

Ref: CO:ITD:1134/PO1:2020-21
Date: 19.01.2021

M/s Connectivity IT Solutions Pvt Ltd
No.1877, 1st Floor, 31st Cross,
10th Main, Banashankari 2nd Stage,
Bengaluru - 560070

PURCHASE ORDER

Dear Sir,

Sub: Supply, Installation and Maintenance of 170 nos. of IP Telephones with Centralized Management and Control Infrastructure.

Ref: 1. RFP No: CO/ITD/1134/R1/2020-21 dated 19.10.2020 & Subsequent Clarifications & Amendments.
2. Reverse Auction dated 04.12.2020.
3. Price Breakup dated 05.12.2020 submitted by M/s Connectivity IT Solutions Pvt. Ltd.

Indian Bank (hereinafter referred as "Purchaser") is pleased to place this order on M/s Connectivity IT Solutions Pvt. Ltd. (hereinafter referred as "Supplier") for Supply, Installation and Maintenance of 170 nos. of IP Telephones with Centralized Management and Control Infrastructure, as per the technical specifications mentioned in Annexure-I.

The details of the items covered under this order, their cost and the terms and conditions are as follows:

1. PRICE SCHEDULE:

S No.	Description	Qty	Unit Price (in INR)	Total Price (in INR) (exclusive of Taxes)
1.	Voice & Video IP Phones with three years warranty (Make-Cisco Model-8865)	147	20,027	29,43,969
2.	Voice only IP phones with three years warranty(Make-Cisco Model-8811)	23	12,700	2,92,100
3.	Central Management and Control Device with three years warranty at DC and DR site in HA mode at both DC and DR(Make-Cisco)	NA	39,99,058	39,99,058
4.	Software Licenses with one year warranty	1	3,95,100	3,95,100
5.	2 nd Year AMC for Software Licenses	1	3,95,100	3,95,100
6.	3 rd Year AMC for Software Licenses	1	3,95,100	3,95,100
7.	One time Implementation Charges	1	3,50,000	3,50,000
8.	Onsite support of 1 resource	6 months (X)	40,000	2,40,000
Total				90,10,427



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Grand Total Price in Words: Rupees Ninety Lakhs Ten Thousand Four Hundred and Twenty-Seven Only.

Price is inclusive of all duties, levies, freight, insurance, Warranty, AMC etc, but exclusive of taxes only. Octroi/entry tax, if applicable, will be reimbursed on production of original receipt. TDS if any, will be deducted from the payment.

2. PROJECT MILESTONE AND TIME LINE

- Total time for Delivery and Installation for hardware & software for Centralised Management & Control server should not exceed Eight (8) Weeks from the date of Purchase Order.
- Total time for Delivery, Installation and configuration of IP Phones across all location in India, Singapore & Colombo should not exceed Two (2) Weeks from the date of installation of Centralised Management & Control Server.

3. SCOPE OF THE PROJECT

The scope of the project includes Supply, Installation and Maintenance of 170 nos. of IP Telephones with Centralized Management and Control Infrastructure.

The detailed scope of work is mentioned below:

- The supplier will have to implement complete solution consisting of IP Phones and centralized management & control solution.
- The supplier should provide the architecture for implementing the solution on Bank's Existing Network.
- The supplier should supply, install and commission the necessary hardware and software in Central location i.e. DC and DR. The Central Infrastructure must be implemented in a redundant mode (High Availability) at both DC and DR Site. In case any server application was to fail in the DC then the devices must automatically register to the servers in DR Site.
- The Conferencing Solution should have both Video and Audio conferencing capability.
- Every user who has been given the capability of Video enabled IP Phone must be able to conduct review meetings with at least 5 participants using their IP Phones.
- The solution should also have functionality for point to point and point to multipoint video / audio calling capability.
- The solution should provide video codecs / infrastructure that helps compression of data to conserve bandwidth. Latest Audio and Video compression must be provided.
- The Conferencing Solution must provide for at least 48 ports @720p video and additional 48 ports for audio only participants at all times.
- The supplier will deliver, install, maintain and manage IP Phone (at all location across India, Singapore & Colombo), hardware/software at Central location and will make the system available to branch / office locations.
- The supplier will provide necessary training to the staff of the Indian Bank involved in this project. The training will cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.
- During installation visit the supplier will impart onsite training to Bank personnel for user level training (Usage & features of IP Phone).



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- The supplier will provide the complete documentation of the project both in hard copy and soft copy.
- Security of the solution: supplier should ensure that the solutions proposed facilitate necessary security checks and validation processes for ensuring full-proof access to the systems. These security measures should be an integral part of the product.
- Multiple levels of authority: It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles.
- The proposed solution should be capable of offering option of Hard phone as well as soft phone without the need of any additional licenses.

4. PERFORMANCE GUARANTEE

- Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 3% of the contract value, i.e. Rs. 2,70,313/- in the form of a Bank Guarantee, valid for 39 months with further one-month claim period.
- The Performance Security shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- If not invoked, the Performance Security will be discharged by the Bank and returned to the Supplier after expiry of claim period.

5. PAYMENT TERMS

Central Management and Control Device

- **On Delivery:**
 - Eighty (80)% of the price of the Centralised management & control infrastructure will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy.
- **On Installation:**
 - Twenty (20)% of the price of the Centralised management & control infrastructure (along-with SW AMC for 1st year) delivered & installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative.'
- **Subsequent AMC Payment**
 - Subsequent AMC Payment for 2nd & 3rd year for Centralised Management & Control software will be made annually in advance.
 - Bank reserves the right to renew the AMC for the software from the OEM through other vendor or the same vendor (supplier) at mutually agreed rate after contract period.
 - TDS will be deducted for the payment, if applicable.

Voice & Video IP Phones/ Voice only IP phones with three years warranty

- One Hundred (100) % of the price of the IP Phones delivered & installed at the respective location mentioned in Purchase order will be paid within 15 days of submission of Invoice copy and Proof of delivery & Installation Certificate duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy



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Implementation Charges

- 100% implementation charges will be paid on installation and go-live of the solution.

Onsite support for six months

- Payment for onsite support of 1 resource will be released monthly in arrears.

6. DELAYS IN THE SUPPLIER'S PERFORMANCE

- Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.
- If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

7. LIQUIDATED DAMAGES

If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the Invoice price of Goods & services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.

