun	Haldwani	Pithoragarh, Naya Bazar	Semi Urban	Hindi
423	Dehradun	Haldwani	Ramnagar Nainital	Semi Urban	Hindi
424	Dehradun	Haldwani	Ranikhet	Semi Urban	Hindi
425	Dehradun	Haldwani	Rudrapur Distt. Udham Singh Ngr	Urban	Hindi
426	Dehradun	Haldwani	Sitaraganj Kashipur	Semi Urban	Hindi
427	Dehradun	Haridwar	Haridwar, Ahmedpur	Rural	Hindi
428	Dehradun	Haridwar	Haridwar, BHEL Ranipur	Rural	Hindi
429	Dehradun	Haridwar	Haridwar, Gurukul Kangri	Urban	Hindi
430	Dehradun	Haridwar	Haridwar, Mayapur	Urban	Hindi
431	Dehradun	Haridwar	Haridwar-Shivalik Nagar	Rural	Hindi
432	Dehradun	Haridwar	Jagjeetpur	Semi Urban	Hindi
433	Dehradun	Haridwar	Jagjitpur	Semi Urban	Hindi
434	Dehradun	Haridwar	Roorkee, B.T. Ganj	Urban	Hindi
435	Dehradun	Haridwar	Roorkee, Civil Lines	Urban	Hindi
436	Dehradun	Haridwar	Roorkee, IIT	Urban	Hindi
437	Dehradun	Haridwar	Roorkee, Ramnagar	Urban	Hindi
438	Dehradun	Tehri	Kotdwara (Uttaranchal)	Rural	Hindi
439	Dehradun	Tehri	New Tehri (District Headquarter)	Rural	Hindi
440	Dehradun	Tehri	Pauri, Haridwar (District Headquarter)	Rural	Hindi
441	Dehradun	Tehri	Srinagar (Garhwal)	Semi Urban	Hindi
442	Dehradun	Tehri	Uttarkashi (District Headquarter)	Rural	Hindi
443	Delhi	East delhi	Bhajanpura	Urban	Hindi
444	Delhi	East delhi	Burari (105100)	Urban	Hindi
445	Delhi	East delhi	Burari (172910)	Urban	Hindi
446	Delhi	East delhi	Gandhi Nagar	Metro	Hindi
447	Delhi	East delhi	Gurudwara Road	Metro	Hindi
448	Delhi	East delhi	Kailash Nagar	Metro	Hindi
449	Delhi	East delhi	Kamla Nagar	Metro	Hindi
450	Delhi	East delhi	Karawal Nagar	Rural	Hindi
451	Delhi	East delhi	Krishan Nagar	Metro	Hindi
452	Delhi	East delhi	Laxmi Nagar (048810)	Metro	Hindi
453	Delhi	East delhi	Laxmi Nagar (160300)	Metro	Hindi
454	Delhi	East delhi	Mustafabad	Urban	Hindi
455	Delhi	East delhi	New Rohtak Road	Metro	Hindi
456	Delhi	East delhi	Paharganj	Metro	Hindi
457	Delhi	East delhi	Preet Vihar	Metro	Hindi
458	Delhi	East delhi	Radhey Puri	Metro	Hindi

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SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
459	Delhi	East delhi	Shahdara	Metro	Hindi
460	Delhi	East delhi	Shiv Vihar	Rural	Hindi
461	Delhi	East delhi	Vasundhara Enclave	Metro	Hindi
462	Delhi	East delhi	Vishwas Nagar	Metro	Hindi
463	Delhi	East delhi	Yamuna Vihar	Metro	Hindi
464	Delhi	Ghaziabad	Ambedkar Marg	Urban	Hindi
465	Delhi	Ghaziabad	Crossing Republic	Semi Urban	Hindi
466	Delhi	Ghaziabad	G T Road	Urban	Hindi
467	Delhi	Ghaziabad	Govindpuri	Semi Urban	Hindi
468	Delhi	Ghaziabad	Indrapuram	Urban	Hindi
469	Delhi	Ghaziabad	Kaushambi	Urban	Hindi
470	Delhi	Ghaziabad	Loni	Rural	Hindi
471	Delhi	Ghaziabad	Loni eOBC	Rural	Hindi
472	Delhi	Ghaziabad	Modi Steel	Semi Urban	Hindi
473	Delhi	Ghaziabad	Modinagar	Urban	Hindi
474	Delhi	Ghaziabad	Mohan Nagar	Urban	Hindi
475	Delhi	Ghaziabad	Navyug Market	Urban	Hindi
476	Delhi	Ghaziabad	PNB Tronica City	Semi Urban	Hindi
477	Delhi	Ghaziabad	Raj Nagar	Urban	Hindi
478	Delhi	Ghaziabad	Raoli Kalan	Rural	Hindi
479	Delhi	Ghaziabad	Razapur	Urban	Hindi
480	Delhi	Ghaziabad	Sarna	Rural	Hindi
481	Delhi	Ghaziabad	Tila Sehbazpur	Rural	Hindi
482	Delhi	Ghaziabad	Ukharsa	Semi Urban	Hindi
483	Delhi	Gurugram	Fountain Chowk Gurugram	Urban	Hindi
484	Delhi	Gurugram	Garhi Harsaru	Rural	Hindi
485	Delhi	Gurugram	Hailey Mandi	Semi Urban	Hindi
486	Delhi	Gurugram	Hathin	Rural	Hindi
487	Delhi	Gurugram	Manesar	Semi Urban	Hindi
488	Delhi	Gurugram	New Railway Road Gurugram	Urban	Hindi
489	Delhi	Gurugram	NIT Faridabad (016700)	Urban	Hindi
490	Delhi	Gurugram	NIT Faridabad (001810)	Urban	Hindi
491	Delhi	Gurugram	Sohna	Semi Urban	Hindi
492	Delhi	Gurugram	Sukhrali	Urban	Hindi
493	Delhi	Noida	Alpha-2, Greater Noida	Urban	Hindi
494	Delhi	Noida	Bilaspur	Rural	Hindi
495	Delhi	Noida	Chhapraula	Rural	Hindi
496	Delhi	Noida	Dadri	Semi Urban	Hindi
497	Delhi	Noida	Gamma, Greater Noida	Urban	Hindi
498	Delhi	Noida	Sector-1, Noida	Urban	Hindi
499	Delhi	Noida	Sector-18, Noida	Urban	Hindi
500	Delhi	Noida	Sector-27, Noida	Urban	Hindi
501	Delhi	Noida	Sector-61, Noida	Urban	Hindi
502	Delhi	Noida	Sector-63, Noida	Urban	Hindi
503	Delhi	North delhi	Adarash Nagar	Metro	Hindi
504	Delhi	North delhi	Khera Kalan	Rural	Hindi
505	Delhi	North delhi	Lawrence Road	Metro	Hindi
506	Delhi	North delhi	Model Town	Metro	Hindi
507	Delhi	North delhi	Pehladi Pur Bangar	Semi Urban	Hindi
508	Delhi	North delhi	Prashant Vihar	Urban	Hindi
509	Delhi	North delhi	Swaroop Nagar	Semi Urban	Hindi
510	Delhi	South delhi	Bhikaji Cama place	Metro	Hindi
511	Delhi	South delhi	Connaught circus	Metro	Hindi
512	Delhi	South delhi	Connaught circus N-46	Metro	Hindi
513	Delhi	South delhi	ECE House	Metro	Hindi
514	Delhi	South delhi	Khan Market	Metro	Hindi
515	Delhi	South delhi	Maharani Bagh	Semi Urban	Hindi
516	Delhi	South delhi	MCB	Metro	Hindi
517	Delhi	South delhi	Sansad Marg	Metro	Hindi
518	Delhi	South delhi	South Extension 1	Metro	Hindi
519	Delhi	South delhi	Vasant Kunj	Metro	Hindi
520	Delhi	West delhi	DELHI, NEW RAJINDER NAGAR	Metro	HINDI
521	Delhi	West delhi	DELHI, PASCHIM VIHAR	Metro	HINDI
522	Delhi	West delhi	DELHI, PUNJABI BAGH	Metro	HINDI
523	Delhi	West delhi	DELHI, RAJENDER NAGAR FIRE STATION	Metro	HINDI
524	Delhi	West delhi	DELHI, RAJENDRA PLACE	Metro	HINDI
525	Delhi	West delhi	DWARKA, SECTOR-12A	Metro	HINDI
526	Delhi	West delhi	JHARODA KALAN, DELHI POLICE TRAINING COLLEGE	RURAL	HINDI
527	Delhi	West delhi	NEW DELHI- EC VIKASPURI d block	Metro	HINDI
528	Delhi	West delhi	NEW DELHI JANAKPURI (HARI NAGAR)	Metro	HINDI
529	Delhi	West delhi	NEW DELHI JHATIKARA	RURAL	HINDI
530	Delhi	West delhi	NEW DELHI NAJAFGARH VILLAGE	Metro	HINDI
531	Delhi	West delhi	NEW DELHI- PUNJABI BAGH WEST	Metro	HINDI
532	Delhi	West delhi	NEW DELHI VIKASPURI F BLOCK	Metro	HINDI
533	Delhi	West delhi	NEW DELHI, JANAKPURI	Metro	HINDI
534	Delhi	West delhi	WEST PATEL NAGAR, DELHI	Metro	HINDI