8. CHANGE ORDERS

- The Purchaser may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following:
 - a. the method of shipment or packing;
 - b. the place of delivery; and / or
 - c. the Services to be provided by the Supplier;
- If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

9. PLACE OF DELIVERY

Centralized Management and Control Infrastructure will be deployed in below mentioned locations:

- o Indian Bank, TATA Communications Building, #4 Swami Sivananda Salai, Chennai-600002.
- o Indian Bank, CtrlS Premises, TTC Industrial Area, South Central Road, MIDC Industrial Area, Mahape, Thane, Navi Mumbai, Maharashtra 400710



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The installation address for IP Phones has been enclosed as Annexure - VI.

10. INSURANCE

- The goods supplied shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.
- The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to the equipment due to non-availability of storage cum erection policy, the supplier has to bear the losses.
- If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of goods, then 0.1% of the invoice value will be deducted from the payment for each insurance.

11. WARRANTY/SOFTWARE ASSURANCE (SA)

- The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Bank's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- This onsite comprehensive warranty with 24 * 7 support shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or for thirty-nine (39) months after the date of receipt of shipment at the destination, whichever period concludes earlier. Necessary documents should be provided for back to back support from respective OEMs. The Bank shall promptly notify the Supplier in writing/by mail of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank. All the supplied Hardware and software have to be covered under back to back support from the respective OEMs for the full contract period.
- After completion of warranty period of three Years, AMC will be entered at mutually agreed rates.
- However, Bank reserves the right to go into AMC agreement with other vendors.

12. MAINTENANCE AND SUPPORT

- On Bank's request, the supplier has to provide necessary onsite support at no additional cost to bank during the contract period within 24 hours of receiving request from the Bank.
- Software implementation and maintenance including 24*7*365 onsite support on call basis. The response time from OEM for any call logged should be within two hours.
- 99% up time to be maintained, calculated on a 24*7 basis per quarter for the centralised monitoring & control equipment supplied by the supplier. The penalty applicable for every 0.1 % drop in uptime is 0.05% of the cost of complete solution.
- Response with Level 1 diagnosis - 2 hours (telephonic or onsite), Uptime - 99 % uptime average on quarterly basis for the solution, Resolution - Within 8 hours on Site.
- Any issue arising in IP Phone (including Power Adapter) has to be resolved by the supplier within 36 hours from the time the call has been logged with supplier. The



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penalty applicable for every 1 hour drop in uptime of IP Phone is 1% of the cost of a IP Phone.

- If the issue with IP Phone (including Power Adapter) is not resolved within 48 hrs, then the same has to be replaced by the supplier at no additional cost.
- The penalty will be deducted from the AMC/ATS charges payable during the contract period. In case, the penalty amount is more than amount payable by bank towards ATS/AMC, bank reserves the right to invoke the performance security submitted by the supplier.

13. TERMINATION FOR DEFAULT

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

- a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
or
- b) if the Supplier fails to perform any other obligation(s) under the Contract.
- c) If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated

14. TERMINATION FOR CONVENIENCE

The Bank, by 90 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect:



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- a. to have any portion completed and delivered at the Contract terms and prices; and / or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

15. SETTLEMENT OF DISPUTES

- a) If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- b) If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- c) Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.



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- f) Notwithstanding any reference to arbitration herein,
a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
b. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek re-dressal/other legal recourse

16. INDEMNITY CLAUSE

If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.

17. BANK'S RIGHT TO VARY QUANTITIES

The Bank may at its discretion,

- a) Increase the requirement up to 10% at the time of placing order with vendor and,
Or
b) Decrease the requirement up to 10% at the time of placing order with vendor
c) Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order.

18. APPLICABLE LAW

Laws of India and any other guidelines having the force of law in India will be applicable.

19. PATENT RIGHTS

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 or any part thereof.

20. IT ACT 2000

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

21. LIMITATION OF LIABILITY

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

This limit shall not apply to third party claims for

- a. IP Infringement indemnity
b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay



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amounts finally awarded by a court against bank or included in a settlement approved by vendor.

- c. Supplier shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.

22. COVERAGE OF ALL BANKS UNDER THE EPF & MP ACT 1952

The supplier has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

23. FORCE MAJEURE

The supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the supplier shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

24. CONFIDENTIALITY

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The supplier / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of supplier provided data / information. After termination of the contract also they should not divulge any data / information.

The supplier will have to enter into a Non-Disclosure agreement (As per the format mentioned in Annexure-V) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.



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25. EXIT REQUIREMENTS

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

26. GENERAL TERMS

- The relationship between the Bank and supplier is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and supplier hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Three Years onsite warranty with 24/7 Support with 99% Uptime on Quarterly basis for the hardware.
- Any other equipment, devices required to install above hardware need to be provided and installed without any financial implications.
- All the hardware supplied should be under back to back support from OEM, OEM letter for the same to be submitted.
- All equipment supplied should be factory assembled.
- Call logging facility to be made available on 24*7 basis
- Make and Model of the quoted products should be furnished.
- Part numbers for Hardware and System Software components should be furnished
- Supplier has to install and reinstall (if needed) all the hardware without additional cost to the bank.
- Supplier has to specify exact total Power, AC and Rack Space requirements for all the hardware quoted along with this quote.
- Supplier has to provide technical documents, brochure etc. for all the items quoted to prove future scalability requirements
- As and when OS, New Firmware Version is announced, Supplier has to inform the bank and install the same without any financial implications during Warranty and AMC period.
- The laying of rack cable dressing and labelling should be done neatly without any financial implications.
- Detailed documentation of installation and solution has to be provided after successful installation.
- All cables and accessories to implement connectivity between Server & LAN Switches to be provided.
- Performance issues to be solved by the supplier without any additional cost to the bank.
- Supplier shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the Supplier and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Supplier, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the Supplier shall be paid by the Supplier alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Supplier's employees, agents, contractors, subcontractors etc. The Supplier shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the



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Bank through the action of Supplier's employees, agents, contractors, subcontractors etc.

- Whatever not specifically mentioned herein, this purchase order is subject to the terms and conditions of the RFP No: CO:ITD:1134/R1:2020-21 dated 19.10.2020 and subsequent amendments and clarifications.

27. ACCEPTANCE OF PURCHASE ORDER, CONTRACT FORM& NDA

Acceptance of purchase order should be submitted within 7 days of purchase order along with authorization letter. If for any reason the supplier backs out after issuance of purchase order or the purchase order issued to the supplier does not get executed in part / full, the supplier shall forfeit the EMD / Bank shall invoke performance bank guarantee and blacklist the supplier for a period of one year.

Within fifteen (15) days of issue of Purchase order, the supplier shall sign the Contract as per **Annexure II** and Non-Disclosure Agreement (NDA) as per **Annexure-V** and return it to the Bank.

Yours Faithfully,

Chief Manger (ITD)



Accepted the notification of award and
Agreed to the terms and conditions stipulated

Sign
Name
Designation
Date

For M/s. Connectivity IT Solutions Pvt. Ltd

(Authorized Representative)

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Annexure I

TECHNICAL SPECIFICATION

Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:

S No.	Technical Specification
1.	The phone should support AC power Adapter option and to be supplied with OEM AC power adapter.
2.	The phone should have 2 x 1GE ports, one for the LAN connection and the other for connecting to PC/laptop.
3.	Active directory and Lightweight Directory Access Protocol (LDAP) integration.
4.	Ready access to missed, received or placed calls.
5.	The phone should QoS mechanism through 802.1p
6.	The phone should provide user the flexibility while using the headset i.e. RJ-9, USB-based & Bluetooth. The phone to be supplied with a RJ-9 headset.
7.	IP address Assignment by DHCP or statically configured
8.	Hands-free operation with full-duplex speaker-phone
9.	The phone should be a SIP based Phone i.e. session Initiation protocol (SIP) supported
10.	Should have keys for specific functionalities such as – voicemail, directories, settings, transfer, speakerphone, mute on/off, etc
11.	Media Encryption (SRTP) using AES - 128 bit encryption
12.	Signalling Encryption (TLS) using AES - 128 bit encryption
13.	Encryption of Configuration Files
14.	The phone should have the ability to register to call control server over an internet link with or without VPN.
15.	The phone should support IPv4 and IPv6 from day1.
16.	Should have min 4.3" screen with color display with at least 4 programmable line keys
17.	The phone should support backlit indicators for the audio path keys (handset, headset, and speakerphone), select key, line keys, and message waiting.
18.	Should have a built-in/external USB camera with 720p resolution (encode & decode). The camera should have a shutter to open/close camera. Should support standards based video protocol H.264 or higher
19.	Should support Bluetooth for hands-free earphones
20.	The phone should support at least 100 entries for call history i.e. missed, received, placed etc.
21.	Should support busy lamp indicator (BLF) to indicate the presence
22.	The phone should support the following features at a minimum: a) Call forward b) Call pickup c) Call waiting d) Callback e) Call park f) Conference g) Auto answer h) Music on hold (MoH) i) SIP URI dialing

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S No.	Technical Specification
	<ul style="list-style-type: none"> j) URL Dialing k) Message waiting indicator (MWI) l) Personal directory m) Call history lists n) Distinctive ringing

2. Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:

S No.	Technical Specification
1.	The phone should support AC power Adapter option and to be supplied with OEM AC power adapter.
2.	The phone should have 2 x 1GE ports, one for the LAN connection and the other for connecting to PC/laptop.
3.	Active directory and Lightweight Directory Access Protocol (LDAP) integration.
4.	Ready access to missed, received or placed calls
5.	The phone should QoS mechanism through 802.1p.
6.	The phone should provide user the flexibility while using the headset i.e. RJ-9. The phone to be supplied with a RJ-9 headset.
7.	IP address Assignment by DHCP or statically configured
8.	Hands-free operation with full-duplex speaker-phone
9.	The phone should be a SIP based Phone i.e. session Initiation protocol (SIP) supported
10.	The phone should have a distinct LED indicator for message waiting.
11.	Media Encryption (SRTP) using AES - 128 bit encryption
12.	Signalling Encryption (TLS) using AES - 128 bit encryption
13.	Encryption of Configuration Files
14.	The phone should have the ability to register to call control server over an internet link with or without VPN.
15.	The phone should support IPv4 and IPv6 from day1.
16.	Should have min 3.5" backlit screen with greyscale display with at least 4 programmable line keys
17.	The phone should support backlit indicators for the audio path keys (handset, headset, and speakerphone), select key, line keys, and message waiting.
18.	The phone should support at least 100 entries for call history i.e. missed, received, placed etc.
19.	Should support busy lamp indicator (BLF) to indicate the presence
20.	<p>The phone should support the following features at a minimum:</p> <ul style="list-style-type: none"> a) Call forward b) Call pickup c) Call waiting d) Callback e) Call park f) Conference g) Auto answer

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S No.	Technical Specification
	<ul style="list-style-type: none"> h) Music on hold (MoH) i) SIP URI dialing j) URL Dialing, k) Message waiting indicator (MWI) l) Personal directory m) Call history lists n) Distinctive ringing

3. Technical Specification of Centralized Management & Control device:

S No	Technical Specifications
Call Manager - for 170 users and expandable upto 7000 in the same solution	
1	The network will have VoIP based call control architecture with centralized call control functionality across minimum 2 nodes for enhanced redundancy.
General Specifications	
1	A comprehensive IP based solutions based on a Server Gateway Architecture.
2	Support for integrated telephony solution for Video conferencing devices, Analog & IP Phones, PSTN gateways over IP architecture.
3	The solution should support users the ability to use their IP Phones outside of the enterprise (Internet) to make audio and video calls along with IM/Presence with or without VPN.
4	The solution should allow for business to business (B2B) video calls using VoIP, with other organizations without bypassing existing firewalls.
System Architecture	
1	The call control system should be fully redundant solution with No single point of failures & should provide 1:1 redundancy. The deployed servers should perform call processing all the time (Active-Active) and act as backup in case of the failure of one server.
2	The proposed system should be Integratable with ACD, IVR.
3	The call control system should support IPv4 and IPv6 from day one.
4	The proposed call control server should provide support for standards based VoIP IP Phones (Wired & Wireless), Analog Phones, Video Phones, Video Conferencing endpoints and soft clients to provide centralized management and unified dial plan.
5	Conference Bridge—provides software conference bridge resources that can be used by IP EPABX.
6	The system should support an inbuilt reporting tool for calls. Reports that are provided include Calls on a user basis, Calls through gateways, Simplified Call Quality.
7	Should support signalling standards/Protocols – SIP, H.323, Q.Sig.