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SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
535	Durgapur	nadia	Chakdah	Semi Urban	Bengali
536	Durgapur	nadia	Gobrapota	Rural	Bengali
537	Durgapur	nadia	Haringhata hat	Rural	Bengali
538	Durgapur	nadia	Kalyani	Urban	Bengali
539	Durgapur	nadia	Krishnagar	Urban	Bengali
540	Durgapur	nadia	Mayapur	Urban	Bengali
541	Durgapur	nadia	Nabadwip	Urban	Bengali
542	Durgapur	nadia	Ranaghat	Semi Urban	Bengali
543	Durgapur	Burdwan	Burdwan	Urban	Bengali
544	Durgapur	Burdwan	Siuri	Semi Urban	Bengali
545	Durgapur	Durgapur	Andalmore	Rural	Bengali
546	Durgapur	Durgapur	Asansol Bazar	Urban	Bengali
547	Durgapur	Durgapur	Bhiringi	Urban	Bengali
548	Durgapur	Durgapur	City Centre Durgapur	Urban	Bengali
549	Durgapur	Durgapur	Hutton Road	Urban	Bengali
550	Durgapur	Durgapur	Nachan Road	Urban	Bengali
551	Durgapur	Durgapur	Raniganj	Urban	Bengali
552	Durgapur	Durgapur	Shilampur	Rural	Bengali
553	Durgapur	Malda	Balurghat (PNB)	Urban	Bengali
554	Durgapur	Malda	Gangarampur	Semi Urban	Bengali
555	Durgapur	Malda	Islampur	RURAL	Bengali
556	Durgapur	Malda	Kaliachak	RURAL	Bengali
557	Durgapur	Malda	Kaliaganj	Semi Urban	Bengali
558	Durgapur	Malda	Malda Station Road (eOBC)	Urban	Bengali
559	Durgapur	Malda	Raiganj Mohanbati (PNB 1.0)	Urban	Bengali
560	Durgapur	Malda	Raiganj(eUBI)	Urban	Bengali
561	Durgapur	Murshidabad	Beldanga	Semi Urban	Bengali
562	Durgapur	Murshidabad	Berhampore (446600)	Urban	Bengali
563	Durgapur	Murshidabad	Berhampur (022920)	Urban	Bengali
564	Durgapur	Murshidabad	Bhagwangola	Semi Urban	Bengali
565	Durgapur	Murshidabad	Farakka Barrage	Semi Urban	Bengali
566	Durgapur	Murshidabad	Gorabazar	Urban	Bengali
567	Durgapur	Murshidabad	Kandi	Semi Urban	Bengali
568	Durgapur	Murshidabad	Murshidabad	Semi Urban	Bengali
569	Durgapur	New Jalpaiguri (Siliguri)	Alipurduar	Urban	Bengali
570	Durgapur	New Jalpaiguri (Siliguri)	Cooch Behar	Semi Urban	Bengali
571	Durgapur	New Jalpaiguri (Siliguri)	Darjeeling	Urban	Nepali
572	Durgapur	New Jalpaiguri (Siliguri)	Gangtok (099810)	Urban	Nepali
573	Durgapur	New Jalpaiguri (Siliguri)	Gangtok (406800)	Semi Urban	Nepali
574	Durgapur	New Jalpaiguri (Siliguri)	Jalpaiguri	Urban	Bengali
575	Durgapur	New Jalpaiguri (Siliguri)	Sevoke Road	Urban	Bengali
576	Durgapur	New Jalpaiguri (Siliguri)	Subhaspally	Semi Urban	Bengali
577	Durgapur	Purulia	Bankura	Urban	Bengali
578	Durgapur	Purulia	Durba	Rural	Bengali
579	Durgapur	Purulia	Khatra	Rural	Bengali
580	Durgapur	Purulia	Parbelia	Rural	Bengali
581	Durgapur	Purulia	Purulia taxi Stand	Urban	Bengali
582	Durgapur	Purulia	Raghunathpur	Semi Urban	Bengali
583	Durgapur	Purulia	Sarbari	Rural	Bengali
584	Durgapur	Purulia	Sonamukhi	Semi Urban	Bengali
585	Guwahati	Agartala	AGARTALA,	Urban	BENGALI
586	Guwahati	Agartala	AGARTALA, HGB ROAD	Urban	BENGALI
587	Guwahati	Agartala	BAROMURA GTP	Urban	BENGALI
588	Guwahati	Agartala	BATTALA	Urban	BENGALI
589	Guwahati	Agartala	DHARMANAGAR	Semi Urban	BENGALI
590	Guwahati	Agartala	MANUBAZAR	RURAL	BENGALI
591	Guwahati	Agartala	RAMNAGAR	Urban	BENGALI
592	Guwahati	Dibrugarh	DIBRUGARH	Urban	ASSAMES
593	Guwahati	Dibrugarh	DIBRUGARH UNIVERSITY	Urban	ASSAMES
594	Guwahati	Dibrugarh	ITANAGAR	Urban	ASSAMES
595	Guwahati	Dibrugarh	MAHADEVPUR	RURAL	ASSAMES
596	Guwahati	Dibrugarh	NORTH LAKHIMPUR	Semi Urban	ASSAMESE
597	Guwahati	Dibrugarh	SILAPATHAR	Semi Urban	ASSAMESE
598	Guwahati	Dibrugarh	TINSUKIA	Urban	ASSAMES
599	Guwahati	Guwahati	A T ROAD	Urban	ASSAMESE
600	Guwahati	Guwahati	BAIHATA CHARALI	RURAL	ASSAMESE
601	Guwahati	Guwahati	BARPETA ROAD	Semi Urban	ASSAMESE
602	Guwahati	Guwahati	BHANGAGARH	Urban	ASSAMESE
603	Guwahati	Guwahati	BONGAIGAON	Semi Urban	ASSAMESE
604	Guwahati	Guwahati	FANCY BAZAR	Urban	ASSAMESE
605	Guwahati	Guwahati	GAUHATI ZOO ROAD	Urban	ASSAMESE
606	Guwahati	Guwahati	GUWAHATI	Urban	ASSAMESE
607	Guwahati	Guwahati	KAMAKHYA	Semi Urban	ASSAMESE
608	Guwahati	Guwahati	LAITUMKHEHRAH	Urban	KHASI
609	Guwahati	Guwahati	NONGTHYMAI	Semi Urban	KHASI
610	Guwahati	Guwahati	RAMPUR	RURAL	ASSAMESE
611	Guwahati	Guwahati	SECRETARIAT DISPUR	Urban	ASSAMESE
612	Guwahati	Guwahati	ULUBARI	Urban	ASSAMESE

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613	Guwahati	Imphal	AIZAWL	Urban	MIZO
614	Guwahati	Imphal	DIMAPUR	Urban	NAGAMESE AND ENGLISH
615	Guwahati	Imphal	IMPHAL	Urban	MANIPURI
616	Guwahati	Imphal	IMPHAL	Urban	MANIPURI
617	Guwahati	Imphal	TAMENGLONG	Semi Urban	MANIPURI
618	Guwahati	Jorhat	BOKAKHAT	Semi Urban	ASSAMESE
619	Guwahati	Jorhat	GOLAGHAT	Semi Urban	ASSAMESE
620	Guwahati	Jorhat	JORHAT	Urban	ASSAMESE
621	Guwahati	Jorhat	K B ROAD	Urban	ASSAMESE
622	Guwahati	Jorhat	KAMALABARI	Urban	ASSAMESE
623	Guwahati	Jorhat	MORAN	RURAL	ASSAMESE
624	Guwahati	Jorhat	SIBSAGAR	Semi Urban	ASSAMESE
625	Guwahati	Nagaon	JAGIROAD	Semi Urban	ASSAMESE
626	Guwahati	Nagaon	MANGALDOI	Semi Urban	ASSAMESE
627	Guwahati	Nagaon	NAGAON (037300)	Urban	ASSAMESE
628	Guwahati	Nagaon	NAGAON (003120)	Urban	ASSAMESE
629	Guwahati	Silchar	BADARPUR	Urban	BENGALI
630	Guwahati	Silchar	KARIMGANJ	Urban	BENGALI
631	Guwahati	Silchar	LAKHIPUR CACHAR)	Semi Urban	BENGALI
632	Guwahati	Silchar	SILCHAR (003720)	Urban	BENGALI
633	Guwahati	Silchar	SILCHAR (311000)	Urban	BENGALI
634	Guwahati	Silchar	TARAPUR	Urban	BENGALI
635	Hyderabad	Bangalore	K G ROAD	Metro	KANNADA
636	Hyderabad	Bangalore	BEGUR(ELECTRONIC CITY)	RURAL	KANNADA
637	Hyderabad	Bangalore	J P NAGAR	Metro	KANNADA
638	Hyderabad	Bangalore	M G ROAD	Metro	KANNADA
639	Hyderabad	Bangalore	MAHALAKSHMI LAYOUT	Metro	KANNADA
640	Hyderabad	Bangalore	MYSORE MAIN	Urban	KANNADA
641	Hyderabad	Bangalore	NELAMANGALA	Semi Urban	KANNADA
642	Hyderabad	Bangalore	RAMANAGARA	Semi Urban	KANNADA
643	Hyderabad	Bangalore	RICHMOND ROAD	Metro	KANNADA
644	Hyderabad	Bangalore	SADASHIVA ROAD	Metro	KANNADA
645	Hyderabad	Hubli	Bijapur	Urban	KANNADA
646	Hyderabad	Hubli	Belgaum	Urban	KANNADA
647	Hyderabad	Hubli	Manglore-Candle Garden	Urban	KANNADA
648	Hyderabad	Hubli	Shimoga	Urban	KANNADA
649	Hyderabad	Hubli	Jeratgi	RURAL	KANNADA
650	Hyderabad	Hubli	Dharwad	Urban	KANNADA
651	Hyderabad	Hubli	Karwar	Semi Urban	KANNADA
652	Hyderabad	Hubli	Haveri	Semi Urban	KANNADA
653	Hyderabad	Hubli	Chitradurga	Urban	KANNADA
654	Hyderabad	Hubli	Koppal	Semi Urban	KANNADA
655	Hyderabad	Hyderabad	BANK STREET	Metro	TELUGU
656	Hyderabad	Hyderabad	CHANDANAGAR	Metro	TELUGU
657	Hyderabad	Hyderabad	JUBILEEHILLS	Metro	TELUGU
658	Hyderabad	Hyderabad	KURMED	RURAL	TELUGU
659	Hyderabad	Hyderabad	MIRLAGUDA	Semi Urban	TELUGU
660	Hyderabad	Hyderabad	MUDIGONDA	RURAL	TELUGU
661	Hyderabad	Hyderabad	MUSHEERABAD	Metro	TELUGU
662	Hyderabad	Hyderabad	NANDIGAON	Semi Urban	TELUGU
663	Hyderabad	Hyderabad	REGENCY PLAZA, AMEERPET	Metro	TELUGU
664	Hyderabad	Hyderabad	VIKARABAD	Semi Urban	TELUGU
665	Hyderabad	Secunderabad	M G Road	Metro	Telugu
666	Hyderabad	Secunderabad	Bachupally	Semi Urban	Telugu
667	Hyderabad	Secunderabad	Bheemaram	Semi Urban	Telugu
668	Hyderabad	Secunderabad	Chennur	Rural	Telugu
669	Hyderabad	Secunderabad	Ellanthakunta	Rural	Telugu
670	Hyderabad	Secunderabad	Hanamkonda	Metro	Telugu
671	Hyderabad	Secunderabad	Kukatpally	Metro	Telugu
672	Hyderabad	Secunderabad	Mancherla	Semi Urban	Telugu
673	Hyderabad	Secunderabad	Patancheru	Metro	Telugu
674	Hyderabad	Secunderabad	R P Road	Metro	Telugu
675	Hyderabad	Vijayawada	Adoni	Semi Urban	Telugu
676	Hyderabad	Vijayawada	Alluru	Semi Urban	Telugu
677	Hyderabad	Vijayawada	Ananthapur	Urban	Telugu
678	Hyderabad	Vijayawada	Basinenipalli	Rural	Telugu
679	Hyderabad	Vijayawada	Darsi	Semi Urban	Telugu
680	Hyderabad	Vijayawada	Edara	Rural	Telugu
681	Hyderabad	Vijayawada	Guntur	Urban	Telugu
682	Hyderabad	Vijayawada	Kadapa	Urban	Telugu
683	Hyderabad	Vijayawada	MG Road	Urban	Telugu
684	Hyderabad	Vijayawada	Tirupathi	Urban	Telugu
685	Hyderabad	Visakhapatnam	Amalapuram	Semi Urban	Telugu
686	Hyderabad	Visakhapatnam	Anakapalle	Semi Urban	Telugu
687	Hyderabad	Visakhapatnam	Eluru	Urban	Telugu
688	Hyderabad	Visakhapatnam	Kakinada	Urban	Telugu
689	Hyderabad	Visakhapatnam	LIC Building	Urban	Telugu