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S No	Technical Specifications
8	The system should provide the ability to perform tasks in bulk i.e. Add, Remove, Update users, phones, gateways, dial plan etc.
9	The system should support creation of users and their authentication locally and via an integration with LDAP.
10	The system should support call admission control to configure number of calls that can be active between locations – inter-cluster and intra-cluster.
11	The system should support access based calling feature, i.e. a system admin must have the ability to restrict or allow calls to or from a specific user.
12	Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing.
Security	
1	All the appliances in the call control system should have dual redundant and hot swappable power supply and fans for high availability.
2	All appliances in the call control system should have hot swappable storage disks to ensure high availability.
3	Support for configuration database (contains system and device configuration information, including dial plan)
4	Having inbuilt administration web based administration. No additional thick client for administration on the Admin PC. Should also support HTTPS for management.
5	Access to the system should be secure for the purpose of access over IP network. The protection of signalling connection over IP by means of authentication, Integrity and encryption should be carried out using TLS.
6	There should be provision of defining password aging, one time passwords. Provision shall be available to bar unauthorized user to connect to the system. The system should monitor and report the following types of security \ violation login Violations, authorization code violation Station security code violations etc.
7	IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation, except those required for routine firmware upgrades.
8	Role Based Account Management to define different levels of administrator access depending on specific function responsibility
9	The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between IP phones, softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES, IPSec and SRTP, for example).
10	All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions, SFTP for File Transfer Etc.).
11	Should support SSL for LDAP directory integration.

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S No	Technical Specifications
12	All Hardware & Software with license required for providing above Security measures and other features must be supplied.
System Capabilities Summary	
1	The System should have IP capability for interfacing & Communicating with Voice, Video and Data infrastructure
2	The architecture should support a minimum of 7000 IP phones and VC systems per Server
3	The System should support Alternate Call Routing
4	The System should have GUI support web based management console
5	System backups: The management system should have the provisioning for taking manual as well as scheduling of automatic periodic backup of complete system & data.
6	The System should support Audio message-waiting indicator (AMWI)
7	The System should have Automated bandwidth selection
8	Should support SNMP v2, v3
9	Admin should be able to monitor the call control system i.e. system performance, device status, device discovery, CTI applications, voice messaging ports etc.
IM & Presence	
1	Solution should provide a "presence" application for users, so that they can see the availability status of their contacts in their contact list.
2	The common supported status for this application should be available, busy, idle, away etc.
3	The IP Phone solution should support setting up of user status to: Available, Away, Do Not Disturb (DND) etc.
4	Should support management of contact list and personal settings from Presence based desktop application
5	Should support click to call, click to Video and click to conference features.
Video Telephony Support	
1	The call control system should provide integrated video telephony features to the users so that user with IP Phone should be able to place video calls with the same user model as audio calls.
2	The users should be able to transfer video calls as audio calls
3	Call-Server should provide a common control agent for signaling, configuration, and serviceability for voice or video end points.
4	Call control system should handle CODEC and video capabilities of the endpoints, bandwidth negotiation to determine if video/audio call can take place.



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Annexure II

CONTRACT FORM

THIS AGREEMENT made theday of.....2020 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids vide RFP No. CO/ITD/1134/R1:2020-21 dated 19.10.2020 for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- (a) the Bid Form and the Price Schedule submitted by the Supplier;
- (b) the Schedule of Requirements;
- (c) the Technical Specifications;
- (d) the Conditions of Contract;
- (e) the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:



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S. No.	BRIEF DESCRIPTION OF SERVICES	QUANTITY TO BE SUPPLIED	PRICE

TOTAL VALUE:

DELIVERY SCHEDULE:

- Total time for Delivery and Installation for hardware & software for Centralised Management & Control server should not exceed Eight (8) Weeks from the date of Purchase Order.
- Total time for Delivery, Installation and configuration of IP Phones across all location in India, Singapore & Colombo should not exceed Two (2) Weeks from the date of installation of Centralised Management & Control Server.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
 said (For Indian Bank)
 in the presence of:.....

Signed, Sealed and Delivered by the
 said (For M/s Connectivity IT Solutions Pvt Ltd)
 in the presence of:.....



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Annexure III

PERFORMANCE GUARANTEE FORM

Bank Guarantee No.

Date:

To: INDIAN BANK,
Chennai,
INDIA:

WHEREAS (Name of Supplier)
hereinafter called "the Supplier") has undertaken, in pursuance of Contract No.....
dated,.....to.....(Description of Goods
and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall
furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as
security for compliance with the Supplier's performance obligations in accordance with the
Contract including Maintenance and Repairs of the entire system including cost of spares
during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf
of the Supplier, up to a total of
(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your
first written demand declaring the Supplier to be in default under the Contract and without
cavil or argument, any sum or sums within the limit of (Amount of
Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for
your demand or the sum specified therein.

This guarantee is valid until theday of.....2020

Signature of Authorized Official with Seal

.....

Date.....2020

Address:.....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers,
before submission of the bank guarantee.



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2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.
3. Please note that guarantee to be valid for 39 months and claim period is One month as per Clause 4 (Performance Security) of condition of contract.



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Annexure IV

PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE BANK AFTER COMPLETION OF IMPLEMENTATION EACH PHASE OF PROJECT

Date:

Sub: Certificate Of Completion Of Milestone For Delivery and Installation Of Hardware And Software Licenses Supplied.

Ref: Purchase Order No.

1. This is to certify that the milestone _____ as detailed below has/have been implemented successfully covering delivery of all the deliverables for the phase (subject to remarks in Para No. 2). The same has been installed and commissioned.

- (a) Contract No. _____ dated _____
- (b) Description of the phase _____
- (c) Deliverables in the phase _____
- (d) Date of Initiation of Phase _____
- (e) Date of commissioning and proving test _____

2. Details of deliverables not yet supplied and recoveries to be made on that account:

S.No.	Description	Amount to be recovered
-------	-------------	------------------------

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4. The supplier has fulfilled its contractual obligations satisfactorily for phase ____ of the project*

or

The supplier has failed to fulfil its contractual obligations with regard to the following:

- (a)
- (b)

Signature _____

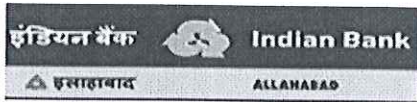
Name _____

Designation with date and stamp _____

***Explanatory notes for filling up the certificates:**

(a) The Supplier has adhered to the time schedule specified for the phase in the contract in despatching the documents pursuant to Technical Specifications.