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690	Hyderabad	Visakhapatnam	MVP Colony	Urban	Telugu
691	Hyderabad	Visakhapatnam	Rajahmundry	Urban	Telugu
692	Hyderabad	Visakhapatnam	Rellivalasa	Rural	Telugu
693	Hyderabad	Visakhapatnam	Tuni	Semi Urban	Telugu
694	Hyderabad	Visakhapatnam	Vizianagaram	Urban	Telugu
695	Jaipur	Alwar	Bhiwadi IE	Urban	Hindi
696	Jaipur	Alwar	Dausa	Semi Urban	Hindi
697	Jaipur	Alwar	Manu Marg, Alwar	Urban	Hindi
698	Jaipur	Alwar	MIA Alwar	Rural	Hindi
699	Jaipur	Bharatpur	Halena	Rural	Hindi
700	Jaipur	Bharatpur	Laxman Mandir Chowk, Bharatpur	Urban	Hindi
701	Jaipur	Bharatpur	Nadbai	Semi Urban	Hindi
702	Jaipur	Bharatpur	Rajendra Nagar, Bharatpur	Urban	Hindi
703	Jaipur	Bikaner	Dhegana	Rural	Hindi
704	Jaipur	Bikaner	Jassusar Gate	Urban	Hindi
705	Jaipur	Bikaner	Nokha	Semi Urban	Hindi
706	Jaipur	Bikaner	Rani Bazar	Urban	Hindi
707	Jaipur	Hanumangarh	Hanumangarh Town	Urban	Hindi
708	Jaipur	Hanumangarh	Rawatsar	Semi Urban	Hindi
709	Jaipur	Hanumangarh	Sardarshahar	Semi Urban	Hindi
710	Jaipur	Jaipur ajmer	Bapu Nagar, Jaipur	Metro	Hindi
711	Jaipur	Jaipur ajmer	IBB Jaipur	Metro	Hindi
712	Jaipur	Jaipur ajmer	Jawahar Nagar, Jaipur	Metro	Hindi
713	Jaipur	Jaipur ajmer	Karansar	Rural	Hindi
714	Jaipur	Jaipur ajmer	Karkeri	Rural	Hindi
715	Jaipur	Jaipur ajmer	Kutchery Road, Ajmer	Urban	Hindi
716	Jaipur	Jaipur ajmer	M I Road, Jaipur	Metro	Hindi
717	Jaipur	Jaipur ajmer	Nehru Place, Jaipur	Metro	Hindi
718	Jaipur	Jaipur ajmer	Pushkar	Semi Urban	Hindi
719	Jaipur	Jaipur ajmer	Raja Park, Jaipur	Metro	Hindi
720	Jaipur	Jaipur ajmer	Vaishali Nagar, Jaipur	Metro	Hindi
721	Jaipur	Jaipur sikar	Chomu	Semi Urban	Hindi
722	Jaipur	Jaipur sikar	Fatehpur Shekhawati	Semi Urban	Hindi
723	Jaipur	Jaipur sikar	Juliasar	Rural	Hindi
724	Jaipur	Jaipur sikar	Nawalgarh Road, Sikar	Urban	Hindi
725	Jaipur	Jaipur sikar	Piprali	Rural	Hindi
726	Jaipur	Jaipur sikar	Station Road, Sikar	Urban	Hindi
727	Jaipur	Jaipur sikar	Vidhyadhar Nagar, Jaipur	Metro	Hindi
728	Jaipur	Jodhpur	Balotra	Semi Urban	Hindi
729	Jaipur	Jodhpur	Barmer	Semi Urban	Hindi
730	Jaipur	Jodhpur	Chopasani Housing, Jodhpur	Urban	Hindi
731	Jaipur	Jodhpur	Khinchana	Rural	Hindi
732	Jaipur	Jodhpur	Sojati Gate	Urban	Hindi
733	Jaipur	Kota	Bamanwas	Rural	Hindi
734	Jaipur	Kota	Bhawanimandi	Semi Urban	Hindi
735	Jaipur	Kota	Itawa	Semi Urban	Hindi
736	Jaipur	Kota	Kota IE	Urban	Hindi
737	Jaipur	Sriganganagar	13 LNP Tania University	Rural	Hindi
738	Jaipur	Sriganganagar	Birbal Chowk, Sriganganagar	Urban	Hindi
739	Jaipur	Sriganganagar	Meera Marg, Sriganganagar	Urban	Hindi
740	Jaipur	Sriganganagar	Raisinghnagar	Semi Urban	Hindi
741	Jaipur	Sriganganagar	Suratgarh	Semi Urban	Hindi
742	Jaipur	Udaipur	Banswara	Semi Urban	Hindi
743	Jaipur	Udaipur	Chetak Circle Udaipur	Urban	Hindi
744	Jaipur	Udaipur	Panchsheel Marg Udaipur	Urban	Hindi
745	Kolkata	24 pgs. North	Chandpara	RURAL	Bengali/English
746	Kolkata	24 pgs. North	Dattapukur	Semi Urban	Bengali/English
747	Kolkata	24 pgs. North	Habra	Semi Urban	Bengali/English
748	Kolkata	24 pgs. North	Barasat e-uni	Urban	Bengali
749	Kolkata	24 pgs. North	New Barrack pore	Urban	Bengali
750	Kolkata	Hooghly	Arambagh e-UNI	Semi Urban	Bengali
751	Kolkata	Hooghly	Champadanga	Semi Urban	Bengali
752	Kolkata	Hooghly	Chinsurah e-UNI	Urban	Bengali
753	Kolkata	Hooghly	Dasghara	RURAL	Bengali
754	Kolkata	Hooghly	Dhaniakhali	RURAL	Bengali
755	Kolkata	Hooghly	Mahesh	Urban	Bengali
756	Kolkata	Hooghly	Singur e-UNI	Semi Urban	Bengali
757	Kolkata	Kharagpur	BELDA	RURAL	BENGALI
758	Kolkata	Kharagpur	IIT	Urban	BENGALI
759	Kolkata	Kharagpur	INDA	Urban	BENGALI
760	Kolkata	Kharagpur	MALANCH	Urban	BENGALI
761	Kolkata	Kharagpur	SABANG	Semi Urban	BENGALI
762	Kolkata	Kolkata north	BIRATI PNB	Urban	BENGALI
763	Kolkata	Kolkata north	COLLEGE STREET E-UNI	Metro	BENGALI
764	Kolkata	Kolkata north	DUMDUM	Metro	BENGALI
765	Kolkata	Kolkata north	NEW MANICKTALA	Metro	BENGALI
766	Kolkata	Kolkata north	PATHORGHATA	RURAL	BENGALI
767	Kolkata	Kolkata north	SECTOR I SALT LAKE	Urban	BENGALI

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SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
768	Kolkata	Kolkata south	Barisha	Metro	Bengali
769	Kolkata	Kolkata south	Behala	Metro	Bengali
770	Kolkata	Kolkata south	Bondel Road	Metro	Bengali
771	Kolkata	Kolkata south	Bosepukur Rajdanga	Metro	Bengali
772	Kolkata	Kolkata south	Garia	RURAL	Bengali
773	Kolkata	Kolkata south	Gariahat	Metro	Bengali
774	Kolkata	Kolkata south	Jadavpur	Metro	Bengali
775	Kolkata	Kolkata west	Brabourne Road	Metro	Bengali
776	Kolkata	Kolkata west	Domjur	Semi Urban	Bengali
777	Kolkata	Kolkata west	Garacharma	Semi Urban	Bengali
778	Kolkata	Kolkata west	Harish Mukherjee Road	Metro	Bengali
779	Kolkata	Kolkata west	Kolkata IBB	Metro	Bengali
780	Kolkata	Kolkata west	Kolkata Shakespeare Sarani	Metro	Bengali
781	Kolkata	Kolkata west	O.C.H. St	Metro	Bengali
782	Kolkata	Paschim medinipur	C K TOWN	RURAL	BANGLA
783	Kolkata	Paschim medinipur	DASPUR	Semi Urban	BANGLA
784	Kolkata	Paschim medinipur	GHATAL	Urban	BANGLA
785	Kolkata	Paschim medinipur	MIDNAPUR	Urban	BANGLA
786	Kolkata	Paschim medinipur	SAT BANKURA	Semi Urban	BANGLA
787	Kolkata	Purba medinipur	Bajkul	RURAL	Bengali
788	Kolkata	Purba medinipur	Contai	Semi Urban	Bengali
789	Kolkata	Purba medinipur	Haldia Khanjanchak	Urban	Bengali
790	Kolkata	Purba medinipur	Panskura	RURAL	Bengali
791	Kolkata	Purba medinipur	Ramnagar	RURAL	Bengali
792	Kolkata	Purba medinipur	Tamluk	Semi Urban	Bengali
793	Kolkata	South 24 parganas	Amtala	RURAL	Bengali
794	Kolkata	South 24 parganas	Diamond Harbour	Semi Urban	Bengali
795	Kolkata	South 24 parganas	Kolkata Baruipur	Semi Urban	Bengali
796	Kolkata	South 24 parganas	Maheshtala P	Urban	Bengali
797	Kolkata	South 24 parganas	New Garia	Urban	Bengali
798	Kolkata	South 24 parganas	Sonarpur	Urban	Bengali
799	Lucknow	Ayodhya	Akbarpur , Main	Urban	Hindi
800	Lucknow	Ayodhya	Balrampur	Semi Urban	Hindi
801	Lucknow	Ayodhya	Bansi	Semi Urban	Hindi
802	Lucknow	Ayodhya	Civil Lines, Ayodhya	Urban	Hindi
803	Lucknow	Ayodhya	Gonda Main	Urban	Hindi
804	Lucknow	Ayodhya	KESHAVPUR PAHARWA	RURAL	HINDI
805	Lucknow	Ayodhya	KNIT, SULTANPUR	RURAL	HINDI
806	Lucknow	Ayodhya	LIC Beniganj,	Urban	Hindi
807	Lucknow	Ayodhya	Nayaghat	Semi Urban	Hindi
808	Lucknow	Ayodhya	Sahabganj	Urban	Hindi
809	Lucknow	Ayodhya	SAUNGHAT	RURAL	HINDI
810	Lucknow	Ayodhya	Sultanpur Awadh	Urban	Hindi
811	Lucknow	Ayodhya	Tanda	Semi Urban	Hindi
812	Lucknow	Gorakhpur	Anand Nagar	Semi Urban	Hindi
813	Lucknow	Gorakhpur	Bank Road	Urban	Hindi
814	Lucknow	Gorakhpur	Chauri Chaura	RURAL	HINDI
815	Lucknow	Gorakhpur	Civil Lines	Urban	Hindi
816	Lucknow	Gorakhpur	EKLA BAZAR	RURAL	HINDI
817	Lucknow	Gorakhpur	Industrial Area Gorakhnath, Gorakhpur	Urban	Hindi
818	Lucknow	Gorakhpur	Jubilee Branch	Urban	Hindi
819	Lucknow	Gorakhpur	Kasia	Semi Urban	Hindi
820	Lucknow	Gorakhpur	Kunraghat Branch	Urban	Hindi
821	Lucknow	Gorakhpur	Ramgarhtal	Urban	Hindi
822	Lucknow	Gorakhpur	Sant Kabir Nagar	Semi Urban	Hindi
823	Lucknow	Gorakhpur	SC Padrauna	Semi Urban	Hindi
824	Lucknow	Gorakhpur	KAURIRAM	RURAL	HINDI
825	Lucknow	Lucknow	Ashok Marg, Lucknow	Urban	Hindi
826	Lucknow	Lucknow	Banthara	Semi Urban	Hindi
827	Lucknow	Lucknow	Chattameel	RURAL	HINDI
828	Lucknow	Lucknow	GHAILLA	RURAL	HINDI
829	Lucknow	Lucknow	Gomtinahgar, Lucknow	Urban	HINDI
830	Lucknow	Lucknow	HAL Township, Lucknow	Urban	HINDI
831	Lucknow	Lucknow	Hazratganj, Lucknow	Urban	HINDI
832	Lucknow	Lucknow	Indira Market, barabanki	Semi Urban	Hindi
833	Lucknow	Lucknow	KSGA,Barabanki	Semi Urban	Hindi
834	Lucknow	Lucknow	M.G. Marg	Urban	HINDI
835	Lucknow	Lucknow	Municipal Market, Barabanki	Semi Urban	Hindi
836	Lucknow	Lucknow	Nishatganj,Lucknow	Urban	HINDI
837	Lucknow	Lucknow	SAFDARGANJ	RURAL	HINDI
838	Lucknow	Lucknow	VibhutiKhand, Lucknow	Urban	HINDI
839	Lucknow	Sitapur	Dadabad Ricchai Chauraha,Sitapur	RURAL	HINDI
840	Lucknow	Sitapur	H S Market Bahraich	Urban	HINDI
841	Lucknow	Sitapur	Hardoi	Urban	HINDI
842	Lucknow	Sitapur	Hospital Road Lakhimpur	Urban	HINDI
843	Lucknow	Sitapur	Kachauna Pasteni	Semi Urban	Hindi
844	Lucknow	Sitapur	Kasta	RURAL	HINDI
845	Lucknow	Sitapur	MG Road Hardoi	Urban	HINDI