(b) The Supplier has supervised the commissioning of the deliverables in time i.e. within the period specified in the contract from the date of initiation of phase in respect of the installation and completion of respective phase.



Corporate Office:
Information Technology Department
254-260, Avvai Shanmugam Salai, Chennai 600 014

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In the event of documents having not been supplied or installation and commissioning of the phase have been delayed on account of the supplier, the extent of delay should always be mentioned.



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Annexure-V

NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into aton this the.....day of.....2020 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and have been procuring computer systems and peripherals for its branches

M/s..... Limited has been engaged in the business of data migration

The parties have entered into agreement dated _____ for Supply, Installation and Maintenance of 170 nos. of IP Telephones with Centralized Management and Control Infrastructure "(herein after referred to as "purpose")" and established business relationship between themselves. In the course of execution of business relationship, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

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

1. Confidential information

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information



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Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3.Exemptions

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

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

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

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4. Term

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

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

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

6 .Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

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

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or



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modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

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

10. Dispute resolution mechanism

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

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

12. Governing laws

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

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

BANK

.....

M/s

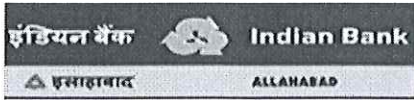


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Annexure – VI
Installation address for IP Phones

S No	Address for Delivery	Quantity		Contact Person Name	Contact Details
		Voice & Video	Voice Only		
1	Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai, Pin 600 014	39	4	Mr. Arunyogesh	75500 65023
2	Indian Bank Head Office, 66, Rajaji Salai, Chennai-600001	3	7	Mr. Ankit Yadav	72000 45756
3	FGMs	14	0	Please refer FGM_ZO_Address_Table	
4	Zonal Managers	78	0		
5	LCB heads	9	0	Please refer LCB_Address_Table	
6	Treasury Branch, 1st FLOOR, ALLAHABAD BANK BUILDING 37, MUMBAI SMACHAR MARG FORT, Mumbai, Maharashtra - 400023	1	1	Mr. Narendra Pandey	98199 15500
7	IMAGE Principal, 3 THANDAVARAYAN STREET, M R C NAGAR R A PURAM, Chennai - 600028	1	0	Mr. Neeraj Kumar Gupta	99628 39038
8	Bank's Singapore Office, Indian Bank 3 Raffles Place, Bharat Building Singapore 048617	1	1	MR P.Keethivasan	(65) 6534 3511/ 6309 4377
9	Bank's Colombo Office, Indian Bank, No 57, Sir Baron Jayathilake Mawatha, Fort, Colombo-01, Sri Lanka.	1	1	Mr. Anbarasu	0094-11-2323402/03
10	Data Center (including Work Area & Server Area), Data Center, Chennai Indian Bank, TATA Communications Building, ,4 Swami Sivananda Salai, Chennai-600002	0	4	Mr. Jayasankar CLBK	98494 56051
11	DR Site (including Work Area & Server Area), Indian Bank, CtrlS Premises, TTC Industrial Area, South Central Road, MIDC Industrial Area, Mahape, Thane, Navi Mumbai, Maharashtra 400710	0	2	Mr. Brajesh K Dohare	97955 21822



Corporate Office:
Information Technology Department
254-260, Avvai Shanmugam Salai, Chennai 600 014

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S No	Address for Delivery	Quantity		Contact Person Name	Contact Details
		Voice & Video	Voice Only		
12	NDR Site (Sitting & Work area), Indian Bank NDR Site, 2nd Floor, Indian Bank Head Office, 66, Rajaji Salai, Chennai-600001	0	2	Mr. Jayasankar CLBK	98494 56051
13	Mumbai CBS Office	0	1	Mr. Brajesh K Dohare	97955 21822
Total		147	23		
Grand Total		170			



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FGM & ZO Delivery Details

SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
1	ZONAL OFFICE GORAKHPUR	9598339902	1st Floor, Prashant Towers, Old Transport Nagar, DIST.-GORAKHPUR, UTTAR PRADESH 273016	UTTAR PRADESH
2	ZONAL OFFICE ALLAHABAD	9450587077	22, PURUSHOTTAM DAS TANDON ROAD, CIVIL LINES, ALLAHABAD, UTTAR PRADESH 211001	UTTAR PRADESH
3	ZONAL OFFICE MIRZAPUR	8630322639	PLOT NO 516, MAKAN NO 174/4, WARD NO 2, MUHALLA PUTALI GHAR NATWAN PARGANA KANTIT, MIRZAPUR, U.P.- 231001	UTTAR PRADESH
4	ZONAL OFFICE VARANASI	8630961368	S 19/33, MD EKRAM BUILDING, VARUNA BRIDGE, VARANASI 221002	UTTAR PRADESH
5	FGMO ALLAHABAD	05322623258/ 05322420711	F.G.M. OFFICE ALLAHABAD, 22 PD TANDON ROAD, CIVIL LINES , Prayagraj - 211001	UTTAR PRADESH
6	FGMO BENGALURU	08022958902/ 08022958984	4th Floor East Wing Raheja Tower MG Road Bengaluru 560042	KARNATAKA
7	ZONAL OFFICE BENGALURU	9449864142	4th floor East Wing 26/27 Raheja Towers M G Road Bengaluru, 560001	KARNATAKA
8	ZONAL OFFICE ERNAKULAM	9446004886	62/1550 FLOOR B & C, RAM MEENA BUILDING ,VALANJAMBALAM JUNCTION SA ROAD, KOCHI, 682016	KERALA
9	ZONAL OFFICE THIRUVANANTHAPURAM	9446001609	Indian Bank Towers, M G ROAD ,THIRUVANANTHAPURAM, 695001	KERALA
10	ZONAL OFFICE HUBBALLI	9912522833	V.A.KALBURGI HALL MARK ,1st FLOOR DESAI CROSS PINTO ROAD, HUBBALLI, 580020	KARNATAKA
11	ZONAL OFFICE KOZHIKODE	9446152946	Ground Floor Dr.SBs Dentistry, and Orthodontics Clinic Building ,West Nadakkavu Kannur Road, Nadakkavu P O, 673011	KERALA
12	ZONAL OFFICE BHUBANESHWAR	9438200106	B2 EAST, SAHEED NAGAR ,BHUBANESWAR, SAHEED NAGAR, KHURDA - 751007	ORISSA
13	ZONAL OFFICE JABALPUR	9981412121	CIVIL LINES P.B. NO.-9 RESIDENCY ROAD M.P., CIVIL LINES, , Jabalpur 482001	MADHYA PRADESH
14	ZONAL OFFICE RAIPUR	9163610455	BACHHAWAT COMPLEX 18/1421 NEW SHANTI NAGAR NEAR DISHA COLLEGE PO - SHANKER NAGAR RAIPUR CHHATTISGARH - 492007	CHHATTISGARH
15	ZONAL OFFICE SATNA	7672414408	INDIAN BANK BUILDING, JAI STAMBH CHOWK ,2ND FLOOR, SATNA, , 485001	MADHYA PRADESH
16	ZONAL OFFICE BHOPAL	8982264555	OFFICE COMPLEX C BLOCK, FIRST FLOOR ,GAUTAM NAGAR, BHOPAL 462023	MADHYA PRADESH
17	ZONAL OFFICE BERHAMPUR	8249375139	PLOT NO-704/7172 & 704/7174, 1ST AND 2ND FLOOR ,SRI KRISHNA VIHAR CHOWK MAIN ROAD, AMBAPUA BERHAMPUR, , GANJAM 760010	ORISSA
18	FGMO BHUBANESHWAR	06742362564/ 09687580580	_3/1-B, IRC Village ,NAYAPALLI, NAYAPALLI-15, , KHURDHA 751015	ORISSA