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846	Lucknow	Sitapur	Sidhauli	Semi Urban	Hindi
847	Lucknow	Sitapur	Sitapur	Urban	HINDI
848	Lucknow	Sitapur	Station Road Lakhimpur	Urban	HINDI
849	Lucknow	Sitapur	Bhinga	Semi Urban	Hindi
850	Ludhiana	Bathinda	Bathinda Arya Samaj Chowk	Urban	Punjabi
851	Ludhiana	Bathinda	Bathinda Bank Street	Urban	Punjabi
852	Ludhiana	Bathinda	Bathinda Main	Urban	Punjabi
853	Ludhiana	Bathinda	K C Road, Barnala	Urban	Punjabi
854	Ludhiana	Bathinda	Kothaguru	Rural	Punjabi
855	Ludhiana	Bathinda	Rampura Phul	Semi Urban	Punjabi
856	Ludhiana	Bathinda	Sangat	Rural	Punjabi
857	Ludhiana	Bathinda	Tapa	Semi Urban	Punjabi
858	Ludhiana	Fazilka	Abohar Main	Urban	Punjabi
859	Ludhiana	Fazilka	Gaushala Road Fazilka	Semi Urban	Punjabi
860	Ludhiana	Fazilka	Ghallu	Rural	Punjabi
861	Ludhiana	Fazilka	Gidderbaha	Semi Urban	Punjabi
862	Ludhiana	Fazilka	Ngm Abohar	Urban	Punjabi
863	Ludhiana	Fazilka	Sri Muktsar Sahib	Urban	Punjabi
864	Ludhiana	Ludhiana	Daad	Rural	PUNJABI
865	Ludhiana	Ludhiana	Dhandari Kalan	Urban	PUNJABI
866	Ludhiana	Ludhiana	G T Road Khanna	Semi Urban	PUNJABI
867	Ludhiana	Ludhiana	Gill Road	Urban	PUNJABI
868	Ludhiana	Ludhiana	Ibb	Urban	PUNJABI
869	Ludhiana	Ludhiana	Kohara	Rural	PUNJABI
870	Ludhiana	Ludhiana	Mandi Mullanpur	Semi Urban	PUNJABI
871	Ludhiana	Ludhiana	Model Town	Urban	PUNJABI
872	Ludhiana	Ludhiana	Rajpura Road	Urban	PUNJABI
873	Ludhiana	Ludhiana	Samrala	Semi Urban	PUNJABI
874	Ludhiana	Moga	Amritsar Road, Moga	Urban	Punjabi
875	Ludhiana	Moga	Bagha Purana	Semi Urban	Punjabi
876	Ludhiana	Moga	Dharamkot Opp.P.S.	Semi Urban	Punjabi
877	Ludhiana	Moga	Guruharsarai(Kohar Singh Wala)	Semi Urban	Punjabi
878	Ludhiana	Moga	Kot Ise Khan	Semi Urban	Punjabi
879	Ludhiana	Moga	Moga G.T. Road	Urban	Punjabi
880	Ludhiana	Moga	Moga Pratap Singh Road	Urban	Punjabi
881	Ludhiana	Patiala	A Tank Patiala	Urban	PUNJABI
882	Ludhiana	Patiala	Amargarh	Rural	PUNJABI
883	Ludhiana	Patiala	Bhadson	Rural	PUNJABI
884	Ludhiana	Patiala	Dhuri Main	Semi Urban	PUNJABI
885	Ludhiana	Patiala	Malerkotla Main	Urban	PUNJABI
886	Ludhiana	Patiala	Model Town Patiala	Urban	PUNJABI
887	Ludhiana	Patiala	Nabha	Semi Urban	PUNJABI
888	Ludhiana	Patiala	Sanaur	Rural	PUNJABI
889	Ludhiana	Patiala	Sangrur Main	Urban	PUNJABI
890	Ludhiana	Patiala	Sunam	Semi Urban	PUNJABI
891	Ludhiana	Patiala	The Mall Patiala	Urban	PUNJABI
892	Ludhiana	Sas nagar	Dera Bassi	Semi Urban	PUNJABI
893	Ludhiana	Sas nagar	Gharuan	Rural	PUNJABI
894	Ludhiana	Sas nagar	Kharar Main	Semi Urban	PUNJABI
895	Ludhiana	Sas nagar	Mohali, Sec 55 (Phase 1)	Urban	PUNJABI
896	Ludhiana	Sas nagar	Mubarikpur	Rural	PUNJABI
897	Ludhiana	Sas nagar	Nangal Township	Semi Urban	PUNJABI
898	Ludhiana	Sas nagar	Phase 7 Mohali	Urban	PUNJABI
899	Ludhiana	Sas nagar	Sec 70 Mohali	Urban	PUNJABI
900	Meerut	meerut	Bagpat-Aggarwal Mandi	Semi Urban	HINDI
901	Meerut	Bijnore	Afzalgarh	Semi Urban	HINDI
902	Meerut	Bijnore	Bijnore C. Line	Semi Urban	HINDI
903	Meerut	Bijnore	Chandpur (e-OBC)	Semi Urban	HINDI
904	Meerut	Bijnore	Dhampur	Semi Urban	HINDI
905	Meerut	Bijnore	Kiratpur	Semi Urban	HINDI
906	Meerut	Bijnore	Najibabad, Chowk	Semi Urban	HINDI
907	Meerut	Bijnore	Nehtaur	Semi Urban	HINDI
908	Meerut	Bijnore	VCT Dharamnagri	RURAL	HINDI
909	Meerut	Meerut	B.M.NAGAR	RURAL	HINDI
910	Meerut	Meerut	BAGHPAT ROAD	Urban	HINDI
911	Meerut	Meerut	Baraut	Urban	HINDI
912	Meerut	Meerut	E.K.ROAD	Urban	HINDI
913	Meerut	Meerut	HAPUR	Urban	HINDI
914	Meerut	Meerut	JAGRITI VIHAR	Urban	HINDI
915	Meerut	Meerut	Jani Khurd	RURAL	HINDI
916	Meerut	Meerut	Khekra-Bagpat	Semi Urban	HINDI
917	Meerut	Meerut	KHUDALIA	RURAL	HINDI
918	Meerut	Meerut	MAWANA	Semi Urban	HINDI
919	Meerut	Meerut	MEERUT CANTT	Urban	HINDI
920	Meerut	Meerut	MODIPURAM	Urban	HINDI
921	Meerut	Meerut	PARIKSHITGARH	Semi Urban	HINDI
922	Meerut	Meerut	SPORTS COMPLEX	Urban	HINDI
923	Meerut	Moradabad	IBB	Urban	HINDI

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924	Meerut	Moradabad	Amroha Main	Urban	HINDI
925	Meerut	Moradabad	Bagadpur	RURAL	HINDI
926	Meerut	Moradabad	CL RAMPUR	Urban	HINDI
927	Meerut	Moradabad	Kanth Road	Urban	
928	Meerut	Moradabad	Milak	Semi Urban	HINDI
929	Meerut	Moradabad	Ramnagar	Semi Urban	HINDI
930	Meerut	Muzaffarnagar	Civil Lines	Urban	HINDI
931	Meerut	Muzaffarnagar	Court Road	Urban	HINDI
932	Meerut	Muzaffarnagar	G T Road Khatauli	Semi Urban	HINDI
933	Meerut	Muzaffarnagar	Gandhi Colony	Urban	HINDI
934	Meerut	Muzaffarnagar	MMG Shamli	Urban	HINDI
935	Meerut	Muzaffarnagar	New Mandi	Urban	HINDI
936	Meerut	Muzaffarnagar	New Mandi E-obc	Urban	HINDI
937	Meerut	Muzaffarnagar	P B Shamli	Urban	HINDI
938	Meerut	Muzaffarnagar	Purqazi	Semi Urban	HINDI
939	Meerut	Muzaffarnagar	South Bhopa	Urban	HINDI
940	Meerut	Saharanpur	Beri Bagh	Urban	HINDI
941	Meerut	Saharanpur	Civil Lines Saharanpur	Urban	HINDI
942	Meerut	Saharanpur	Delhi Road Saharanpur	Urban	HINDI
943	Meerut	Saharanpur	Deoband	Semi Urban	HINDI
944	Meerut	Saharanpur	Gangoh	Semi Urban	HINDI
945	Meerut	Saharanpur	Jasmore	RURAL	HINDI
946	Meerut	Saharanpur	K R plaza Saharanpur	Urban	HINDI
947	Meerut	Saharanpur	NAV Saharanpur	RURAL	HINDI
948	Meerut	Saharanpur	RPS Saharanpur	Urban	HINDI
949	Meerut	Saharanpur	Sastri Mkt Saharanpur	Urban	HINDI
950	Mumbai	nashik	Nashik Road	Metro	Marathi
951	Mumbai	Mumbai city	CHEMBUR	Metro	Marathi
952	Mumbai	Mumbai city	MUMBAI PNB HOUSE	Metro	Marathi
953	Mumbai	Mumbai city	MUMBAI SHIVAJI PARK	Metro	Marathi
954	Mumbai	Mumbai city	MUMBAI WORLI NAKA	Metro	Marathi
955	Mumbai	Mumbai city	MUMBAI WORLI SEAFACE	Metro	Marathi
956	Mumbai	Mumbai city	MUMBAI-CHEMBUR	Metro	Marathi
957	Mumbai	Mumbai western	Bandra Kurla Complex	Metro	Marathi
958	Mumbai	Mumbai western	Boisar	Semi Urban	Marathi
959	Mumbai	Mumbai western	Dadade	RURAL	Marathi
960	Mumbai	Mumbai western	Mumbai Malad West	Metro	Marathi
961	Mumbai	Mumbai western	Mumbai-Borivli (W)	Metro	Marathi
962	Mumbai	Mumbai western	Mumbai-Malad(W)	Metro	Marathi
963	Mumbai	Mumbai western	Mumbai-Mira Road(East) Thane	Urban	Marathi
964	Mumbai	Mumbai western	Mumbai-Santacruz(W)	Metro	Marathi
965	Mumbai	Mumbai western	Mumbai-Versova (Elb)	Metro	Marathi
966	Mumbai	Mumbai western	Palghar	Semi Urban	Marathi
967	Mumbai	Nagpur	Bhandara	Semi Urban	Marathi
968	Mumbai	Nagpur	Chandrapur	Urban	Marathi
969	Mumbai	Nagpur	Dharampeth ,Nagpur	Metro	Marathi
970	Mumbai	Nagpur	Gandhibaug , Nagpur	Metro	Marathi
971	Mumbai	Nagpur	Gondia	Urban	Marathi
972	Mumbai	Nagpur	Jaripatka , Nagpur	Metro	Marathi
973	Mumbai	Nagpur	Kapsi	Rural	Marathi
974	Mumbai	Nagpur	Kingsway , Nagpur	Metro	Marathi
975	Mumbai	Nagpur	Sitabuldi, Nagpur	Metro	Marathi
976	Mumbai	Nagpur	Yeotmal	Urban	Marathi
977	Mumbai	Nashik	Akola PNB	Urban	Marathi
978	Mumbai	Nashik	Buldhana PNB	Semi Urban	Marathi
979	Mumbai	Nashik	CIDCO Aurangabad	Metro	Marathi
980	Mumbai	Nashik	Dhule	Urban	Marathi
981	Mumbai	Nashik	Khamgaon	Semi Urban	Marathi
982	Mumbai	Nashik	MUDAVAD	Rural	Marathi
983	Mumbai	Nashik	Nanded PNB	Urban	Marathi
984	Mumbai	Nashik	Nashik City	Metro	Marathi
985	Mumbai	Nashik	YCMOU	Rural	Marathi
986	Mumbai	Pune	AUNDH	Metro	MARATHI
987	Mumbai	Pune	BANER	Metro	MARATHI
988	Mumbai	Pune	BARAMATI	Semi Urban	MARATHI
989	Mumbai	Pune	BAVDHAN	Metro	MARATHI
990	Mumbai	Pune	DECCAN GYMKHANA	Metro	MARATHI
991	Mumbai	Pune	FC ROAD	Metro	MARATHI
992	Mumbai	Pune	KALYANINAGAR	Metro	MARATHI
993	Mumbai	Pune	KHARADI	Metro	MARATHI
994	Mumbai	Pune	KOTHRUD	Metro	MARATHI
995	Mumbai	Pune	PIMPRI	Metro	MARATHI
996	Mumbai	Pune	VIDYANAGAR	Metro	MARATHI
997	Mumbai	Pune	WAGHOLI	Metro	MARATHI
998	Mumbai	Thane	ALIBAGH (DT. RAIGAD) MH	Semi Urban	Marathi
999	Mumbai	Thane	BHIWANDI	Urban	Marathi
1000	Mumbai	Thane	DOMBIVALI(WEST)	Urban	Marathi
1001	Mumbai	Thane	KALYAN	Urban	Marathi

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1002	Mumbai	Thane	Mumbai Ghatkopar (E)	Metro	Marathi
1003	Mumbai	Thane	MUMBAI-MULUND	Metro	Marathi
1004	Mumbai	Thane	NAVI MUMBAI, CBD BELAPUR	Urban	Marathi
1005	Mumbai	Thane	NAVI MUMBAI, VASHI, SEC-1	Urban	Marathi
1006	Mumbai	Thane	RAIGAD - NEW PANVEL	Urban	Marathi
1007	Mumbai	Thane	THANE - WAGLE ESTATE	Urban	Marathi
1008	Mumbai	Thane	THANE, M.G. ROAD	Urban	Marathi
1009	Mumbai	Thane	THANE, SHIVAJI PATH	Urban	Marathi
1010	Mumbai	Thane	ULHASNAGAR 4	Urban	Marathi
1011	Patna	Ara	Bhabhua	Urban	HINDI
1012	Patna	Ara	Ekauna	Urban	HINDI
1013	Patna	Ara	Main Br Buxar	Urban	HINDI
1014	Patna	Ara	Sarimpur	Urban	HINDI
1015	Patna	Ara	Station Road Ara	Urban	Hindi
1016	Patna	Aurangabad	DAUDNAGAR	RURAL	HINDI
1017	Patna	Aurangabad	M.G. ROAD AURANGABAD	Urban	HINDI
1018	Patna	Aurangabad	OLD GT ROAD AURANGABAD	Semi Urban	HINDI
1019	Patna	Aurangabad	RAFIGANJ	RURAL	HINDI
1020	Patna	Aurangabad	SASARAM HARI COMPLEX	Semi Urban	HINDI
1021	Patna	Bhagalpur	Begusarai	Urban	HINDI
1022	Patna	Bhagalpur	Bhagalpur Bazar	Urban	HINDI
1023	Patna	Bhagalpur	Bihra Bazar	Rural	HINDI
1024	Patna	Bhagalpur	Munger	Urban	HINDI
1025	Patna	Bhagalpur	Zero Mile	Rural	HINDI
1026	Patna	Biharsharif	Biharsharif	Urban	HINDI
1027	Patna	Biharsharif	Lakhisarai	Semi Urban	Hindi
1028	Patna	Biharsharif	Nawada	Semi Urban	Hindi
1029	Patna	Biharsharif	Sohsarai	RURAL	Hindi
1030	Patna	Biharsharif	Surajgarha	RURAL	Hindi
1031	Patna	Champaran	Gopalganj	Urban	Hindi
1032	Patna	Champaran	Mohhamadpur	RURAL	Hindi
1033	Patna	Champaran	Mohini	RURAL	Hindi
1034	Patna	Champaran	Motihari	Urban	Hindi
1035	Patna	Champaran	Siwan	Urban	Hindi
1036	Patna	Darbhanga	Basudeopur	Rural	Maithili, Hindi
1037	Patna	Darbhanga	Madhubani	Urban	Maithili, Hindi
1038	Patna	Darbhanga	Rau Pusa	Rural	Maithili, Hindi
1039	Patna	Darbhanga	Samastipur Mohanpur	Urban	Maithili, Hindi
1040	Patna	Darbhanga	Tower Chowk Darbhanga	Urban	Maithili, Hindi
1041	Patna	Gaya	Asha Singh More Gaya	Urban	Hindi
1042	Patna	Gaya	Guraru	RURAL	Hindi
1043	Patna	Gaya	Jamhaita	RURAL	Hindi
1044	Patna	Gaya	Jehanabad	Urban	Hindi
1045	Patna	Gaya	Nutan Nager	Urban	Hindi
1046	Patna	Muzaffarpur	Biddupur	RURAL	Hindi
1047	Patna	Muzaffarpur	Hajipur	Semi Urban	Hindi
1048	Patna	Muzaffarpur	Hathua Mkt Chhapra	Urban	Hindi
1049	Patna	Muzaffarpur	J L Road Muzaffarpur	Urban	Hindi
1050	Patna	Muzaffarpur	Kiratpur, Rajaram	RURAL	Hindi
1051	Patna	Patna	Bakhtiyarpur	Semi Urban	Hindi
1052	Patna	Patna	Barh	Semi Urban	Hindi
1053	Patna	Patna	Boring Road	Urban	Hindi
1054	Patna	Patna	Budha Colony	Urban	Hindi
1055	Patna	Patna	Kankarbagh	Urban	Hindi
1056	Patna	Patna	Mokama	Semi Urban	Hindi
1057	Patna	Patna	New Market	Urban	Hindi
1058	Patna	Patna	Patna City	Urban	Hindi
1059	Patna	Patna	Sahpur	Rural	Hindi
1060	Patna	Patna	Sampatchak	Rural	Hindi
1061	Patna	Purnea	Araria	Semi Urban	Hindi
1062	Patna	Purnea	Balrampur	RURAL	Hindi
1063	Patna	Purnea	Line Bazar, Purnea	Urban	Hindi
1064	Patna	Purnea	M G Road Katihar	Urban	Hindi
1065	Patna	Purnea	Piprahurd	RURAL	Hindi
1066	Raipur	Bilaspur	Ambikapur	Urban	Hindi
1067	Raipur	Bilaspur	Barela	Rural	Hindi
1068	Raipur	Bilaspur	Bemetara	Semi Urban	Hindi
1069	Raipur	Bilaspur	Budhwari Bazar	Urban	Hindi
1070	Raipur	Bilaspur	Darry	Rural	Hindi
1071	Raipur	Bilaspur	Development Bilaspur eOBC	Urban	Hindi
1072	Raipur	Bilaspur	Kawardha	Semi Urban	Hindi
1073	Raipur	Bilaspur	Korba	Urban	Hindi
1074	Raipur	Bilaspur	Naila	Semi Urban	Hindi
1075	Raipur	Bilaspur	Raigarh	Urban	Hindi
1076	Raipur	Bilaspur	Ratanpur	Semi Urban	Hindi
1077	Raipur	Bilaspur	Sadar Bazar	Urban	Hindi
1078	Raipur	Bilaspur	Sakti	Semi Urban	Hindi
1079	Raipur	Bilaspur	Sardha	Rural	Hindi