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SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
19	ZONAL OFFICE SAMBALPUR	7064222976	FIRST FLOOR SHYAM ARCADE KHETRAJPUR, SAMBALPUR 768003	ORISSA
20	FGMO CHANDIGARH	9462335629	SCO 49-50, First Floor ,Bank Square, Sector 17 Chandigarh - 160017	CHANDIGARH
21	ZONAL OFFICE CHANDIGARH	9088167981	2nd Floor SCO 49-50 BANK SQUARE, SECTOR 17B, Chandigarh 160019	CHANDIGARH
22	ZONAL OFFICE KARNAL	8901300104	SCO 244 -245 FF & SF, SECTOR 12 ,URBAN ESTATE, KARNAL, , 132001	HARYANA
23	ZONAL OFFICE LUDHIANA	7347035030	SCF-88 URBAN ESTATE, PHASE-I DUGRI, LUDHIANA 141013	PUNJAB
24	ZONAL OFFICE AMRITSAR	8100002021	SCO 90 DISTRICT SHOPPING CENTRE RANJIT AVENUE AMRITSAR PUNJAB - 143001, Ranjit Avenue ,Amritsar, 143001	PUNJAB
25	ZONAL OFFICE PUDUCHERRY	9894756356	66/4, EAST COAST ROAD ,PAKKAMUDAYANPET, PUDUCHERRY, 605008	PONDICHERRY
26	ZONAL OFFICE VELLORE	9442559000	PEARL ARCADE 2nd and 3rd Floor, 8 TH EAST MAIN ROAD ,GANDHI NAGAR, GANDHI NAGAR, VELLORE 632006	TAMIL NADU
27	ZONAL OFFICE POONAMALLEE	9994614120	NO.55 2ND FLOOR, ETHIRAJ SALAI ,EGMORE, ETHIRAJ SALAI, , Chennai 600008	TAMIL NADU
28	ZONAL OFFICE CUDDALORE	8248725229	3RD FLOOR AVR TOWER, 4 BHARATHI ROAD ,CUDDALORE, 607001	TAMIL NADU
29	ZONAL OFFICE KANCHEEPURAM	8667813806	52 A & B, Sengazhu Neerodai Street ,Near Pookadaichatram, Kancheepuram, , 631502	TAMIL NADU
30	FGMO CHENNAI	4428256230	55 ETHIRAJ SALAI, WELLINGTON ESTATE ,EGMORE, CHENNAI, , 600008	TAMIL NADU
31	ZONAL OFFICE TIRUVANNAMALAI	9025642919	STR BSNL BUILDING, VELLORE MAIN ROAD ,TIRUVANNAMALAI, TIRUVANNAMALAI, 606601	TAMIL NADU
32	ZONAL OFFICE CHENNAI (NORTH)	4425218317	KREST BUILDING, 2nd FLOOR ,NO. 2 JEHANGIR STREET, BEHIND INDIAN BANK HEAD OFFICE, CHENNAI, 600001	TAMIL NADU
33	ZONAL OFFICE CHENNAI (SOUTH)	8667209674	55 ETHIRAJ SALAI, EGMORE , 600008	TAMIL NADU
34	ZONAL OFFICE COIMBATORE	7010591905	31 SECOND FLOOR, VARIETY HALL ROAD ,COIMBATORE, COIMBATORE, 641001	TAMIL NADU
35	ZONAL OFFICE KARAUKUDI	9944674586	34/3 CHURCH FIRST STREET, JRC 4D SCAN COMPLEX FIRST FLOOR ,NEAR PERIYAR STATUE BUS STOP, KARAUKUDI, SIVAGANGA 630001	TAMIL NADU
36	ZONAL OFFICE KUMBAKONAM	9442524373	1st and 2nd FLOOR, SHRUTHI HOSPITAL BUILDING ,No.26 3rd CROSS ST SHANTHI NAGAR, KUMBAKONAM, THANJAVUR 612001	TAMIL NADU
37	ZONAL OFFICE MADURAI	9443195601	100/101, EAST AVANI MOOLA STREET MADURAI, , 625001	TAMIL NADU
38	ZONAL OFFICE TRICHY	9442637399	JENNE PLAZA II FLOOR, 5 - E BHARATHIAR SALAI CANTONMENT, TRICHY, 620001	TAMIL NADU
39	ZONAL OFFICE KRISHNAGIRI	9442247501	ZONAL OFFICE, 410 GANDHIROAD ,OPP OLD BUS STAND, FIRST FLOOR, 635001	TAMIL NADU

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SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
40	ZONAL OFFICE SALEM	9442710958	THIRD FLOOR DIVYA TOWERS, 15/1 FORT MAIN ROAD ,OPP GOVT SUPER SPECIALITY HOSPITAL, SALEM, , 636001	TAMIL NADU
41	ZONAL OFFICE TIRUNELVELI	9487807252	1/17 2nd Floor G R R Building, New Bus Stand-STC Road ,P K Nagar, Perumalpuram, TIRUNELVELI, 627007,	TAMIL NADU
42	FGMO COIMBATORE	04222214145/ 04222214146/ 9163730750	31, 3rd Floor ,V H Road, Coimbatore, 641001	TAMIL NADU
43	ZONAL OFFICE DELHI SOUTH)	9560465190	2st Floor 17, INDIAN BANK BUILDING ,SANSAD MARG,SOUTH DELHI, 110001	DELHI
44	ZONAL OFFICE JAIPUR	8302579102	50 Second Floor JTM, Near Jagatpura Flyover ,Model Town, Malviya Nagar, JAIPUR, 302017	RAJASTHAN
45	ZONAL OFFICE DELHI (CENTRAL)	9654967611	1st Floor 17, INDIAN BANK BUILDING ,SANSAD MARG, CENTRAL DELHI, 110001	DELHI
46	ZONAL OFFICE UDAIPUR	8420146446	203 & 204, Paras Prime ,Paras circle, ahmedabad Udaipur road sector 11, Hiran Magari, 313001	RAJASTHAN
47	FGMO DELHI	01123362291/ 9830854300	ALLAHABAD BANK BUILDING 1st FLOOR, 17 PARLIAMENT STREET ,NEW DELHI, 110001	DELHI
48	ZONAL OFFICE AMARAVATHI	9885219444	ZO Amaravati, 26-25-25 Ground Floor ,Durgivari street NRP road, Gandhinagar Vijayawada, 520003	ANDHRA PRADESH
49	ZONAL OFFICE HYDERABAD	7045846864	4th Floor Liberty Plaza, Himayatnagar ,Hyderabad, 500029	TELANGANA
50	ZONAL OFFICE KARIM NAGAR	8466994000	3-1-860, CVRN Road ,Opp: CSI Mission Hospital, KARIMNAGAR, , 505001	TELANGANA
51	ZONAL OFFICE TIRUPATI	9490690279	FIRST FLOOR K.R.PRIDE, NEAR TTD ADMN.BUILDING ,KAPILATEERTHAM ROAD, TIRUPATI, , 517507	ANDHRA PRADESH
52	ZONAL OFFICE VISAKHAPATNAM	8912790255	3rd Floor Sai Trade Centre, 2nd Lane Dwaraka Nagar VISAKHAPATNAM, 530016	ANDHRA PRADESH
53	ZONAL OFFICE VIJAYAWADA	9100027442	26-25-25, Durgivari street ,NRP Road Gandhinagar, Vijayawada, , 520003	ANDHRA PRADESH
54	FGMO HYDERABAD	04029557759/ 04029557758/ 8897782496	4th floor Liberty Plaza, Himayat Nagar, Hyderabad, 500029	TELANGANA
55	ZONAL OFFICE GUWAHATI	8974141047	SHARMA AND SHARMA MARKET 2ND FLOOR, R G BARUAH ROAD ,OPP GUWAHATI COMMERCE COLLEGE, CHANDMARI, , KAMRUP 781003	ASSAM
56	ZONAL OFFICE ASANSOL	9635494990	UDREJ BHAVAN 8 GT ROAD (WEST) B.N.R. ASANSOL DIST-BURDWAN WEST BENGAL-713304	WEST BENGAL
57	ZONAL OFFICE DIBRUGARH	9854033681	T.R. PHUKAN ROAD CHIRING CHOPORI DIBRUGARH ASSAM-786001, T.R Phukan Road ,Chiring Chapori, Dibrugarh, , 786001	ASSAM
58	FGMO KOLKATA II	8754473555	FIELD GENERAL MANAGER OFFICE KOLKATA-II, KOLKATA MAIN OFFICE FIRST FLOOR ,INDIAN BANK (e-ALLAHABAD BANK), 2 N S ROAD, KOLKATA, 700001	WEST BENGAL



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SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
59	ZONAL OFFICE SILIGURI	9021072525	2 CHURCH ROAD SILIGURI WEST BENGAL, 2 CHURCH ROAD ,SILIGURI, HEAD POST OFFICE, 734001	WEST BENGAL
60	FGMO KOLKATA 1	7008280347	FGM Office 3rd Floor Allahabad Bank Building GD-377 378 Sector-III Salt Lake City Kolkata West Bengal, 700106	WEST BENGAL
61	ZONAL OFFICE MIDNAPORE	7583034686/ /	BIDHAN NAGAR (NEAR OLD WATER TANK) MIDNAPORE WEST BENGAL, Station Road ,Midnapore, 721101	WEST BENGAL
62	ZONAL OFFICE CHINSURAH	03326802912/ 7032228827	SENCO BUILDING 2ND FLOOR BALLY MORE BANDEL P.O. DIST.-HOOGHLY WEST BENGAL, Chinsurah, Hooghly, 712103	WEST BENGAL
63	ZONAL OFFICE KOLKATA-1	3340259713	4TH & 5TH FLOOR ALLAHABAD BANK BUILDING 377/378 GD BLOCK SECTOR III SALT LAKE KOLKATA WEST BENGAL - 700106	WEST BENGAL
64	ZONAL OFFICE BARASAT	9883413969	54 K N C ROAD P.O.-BARASAT DIST.-24 PGS (NORTH) WEST BENGAL, NEAR BARASAT POLICE STATION, North Twenty Four Parganas, 700124	WEST BENGAL
65	ZONAL OFFICE KOLKATA-2	9830343125	1ST 2ND FLOOR ALLAHABAD BANK BUILDING 377/378 GD BLOCK SECTOR III SALT LAKE KOLKATA WEST BENGAL - 700106	WEST BENGAL
66	FGMO LUCKNOW	9044947223	New Building First Floor Hazratganj Lucknow (UP), 226001	UTTAR PRADESH
67	ZONAL OFFICE KANPUR	9554471071	15/287, MAHATMA GANDHI MARG ,BADA CHAURAH, KANPUR, , 208001	UTTAR PRADESH
68	ZONAL OFFICE LUCKNOW	7607011108	2ND FLOOR, NEW BUILDING ,HAZRATGANJ, LUCKNOW,226001	UTTAR PRADESH
69	ZONAL OFFICE SITAPUR	5154684641	Zonal Office, Civil Lines Road ,Sitapur, 261001	UTTAR PRADESH
70	ZONAL OFFICE LAKHIMPUR KHERI	7090661777	RANDHEY COMPLEX KUTCHERY ROAD, LAKHIMPUR KHERI UTTAR PRADESH, 262701	UTTAR PRADESH
71	ZONAL OFFICE GONDA	9720490165	NEAR BUS STAND, BAHAICH ROAD ,GONDA, , 271001	UTTAR PRADESH
72	ZONAL OFFICE HAMIRPUR	8778784545	10/379 RAMENI TARAUNS HAMIRPUR, 210305	UTTAR PRADESH
73	FGMO MEERUT	01212794252/ 01212794255	55 mall road, Meerut Cantonment ,FGM OFFICE, Meerut, 250001	UTTAR PRADESH
74	ZONAL OFFICE NOIDA	8390107976	D-211/2, INDIAN BANK BUILDING ,SECTOR 61, NOIDA, , 201301	UTTAR PRADESH
75	ZONAL OFFICE MEERUT	01212794227/ 01212794217/ 01212794242	55 THE MALL MEERUT CANTT. MEERUT UTTAR PRADESH, 250001	UTTAR PRADESH
76	ZONAL OFFICE AGRA	9651404777	PLOT G P 5 6 FIRST FLOOR CROSS ROAD MALL Pt DEEN DAYAL UPADHYAY PURAM SIKANDRA AGRA 282007	UTTAR PRADESH
77	ZONAL OFFICE DEHRADUN	8218075264	1 GANDHI ROAD 1ST FLOOR NEAR CLOCK TOWER ,DEHRADUN, UTTARAKHAND, 248001	UTTARAKHAND
78	ZONAL OFFICE MORADABAD	7202079537	POST BAG NO-385 CIVIL LINES.MORADABAD, 244001	UTTAR PRADESH
79	ZONAL OFFICE AHMEDABAD	9723516288	201-205, B BLOCK RUDRA ARCADE ,2 ND FLOOR, MEMNAGAR, AHMEDABAD, 380052	GUJARAT