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
1080	Raipur	Bilaspur	Vyapar Vihar	Urban	Hindi
1081	Raipur	Bokaro	BACHARA	Semi Urban	HINDI
1082	Raipur	Bokaro	BHORANDIHA	Urban	HINDI
1083	Raipur	Bokaro	BOKARO STEEL CITY (005220)	Urban	HINDI
1084	Raipur	Bokaro	BOKARO STEEL CITY (121000)	Urban	HINDI
1085	Raipur	Bokaro	CHAS	Semi Urban	HINDI
1086	Raipur	Bokaro	CHASBAZAR	Semi Urban	HINDI
1087	Raipur	Bokaro	DALTONGANJ	Urban	HINDI
1088	Raipur	Bokaro	DEOGHAR	Urban	HINDI
1089	Raipur	Bokaro	DHANBAD KATRAS ROAD	Urban	HINDI
1090	Raipur	Bokaro	HAZARIBAGH	Urban	HINDI
1091	Raipur	Bokaro	JAINAMORE	Semi Urban	HINDI
1092	Raipur	Bokaro	MAITHAN	Semi Urban	HINDI
1093	Raipur	Bokaro	PHUSRO	Semi Urban	HINDI
1094	Raipur	Bokaro	SURHI	RURAL	HINDI
1095	Raipur	Bokaro	TELO	RURAL	HINDI
1096	Raipur	Raipur	Anupam Nagar	Metro	Hindi
1097	Raipur	Raipur	Basna	Rural	Hindi
1098	Raipur	Raipur	Civic Centre Bhilai	Urban	Hindi
1099	Raipur	Raipur	Collectorate	Metro	Hindi
1100	Raipur	Raipur	Dallirajhara	Semi Urban	Hindi
1101	Raipur	Raipur	Devendar Nagar	Metro	Hindi
1102	Raipur	Raipur	G. E Road	Metro	Hindi
1103	Raipur	Raipur	Jagdulpur	Urban	Hindi
1104	Raipur	Raipur	Kanker	Semi Urban	Hindi
1105	Raipur	Raipur	Kurud	Semi Urban	Hindi
1106	Raipur	Raipur	Mahasamund	Semi Urban	Hindi
1107	Raipur	Raipur	Main Branch	Metro	Hindi
1108	Raipur	Raipur	Phool Chowk	Metro	Hindi
1109	Raipur	Raipur	Rajnadaon	Urban	Hindi
1110	Raipur	Raipur	Station Road	Metro	Hindi
1111	Raipur	Ranchi	Adityapur	Urban	HINDI
1112	Raipur	Ranchi	Argora Colony	Urban	HINDI
1113	Raipur	Ranchi	Bistupur	Urban	HINDI
1114	Raipur	Ranchi	Chaibasa	Semi Urban	HINDI
1115	Raipur	Ranchi	Kanke	Semi Urban	HINDI
1116	Raipur	Ranchi	Khunti	Semi Urban	HINDI
1117	Raipur	Ranchi	Latehar	Semi Urban	HINDI
1118	Raipur	Ranchi	Lohardaga	Semi Urban	HINDI
1119	Raipur	Ranchi	Mahavir Chowk	Urban	HINDI
1120	Raipur	Ranchi	Main Road	Urban	HINDI
1121	Raipur	Ranchi	Morabadi	Urban	HINDI
1122	Raipur	Ranchi	Namkum	RURAL	HINDI
1123	Raipur	Ranchi	Ramgarh Cantt.	Semi Urban	HINDI
1124	Raipur	Ranchi	Ranchi	Urban	HINDI
1125	Raipur	Ranchi	S N G Road	Urban	HINDI
1126	Shimla	Dharamshala	BAIJNATH	RURAL	HINDI
1127	Shimla	Dharamshala	DAMTAL	RURAL	HINDI
1128	Shimla	Dharamshala	GAGGAL	RURAL	HINDI
1129	Shimla	Dharamshala	JAWALAMUKHI	RURAL	HINDI
1130	Shimla	Dharamshala	KANGRA	RURAL	HINDI
1131	Shimla	Dharamshala	KB DHARAMSHALA	Semi Urban	HINDI
1132	Shimla	Dharamshala	KR DHARAMSHALA	Semi Urban	HINDI
1133	Shimla	Dharamshala	NAGROTA BAGWAN	RURAL	HINDI
1134	Shimla	Dharamshala	PALAMPUR	RURAL	HINDI
1135	Shimla	Dharamshala	PSC PALAMPUR	RURAL	HINDI
1136	Shimla	Hamirpur	BB Hamirpur	Semi Urban	Hindi
1137	Shimla	Hamirpur	BB Una	Semi Urban	Hindi
1138	Shimla	Hamirpur	Bhareri	Rural	Hindi
1139	Shimla	Hamirpur	Bhota	Rural	Hindi
1140	Shimla	Hamirpur	e-OBC Nadaun	Rural	Hindi
1141	Shimla	Hamirpur	Gagret	Rural	Hindi
1142	Shimla	Hamirpur	Hamirpur	Semi Urban	Hindi
1143	Shimla	Hamirpur	Mehre	Rural	Hindi
1144	Shimla	Hamirpur	Sujanpur Tira	Rural	Hindi
1145	Shimla	Hamirpur	Una	Semi Urban	Hindi
1146	Shimla	Mandi	Akhara Bazar	Semi Urban	Hindi
1147	Shimla	Mandi	Bhangrotu	Rural	Hindi
1148	Shimla	Mandi	Dhalpur Kullu	Semi Urban	Hindi
1149	Shimla	Mandi	Jogindernagar	Rural	Hindi
1150	Shimla	Mandi	Manali	Rural	Hindi
1151	Shimla	Mandi	Moti Bazar Mandi	Semi Urban	Hindi
1152	Shimla	Mandi	Ner Chowk	Rural	Hindi
1153	Shimla	Mandi	Sarkaghat	Rural	Hindi
1154	Shimla	Mandi	School Bazar Mandi	Semi Urban	Hindi
1155	Shimla	Mandi	Sundarnagar	Semi Urban	Hindi
1156	Shimla	Shimla	Kumarsain	Rural	Hindi
1157	Shimla	Shimla	Lift Road Shimla	Urban	Hindi

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

SL NO	Name of zone	Name of circle	NAME OF BRANCH	CATEGORY (Metro /Urban / RURAL)	REGIONAL LANGUAGE
1158	Shimla	Shimla	Lower Bazar Shimla	Urban	Hindi
1159	Shimla	Shimla	Rampur	Rural	Hindi
1160	Shimla	Shimla	Reckong Peo	Rural	Hindi
1161	Shimla	Shimla	Rohru	Rural	Hindi
1162	Shimla	Shimla	Sanjauli	Urban	Hindi
1163	Shimla	Shimla	SDA Complex Kasumptati	Urban	Hindi
1164	Shimla	Shimla	The Mall Shimla	Urban	Hindi
1165	Shimla	Shimla	Theog	Rural	Hindi
1166	Shimla	Solan	Baddi (413100)	Semi Urban	Hindi
1167	Shimla	Solan	Bilaspur	Semi Urban	Hindi
1168	Shimla	Solan	Bye Pass Solan	Rural	Hindi
1169	Shimla	Solan	Ghumarwin	Rural	Hindi
1170	Shimla	Solan	Kala Amb	Rural	Hindi
1171	Shimla	Solan	Nahan	Semi Urban	Hindi
1172	Shimla	Solan	Nalagarh	Semi Urban	Hindi
1173	Shimla	Solan	Paonta Sahib	Semi Urban	Hindi
1174	Shimla	Solan	Parwanoo	Rural	Hindi
1175	Shimla	Solan	The Mall Solan	Semi Urban	Hindi
1176	Varanasi	Kanpur city	Achalgarh	Rural	Hindi
1177	Varanasi	Kanpur city	CBB Kanpur	Urban	Hindi
1178	Varanasi	Kanpur city	Gumti No 5	Urban	Hindi
1179	Varanasi	Kanpur city	Jawahar Nagar Unnao	Semi Urban	Hindi
1180	Varanasi	Kanpur city	Kali Mitti	Rural	Hindi
1181	Varanasi	Kanpur city	Kalyanpur	Urban	Hindi
1182	Varanasi	Kanpur city	Kanpur	Urban	Hindi
1183	Varanasi	Kanpur city	Krishna Nagar	Urban	Hindi
1184	Varanasi	Kanpur city	Lazpat Nagar	Urban	Hindi
1185	Varanasi	Kanpur city	Pandu Nagar	Urban	Hindi
1186	Varanasi	Kanpur city	Rath	Semi Urban	Hindi
1187	Varanasi	Kanpur city	Swaroop Nagar	Urban	Hindi
1188	Varanasi	Kanpur city	The Mall	Urban	Hindi
1189	Varanasi	Kanpur city	Unnao	Semi Urban	Hindi
1190	Varanasi	Kanpur city	Yashoda Nagar	Urban	Hindi
1191	Varanasi	Mau	Bhatpar Rani	Semi Urban	HINDI
1192	Varanasi	Mau	Dohrighat	Semi Urban	HINDI
1193	Varanasi	Mau	Fatehpur Mandav	RURAL	HINDI
1194	Varanasi	Mau	Ghazipur Main	Urban	HINDI
1195	Varanasi	Mau	Mau Nath Bhanjan	Urban	HINDI
1196	Varanasi	Mau	Nandganj	RURAL	HINDI
1197	Varanasi	Mau	Sadavarti Chowk Azamgarh	Urban	HINDI
1198	Varanasi	Mau	Saidpur	Semi Urban	HINDI
1199	Varanasi	Mau	Thekma Bazar	RURAL	HINDI
1200	Varanasi	Prayagraj	BADLI KATRA ,MIRZAPUR	Urban	HINDI
1201	Varanasi	Prayagraj	BHADOHI	Semi Urban	HINDI
1202	Varanasi	Prayagraj	CHOWK,PRAYAGRAJ	Urban	HINDI
1203	Varanasi	Prayagraj	CIVIL LINES,PRAYAGRAJ	Urban	HINDI
1204	Varanasi	Prayagraj	CONELGANJ,PRAYAGRAJ	Urban	HINDI
1205	Varanasi	Prayagraj	KARWI	Semi Urban	HINDI
1206	Varanasi	Prayagraj	KYDGANJ,PRAYAGRAJ	Urban	HINDI
1207	Varanasi	Prayagraj	MADHO SINGH,SANT RAVI DAS NAGAR	RURAL	HINDI
1208	Varanasi	Prayagraj	MANJHANPUR,KAUSHAMBI	Semi Urban	HINDI
1209	Varanasi	Raebareli	Aung	Rural	HINDI
1210	Varanasi	Raebareli	Babaganj	Semi Urban	HINDI
1211	Varanasi	Raebareli	Civil Lines	Urban	HINDI
1212	Varanasi	Raebareli	Dedauli	Rural	HINDI
1213	Varanasi	Raebareli	Meera	Semi Urban	HINDI
1214	Varanasi	Raebareli	Nawabganj	Rural	HINDI
1215	Varanasi	Raebareli	NTPC	Semi Urban	HINDI
1216	Varanasi	Raebareli	RDA	Urban	HINDI
1217	Varanasi	Varanasi	IMA BUILDING	Urban	HINDI
1218	Varanasi	Varanasi	KACHNAR	RURAL	HINDI
1219	Varanasi	Varanasi	KHETASARAI	Semi Urban	HINDI
1220	Varanasi	Varanasi	MAHMOORGANJ	Urban	HINDI
1221	Varanasi	Varanasi	MOGHAL SARAI	Semi Urban	HINDI
1222	Varanasi	Varanasi	ORDELLY BAZAR	Urban	HINDI
1223	Varanasi	Varanasi	PAHARIA	Urban	HINDI
1224	Varanasi	Varanasi	PANDEYPUR	Urban	HINDI
1225	Varanasi	Varanasi	ROBERTSGANJ	Semi Urban	HINDI