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SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
80	ZONAL OFFICE MUMBAI (SOUTH)	7738366029	18TH FLOOR MAKER TOWER F, CUFFE PARADE, MUMBAI, 400005	MAHARASHTRA
81	ZONAL OFFICE NAGPUR	8879815217	1st Floor, Palm Road, Near RBI, Civil Line Nagpur, 440001	MAHARASHTRA
82	ZONAL OFFICE PUNE	8085608845	2nd FLOOR HERMES WAVES, CENTRAL AVENUE ROAD, LANE NO.3, KALYANI NAGAR, PUNE, 411006	MAHARASHTRA
83	ZONAL OFFICE SURAT	8770288516	101-102 3rd FLOOR, WEST FIELD SQUARE, VESU, SURAT, 395007	GUJARAT
84	ZONAL OFFICE MUMBAI (WEST)	9284131747	MANISH COMMERCIAL CENTRE 216A DR. ANNIE BESANT ROAD WORLI MUMBAI MAHARASHTRA-400025	MAHARASHTRA
85	FGMO MUMBAI	022150390/ 09451079815	MAKER TOWERS F WING, 17TH FLOOR CUFFE PARADE, MUMBAI, COLABA, , 400005	MAHARASHTRA
86	FGMO PATNA	7004272231	INDIAN BANK (erstwhile ALLAHABAD BANK), BUDH MARG, OPP KOTWALI POLICE STATION, PATNA, , 800001	BIHAR
87	ZONAL OFFICE PATNA	8282832562	1st Floor Indian Bank Premises, Buddha Marg, Patna, GPO Patna, , 800001	BIHAR
88	ZONAL OFFICE RANCHI	8420434401	4TH FLOOR S.P.G MART, BAHU BAZAR OLD H.B ROAD, RANCHI, 834001	JHARKHAND
89	ZONAL OFFICE MUZAFFARPUR	9931898478	OM SHANTI COMPLEX P.O.-RAMNA DIST.-MUZAFFARPUR BIHAR, 842002	BIHAR
90	ZONAL OFFICE BHAGALPUR	9867709500	_DEVDOOT COMPLEX FIRST FLOOR 15 RADHA RANI SINHA ROAD, BHAGALPUR-812001	BIHAR
91	ZONAL OFFICE DEOGHAR	7011385825	ZONAL OFFICE 498A SRIKANT ROAD BELABAGAN DEOGHAR, 814112	JHARKHAND
92	ZONAL OFFICE GAYA	8757212673	Near Chopra Agency, South Bisar Tank, Gaya, 823001	BIHAR



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LCB Delivery Details

SL NO	BRANCH	CONTACT NO	ADDRESS	STATE
1	LCB LUDHIANA	1614618400/ 9811400408/ 9470978714	165, ,INDUSTRIAL AREA A, NEAR CHEEMA CHOWK, LUDHIANA 141003	PUNJAB
2	LCB CHANDIGARH	1725024659/ 9990001537/ 1725024665	SCO 90 91 92, MADHYA MARG ,SECTOR 8C, CHANDIGARH, 160018	CHANDIGARH
3	LCB DELHI	1123342102/ 9350336201/ 7358329899	Ground Floor, 17 Parliament Street ,Connaught Place, New Delhi, 110001	DELHI
4	LCB BENGALURU	25590933/ 9910202239/ 8001888844	1/32 ULSOOR CROSS, ULSOOR ROAD, BENGALURU, 560042	KARNATAKA
5	LCB MUMBAI	2240178001/ 9500046318/ 2240178003	210 MITTAL TOWER B WING GROUN FLOOR NARIMAN POINT, MUMBAI 400021	MAHARASHTRA
6	LCB CHENNAI	4424334172/ 9923305300/ 9442193527	480, ANNA SALAI ,IInd FLOOR KHIVRAJ COMPLEX, NANDANAM, CHENNAI, 60003	TAMIL NADU
7	LCB HYDERABAD	/ 7993816999/ 8142420076	6-3-850/3 Srinivas Plaza First Floor, Ameerpet, Hyderabad, 500016	TELANGANA
8	LCB LUCKNOW	8697506297/ 8697506297/ 8506869621	OLD BUILDING, HAZARATGANJ ,LUCKNOW,226001	UTTAR PRADESH
9	LCB KOLKATTA	3322131002/ 9836288400/ 9433531729	KISHORE BHAWAN, 17 R N Mukherjee Road ,Kolkata,700001	WEST BENGAL