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

13. TIME SCHEDULE FOR COMPLETION & STAGEWISE PAYMENT

The time schedule for completion of works shall be as under:

S.No.	Deliverable	Time Schedule	Payment Eligibility	Stage-wise Liquidated Damages
1	Procurement of Server and Setting up the same in Bank's Data Centre and configuring content management software etc.	45 days from start of work	80% amount quoted for servers and server software.	0.50% of the contract amount shown in the tender per week subject to maximum 7.5% of the initial contracted sum (any liquidated damages applied till previous stages shall be adjusted)
2	Delivery and Installation for first 200 screens and configuring content management software, M2M router etc.	60 Days from Start of Work	80% amount quoted for displays routers and content management software on client.	
3	Delivery and Installation for next 300 screens (total 500 screens)	75 Days from Start of Work	80% amount quoted.	
4	Delivery and Installation for next 500 screens (total 1000 screens)	105 Days from Start of Work	80% amount quoted.	
5.	Final Testing and Commissioning of the entire system	120 Days from Start of Work	100% amount quoted.	

(Signature of Authorised Signatory)

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	Total	120 Days		
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The payment for the annual operation charges shall be made on quarterly basis in arrears on submission of invoice complete with all supporting documents.

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

14. ANNEXURES & UNDERTAKINGS.

Annexure-I: UNDERTAKING FOR LOCAL CONTENT FROM BIDDER

(To be submitted on bidder's letter head)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Reg: Self - Certification regarding the local content.

We hereby certify that the local content percentage (%) in the Goods, Works and Services offered across India by M/s _____ having registered office in India at _____ against Tender No: _____ floated by Punjab National Bank for **"Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises"** is in line with definition of minimum local content as prescribed for Class-I / Class-II local supplier as per DPIIT vide OM P-45021/2/2017-PP (BE-II) dated 16.09.2020 issued the Public Procurement (Preference to Make in India) Order 2017-revision.

M/s _____ is Class-I / Class-II local supplier and local content percentage is _____ %.

Dated this day of _____ 2024.

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____
(IN CAPITALS)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-II: UNDERTAKING FOR NON-BLACKLISTING / DEBARRING AND BACK TO BACK WORKS

(on stamp paper of Rs.100/-)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises.

I/We am/are Participating the E tender for "Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises".

I/We hereby Undertake as under :-

" I/We have not been black-listed/ barred by any office of Bank, Department of Financial Services, Govt. of India, or regulators like RBI, SEBI, IRDA etc. and my company does not feature in the debarment list on Central Public Procurement Portal (CPPP) maintained by Department of Expenditure, Ministry of Finance Government Agency.

"I/ We undertake and confirm that eligible similar work(s) has/have not been got executed through another agency on back to back basis.

Further that, if such a violation comes to the notice of the Bank, then I/we shall be debarred for bidding in PNB in future forever. Also, if such violation comes to the notice of the Bank before date of start of work, the Bank shall be at liberty to forfeit the entire amount of Earnest Money Deposit.

Dated this day of _____ 2024.

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____
(IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-III: BIDDERS INFORMATION

1. Name:
2. Constitution (Proprietorship / Partnership/ Limited etc.):
3. Address for correspondence:
4. Names & Addresses of the Partners/ Directors if applicable:
5. Name of Contact Person(s) with their Mobile Numbers:
6. Office Telephone, Fax, e-mail:
7. PAN No.:
8. GST Details: GSTIN/ARN –
State Code –
HSN/SAC Codes –
9. Escalation Matrix.
10. Payment Details (A/c Number and IFS Code)
11. Details of Authorised Signatory:
Note: The document authorising the signatory to submit the bid to be provided with the bid.

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____ (IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-IV: BIDDER'S FINANCIAL INFORMATION

Name:
Constitution:
Address:

Names & Addresses of the Proprietor / Partners / Directors if applicable:

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience _____

Please give brief financial particulars of your firm for the last three accounting years along with the volume of business handled.

(The information will be kept confidential)

Year (Last 3nos. of FY)	2021-22	2022-23	2023-24
Total Turnover (Value in in ₹)			
ITR (Y/ N)			

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____

(IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-V: PROFORMA FOR PERFORMANCE STATEMENT

NAME OF BID

Sr. No	Name of Organization	Duration of Contract	Contract Amount	Date of Order	Contact Person and Telephone no.	Completion Certificate Attached (Yes / No)*

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____

(IN CAPITALS)

NOTE:

- Bidder to provide relevant certificates from the above mentioned organizations.
- The name and address of the organization along with key persons, their designation, telephone no. and email address should be provided.

* Satisfactory completion and performance certificate from the principal employer / client for satisfactory execution of similar work as defined in eligibility criteria.

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-VI: COMPLIANCE STATEMENT

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per Tender Document.

<u>Compliance</u>	<u>Description</u>	<u>Compliance (Yes/No)</u>
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this Bid Document. (Any deviation may result in disqualification of bids).	

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____
(IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-VII: UNDERTAKING FOR PROCUREMENT FROM COUNTRY SHARING LAND BORDER WITH INDIA

(To be submitted in bidder's letter head)

(Designation, Name of Office along with Complete address to be inserted here)

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises

"I have read the 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 I am not from such a country or, if from such a country, have 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 I fulfill all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"

Dated this day of _____ 2024.

Name of Authorised Signatory _____

Sign and Stamp of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____ (IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Annexure-VIII: INTEGRITY PACT

To,

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Sub: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises

Dear Sir,

I/We acknowledge that PNB is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/ bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/ We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/ We will stand disqualified from the tendering process. I/ We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/ We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by PNB.

I/ We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with the enclosed Integrity Agreement.

I/ We acknowledge that in the event of my/ our failure to sign and accept the Integrity Agreement, while submitting the tender/ bid, PNB shall have unqualified, absolute and unfettered right to disqualify the tenderer/ bidder and reject the tender/ bid in accordance with terms and conditions of the tender/bid.

Name of Authorised Signatory _____

Sign and Stamp of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____ (IN CAPITALS)

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Pre Contract Integrity Pact

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and having its Head Office at Plot no. 4, Sector 10, Dwarka, New Delhi 110075, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And

M/s. _____ having its registered office at _____ hereinafter referred to as "The Bidder/ Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced person.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Section 2- Commitments of the Bidder(s)/ Contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/ contract. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/ Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/ Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only.

e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any, and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/ Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2). The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3- Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/ Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the

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Bidder(s)/ Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4- Compensation for Damages

(1). If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/ Bid Security.

(2). If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee/ Initial Security Deposit.

Section 5- Previous transgression

(1) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/ state government department in India that could justify his exclusion from the tender process.

(2). If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealing".

Section 6- Equal treatment of all Bidders/ Contractors/ Subcontractors

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

Section 7- Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor (s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

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Section 8- Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under the agreement.

Sh. Madhusudan Prasad, IAS (Retd.) and Sh. Ajay Kumar Sharma (IDES-Retd.) have been appointed as Independent External Monitors (IEMs) by our Bank. Their e-mail addresses are as under:

Sl.	Name of IEM	e-mail	Mob. No.
1.	Sh. Madhusudan Prasad, IAS (Retd.)	mprasad23@gmail.com	9717585556
2.	Sh. Ajay Kumar Sharma (IDES-Retd.)	aajayced@gmail.com	9990699002

(Note to Bidders: the above persons are not to be contacted for generic tender related queries, as the queries must be directed to contact details mentioned in Notice Inviting Tender)

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/ Contractors as confidential. He/she reports to the Managing Director and CEO, Punjab National Bank.

(3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/ Contractor(s) will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Punjab National Bank and recues himself/ herself from that case.]

(5) The Principal 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 Principal and Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Principal 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. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner,

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refrain from action or tolerate action. The Monitor will submit a written report to the MD & CEO, Punjab National Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the MD& CEO, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB 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) The word '**Monitor**' would include both singular and plural.

Section 09- Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by MD & CEO, PNB.

Section 10- Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- (2) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- (3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (6) Issues like warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (7) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Signature of Authorised Signatory)

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(Office Seal)

Place.....

Date.....

(Office Seal)

Witness 1:

Witness 2:

(Name & Address)

(Name & Address)

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Annexure-IX: MANUFACTURER'S AUTHORISATION FORM FOR LARGE FORMAT DISPLAY

(On Original Equipment Manufacturer's Letterhead)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises.

We _____ who are established and reputed manufacturer of Professional Large Format Displays hereby authorize M/s _____ (Name and address of Agent/Dealer) for the Bid "**Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises**".

2. We hereby extend our full warranty and technical support for the equipment delivered under contract resulting from this bid (including any time extensions, renewals thereof) based on the terms and conditions of the bid document. We also hereby undertake to provide service support during the Warranty period for any faults arising out of manufacturing / installation.

3. We have understood the delivery timelines mentioned herein this bid document and extend our cooperation towards the timely delivery of components procured from us for delivery under this contract.

Yours faithfully

Authorized Sign with Seal

_____ (Name of The OEM)

Note:

1. This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be submitted in "original" by the bidder in technical bid.

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Annexure-X: AUTHORISATION FORM FOR CMS SOFTWARE

(On Software Publisher's / Supplier's Letterhead)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises.

We _____ who are established and reputed publisher / supplier of Content Management Software hereby authorize M/s _____ (Name and address of Agent/Dealer) for the Bid "**Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's Premises**".

2. We hereby extend our full technical support for the software installed under contract resulting from this bid (including any time extensions, renewals thereof) based on the terms and conditions of the bid document. We also hereby undertake to provide licenses to Punjab National Bank through M/s _____ (Name and address of Agent/Dealer) as per the terms and conditions of the bid document.

3. We have understood the software requirements mentioned herein this bid document and extend our cooperation towards keeping our software updated and patching vulnerabilities regularly for the software procured from us.

Yours faithfully

Authorized Sign with Seal

_____ (Name of the software publisher / supplier)

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Annexure-XI: MALICIOUS CODE CERTIFICATE

(To be submitted on bidder's letter head)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

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This is to certify that the Hardware and the Software being offered, as part of the bid, does not contain Embedded Malicious code that would activate procedures to:-

- (i) Inhibit the desired and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

Dated this day of _____ 2024.

Signature of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of _____ (IN CAPITALS)

(Signature of Authorised Signatory)

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Annexure-XII: DRAFT NON DISCLOSURE AGREEMENT

(To be executed by the successful bidder after award of work)

This Confidentiality –cum- Non disclosure Agreement is entered into at New Delhi on _____, between _____, a company within the meaning of Companies Act, 1956, having its Registered Office at _____ (herein after called 'Solution Provider')

And

Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at Plot No 4, Sector -10 Dwarka New Delhi - 110075 (herein after referred to as 'PNB').

The Solution Provider and PNB would be having discussions and negotiations concerning the establishment of and during continuance of a business relationship between them as per Agreement dated _____ (hereinafter referred to as 'Agreement'). In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade

Secrets and confidential & proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement witnesseth:-

1. Proprietary Information:

As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient.

Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made

(Signature of Authorised Signatory)

2. Confidentiality:

- a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.
- b) The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

3. Non-Disclosure of Proprietary Information:

For the period during the Agreement or its renewal, the Recipient will:

- (a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- (b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and
- (c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4. Limit on Obligations:

The obligations of the Recipient specified in clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information:

- a) is generally known to the public at the time of disclosure or becomes generally

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- known without any wrongful act on the part of the Recipient,
- b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;
 - c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.
 - d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
 - e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

5. Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

6. Communications:

Written communication requesting or transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing)

7. Term:

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive for one Year following the term of the Agreement dated _____.

Nothing herein contained shall be construed as a grant by implication, estoppel, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right Covering same.

8. Damages

The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of

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such breach, in addition to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire loss and damages on account of such disclosure.

Each party agrees to indemnify the other against loss suffered due to breach of contract and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.

9. Miscellaneous

- a) This Agreement may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b) This Agreement will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns
- c) The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.

10. The following documents shall be deemed to form and be read and construed as part of the contract viz: -

(A) PNB award letter dated _____

(B) Bid documents of M/s. _____ submitted for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month & year mentioned herein above.

For M/s _____ (Solution Provider) For Punjab National Bank

Authorized Signatory

Authorized Signatory

Name:

Name:

Designation:

Designation:

Address:

Address:

(Signature of Authorised Signatory)

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Annexure-XIII: DETAILS OF INSURANCE POLICIES

(To be submitted by the successful bidder after award of work on their letterhead)

**Chief Manager (Electrical),
Head Office,
General Services Administration Division,
Punjab National Bank,
Dwarka, New Delhi - 110075**

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This is in reference to the captioned work awarded to me/us vide your award letter dated _____. In this regard, please find enclosed the policies as under

Type of Policies	Name of Insurance Provider	Amount Insured (Rs.)	Policy No.	Validity
CAR Policy including 3rd Party Liability				

2. We understand that Bank is not liable for damage to any works carried out at site, materials brought or affixed at site unless handed over in total, complete in all respects to the Bank.

3. We undertake that the policies shall remain valid for minimum duration of period of work or up to handover of site, whichever is later.

4. We also understand that the above policies shall be suitably updated to cover any increase in insurance coverage of works / materials at site due to:

- Replacement / rectification of rejected materials, workmanship etc.
- Extension of time.
- Increase in scope of work, including extra items, if any.

5. Bank shall be at the liberty to deduct suitable amounts from our payments due / security deposit for gap in / lack of insurance coverage.

Name of Authorised Signatory_____

Sign and Stamp of Authorised Signatory _____

In the capacity of / Designation _____

Duly authorized to sign tenders for and on behalf of_____ (IN CAPITALS)

(Signature of Authorised Signatory)

15. LIST OF PREFERRED MAKE OF MATERIALS

The material of standard quality from the following preferred makes is to be used. In case it is established that the brands specified below are not available in the market, contractor shall submit alternative proposal for the approval of Bank.

S.No.	Item	Preferred Makes
1.	Professional Large Format Displays	Samsung, Sony, LG, Panasonic, Philips

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16. SCHEDULE OF QUANTITIES

S.No.	Bill of Quantities	Unit	Qty	Rate (incl GST)	Amount (incl GST)
1.1	Installing and Configuring Content Management Server Software as per the scope of project complete with license fee for one year	Nos	1	To Be Submitted online	To Be Submitted online
1.2	Installing and Configuring Client Software License as per the scope of work complete with license fee for one year	Nos	1000	To Be Submitted online	To Be Submitted online
1.3	Supply, Installation, Testing and Commissioning of Server Hardware for Content Management Server with 1 Year Warranty	Nos	1	To Be Submitted online	To Be Submitted online
1.4	Supply, Installation, Testing and Commissioning of Server Hardware for Router / Network Management with 1 Year Warranty	Nos	1	To Be Submitted online	To Be Submitted online
1.5	Supply, Installation, Testing and Commissioning of Dual M2M IoT sim Based Router with 1 Year Warranty	Nos	1000	To Be Submitted online	To Be Submitted online
1.6	Supply, Installation, Testing and Commissioning of Professional Large Format Display with 3 Year Warranty	Nos	1000	To Be Submitted online	To Be Submitted online
1.7	Annual Data Charges for M2M IOT Sim With Minimum Data Plan of 30 GB per Month for First Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
1.8	Annual Charges for On-Site Manpower for First Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
2.1	License Cost for Central Server Software for Second Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online

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S.No.	Bill of Quantities	Unit	Qty	Rate (incl GST)	Amount (incl GST)
2.2	License Cost for Client Software for Second Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
2.3	Comprehensive AMC Charges for Content Management Server for Second Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
2.4	Comprehensive AMC Charges for Router / Network Management Server for Second Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
2.5	Comprehensive AMC Charges for M2M Router for Second Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
2.6	Annual Data Charges for M2M IOT Sim With Minimum Data Plan of 30 GB per Month for Second Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
2.7	Annual Charges for On-Site Manpower for Second Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
3.1	License Cost for Central Server Software for Third Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
3.2	License Cost for Client Software for Third Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
3.3	Comprehensive AMC Charges for Content Server for Third Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
3.4	Comprehensive AMC Charges for Router / Network Management Server for Third Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
3.5	Comprehensive AMC Charges for M2M Router for Third Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online

(Signature of Authorised Signatory)

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S.No.	Bill of Quantities	Unit	Qty	Rate (incl GST)	Amount (incl GST)
3.6	Annual Data Charges for M2M IOT Sim With Minimum Data Plan of 30 GB per Month For Third Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
3.7	Annual Charges for On-Site Manpower for Third Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
4.1	License Cost for Central Server Software for Fourth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
4.2	License Cost for Client Software for Fourth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
4.3	Comprehensive AMC Charges for Fourth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
4.4	Comprehensive AMC Charges for Router / Network Management Server for Fourth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
4.5	Comprehensive AMC Charges for M2M Router for Fourth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
4.6	Annual Data Charges for M2M IOT Sim With Minimum Data Plan of 30 GB per Month for Fourth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
4.7	Comprehensive AMC Charges for Display for Fourth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
4.8	Annual Charges for On-Site Manpower for Fourth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
5.1	License Cost for Central Server Software for Fifth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online

(Signature of Authorised Signatory)

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S.No.	Bill of Quantities	Unit	Qty	Rate (incl GST)	Amount (incl GST)
5.2	License Cost for Client Software for Fifth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
5.3	Comprehensive AMC Charges for Content Server for Fifth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
5.4	Comprehensive AMC Charges for Router / Network Management Server for Fifth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
5.5	Comprehensive AMC Charges for M2M Router for Fifth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
5.6	Annual Data Charges for M2M IOT Sim With Minimum Data Plan of 30 GB per Month With Minimum Data Plan of 30 GB per Month for Fifth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
5.7	Comprehensive AMC Charges for Display for Fifth Year of Operation	Nos	1000	To Be Submitted online	To Be Submitted online
5.8	Annual Charges for On-Site Manpower for Fifth Year of Operation	Nos	1	To Be Submitted online	To Be Submitted online
	Total				To Be Submitted online

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17. CHECKLIST FOR THE BENEFIT OF BIDDERS

S.No.	Description	Document Attached (Yes / No)
1)	Letter Submitting Tender	
2)	Letter of Transmittal	
3)	Tender Document and Corrigendum (if any) Signed and Stamped on all pages by authorised signatory.	
4)	Annexure-I: UNDERTAKING FOR LOCAL CONTENT FROM BIDDER	
5)	Annexure-II: UNDERTAKING FOR NON- BLACKLISTING / DEBARRING AND BACK TO BACK WORKS	
6)	Annexure-III: BIDDERS INFORMATION	
7)	Board Resolution / Power of attorney in favour of authorized person signing the Bid documents. In case of companies, Board Resolution in the favour of authorised signatory is mandatory.	
8)	Certificate of Incorporation, Memorandum of Association, Articles of Association / Partnership Deed as applicable	
9)	Annexure-IV: BIDDER'S FINANCIAL INFORMATION	
10)	Copy of PAN Card	
11)	Copy of GSTIN	
12)	Copy of last three years audited balanced sheet, Profit & Loss Statement, Balance Sheet and ITR (2021-22, 2022-23 and 2023-24).	
13)	Annexure-V: PROFORMA FOR PERFORMANCE STATEMENT	
14)	List of similar work completed in last 7 (Seven) years with details enclosing completion certificate from the principal employer / clients along with the names of two responsible clients/ persons with address & telephone number who will be in position to certify about quality as well as past performance of your organization.	
15)	Performance/Completion Certificate from clients	

(Signature of Authorised Signatory)

E-tender No: 2762 for Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

16)	List of Govt./ Quasi-Govt. Deptt. and other organizations of repute with whom the company is empanelled.	
17)	Annexure-VI: COMPLIANCE STATEMENT:	
18)	Annexure-VII: UNDERTAKING FOR PROCUREMENT FROM COUNTRY SHARING LAND BORDER WITH INDIA	
19)	Annexure-VIII: INTEGRITY PACT	
20)	Annexure-IX: MANUFACTURER'S AUTHORISATION FORM FOR LARGE FORMAT DISPLAY	
21)	Annexure-X: AUTHORISATION FORM FOR CMS SOFTWARE	
22)	Annexure-XI: MALICIOUS CODE CERTIFICATE	
23)	Compliance for Technical Specifications for Large Format Displays	
24)	Compliance for Technical Specifications for Content Management Server and Router / Network Management Servers	
25)	Compliance for Technical Specifications for M2M Dual Sim Router and Connectivity	
26)	Compliance for Technical Specifications for Content Management Software (CMS)	
27)	Any other document required in support of bidder's eligibility.	

---END OF DOCUMENT---