

RFP Reference No. 012016

REQUEST FOR PROPOSAL (RFP)

FOR

**Supply, Installation, Commissioning & Maintenance
Self Update Passbook Printing Kiosk
With Integrated Barcode Reader.**



**Bank of Maharashtra
Head Office, 'LOKMANGAL'
1501, Shivaji Nagar
Pune – 411 005**

Cost of Tender Document Rs10,000/-



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Invitation for Tender offers

Bank of Maharashtra invites sealed tender offers (Technical bid and masked Commercial bid) from eligible, reputed manufacturers and /or authorized dealers on Rate Contract for supply, installation and maintenance of Self Update Passbook Printing Kiosk with integrated barcode reader at e-lounge/branches/offsite locations on pan India basis. Bank intends to install 800 Self Update Passbook Printer kiosks with minimum commitment of 500 within a period of two years from date of first purchase order.

The above kiosk must be integrated with Bank's CBS system (B@nc 24 Software from TCS). The kiosk must be connected with the CBS System using ISO 8583 messages over TCP/IP protocol. The detail functionalities of the kiosk is given in **Annexure-A**. The integration document will be shared with eligible bidders only.

A complete set of tender documents may be purchased by eligible bidder on payment of a non-refundable fee of Rs.10,000/- (Rs. Ten thousand only) by demand draft / bankers cheque in favor of Bank of Maharashtra and payable at Pune.

Bid Collection and Submission

Tender Reference number	012016
Price of Tender Copy	10,000/-
Date of commencement of sale of tender document	27/04/2016
Last Date of sale of tender document	20/05/2016 up to 13.00 hours
Queries to be mailed by	07/05/2016 up to 16.00 hours
Pre-Bid meeting with Bidders	10/05/2016 at 16.00 hours
Last Date and Time for receipts of tender offers	20/05/2016 up to 14.00 hours
Time and Date of Opening of technical bids	20/05/2016 at 15.30 hours
Place of Opening tender offers	Bank of Maharashtra IT, BPR & MIS Department Head Office, 1501, Lokmangal, Shivajinagar, Pune – 411 005.
Address of Communication	As above
Earnest Money Deposit	5,00,000/-
Contact Telephone Numbers	Phone : 020 – 25536266 020 - 25536051 Fax : 020 – 25521568

Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount/Bank Guarantee in lieu of the same should not be mixed with Technical bid. It should be in separate cover to be handed over to the department. Please note that bank will not entertain any request for exemption towards tender cost and EMD amount as mentioned above.



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

Tender offers will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the above-specified date, time and place.

Technical Specifications, Terms and Conditions and various formats and Performa for submitting the tender offer are described in the tender document and its all annexure.

General Manager
Information Technology



Instructions to bidders

About Bank of Maharashtra

Bank of Maharashtra is a nationalized bank with a standing of 80 years. It has a three tier organizational set up consisting of branches, Zonal Offices and Head Office.

The Bank has more than 1891 fully computerized branches spread across the country. In the state of Maharashtra itself, it has more than 1000 branches, the largest network of branches by any Public Sector Bank in a state. The Bank has set up specialized branch offices to cater to the needs of SMEs, Corporate, agriculturists and importers & exporters. All the Branches of the Bank are networked and under Core Banking Solution.

The bank has fine-tuned its services to cater to the needs of various sections of society and incorporated the latest technology in banking offering a variety of services. The products and services offered by the Bank includes demand deposits, time deposits, working capital finance, term lending, trade finance, retail loans, government business, Bancassurance business, mutual funds and other services like DEMAT, lockers and merchant banking etc.

The Bank is known as a frontrunner in implementation of technology initiatives.

1.1. Two Bid System Tender

The Technical Bid must be submitted at the same time in **sealed envelopes**, giving full particulars, at the Bank's address given below, on or before the schedule date given above. All envelopes should be securely sealed and stamped. Information brochures should be distinctly separated from the other documents by way of separator sheets and submitted in an orderly and neatly bound manner.

Important: The eligibility credentials, financial reports & product information brochures shall be distinctly separated by separator sheets positively and the technical bid shall be submitted in an orderly and neatly bound.

Bank's address
The Deputy General Manager IT, BPR & MIS Bank of Maharashtra "Lokmangal", 1501, Shivajinagar Pune – 411005

Following two officers have been authorized to accept the tender documents

1. Mr. Sanjeev Vishwakarma, Manager- Head Office Pune
2. Mr. Tejas Kedari, Dy Manager- Head Office Pune



All the envelopes must be super-scribed with the following information:

- Type of Offer (Technical)
- Tender Reference Number
- Due Date
- Name of Bidder

All Schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company. Letter of authorization from competent authority be produced along with the proposal.

The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.

ENVELOPE-I (Technical bid along with softcopy):

The Technical bid should be complete in all respects and contain all information asked for **except prices**. The TECHNICAL BID should include all items asked for in **Annexure A**. The Technical bid **should not contain any price information**. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information. For example, the Technical bid should mention that AMC charges are included in the Commercial bid, without mentioning the actual amounts in the TECHNICAL BID. **A photo copy of original Commercial offer with prices duly MASKED be submitted along with the Technical Bid.** Bank reserves the right to reject any bid submitted without masked commercial.

ENVELOPE-II (Commercial bid):

The Commercial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner. A photo copy of the Commercial Bid duly masking the prices is submitted along with the Technical Bid.

The prices quoted in the commercial bid should be without any conditions. The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the RFP either with the technical or commercial bids submitted. These three envelopes containing the Technical bids and Commercial bid should be separately submitted. Please note that if any envelope is found to contain both technical and commercial bid, then that offer will be rejected outright.

1.2. Schedules of the Tender

This tender comprises of following schedules.

Schedule Number	Name of Schedule	Components
I	Self Update Passbook PrintingKiosk with Integrated Barcode reader with 3 year Warranty. (including RMS,	Supply, installation, commissioning & Maintenance of Kiosk



	Resource Management as per the scope of work)	
II	AMC	Annual Maintenance Contract for year 4 & 5
III	TCO	Total Cost I+II

It is mandatory for the bidder to quote for all the three schedules & all the items in the schedules. Incomplete offers are liable for rejection.

The bidder must ensure that all products as specified in the above two schedules and offered by them, are in a position to integrate with each other and the bidder must successfully install and commission these products to offer a complete, successful, cost effective and efficient solution.

2. Qualification Criteria

2.1. Eligibility of the Bidder:

Companies satisfying the following criteria are eligible to respond to this tender:

Sr No	Description of Eligibility Criteria	Support document required
1	The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 and shall be in existence for the last three years.	Copy of the certificate of incorporation should be enclosed as documentary proof
2	The Bidder submitting the offer must have a minimum turnover of Rs.5 Crore per year in all the three financial years in 2012-2013, 2013-2014 and 2014-2015. This must be the individual Company's turnover and not that of any group of Companies.	Copy of Balance Sheet to be submitted along with technical bid
3	The Bidder Company should have made profits in last three financial years. I.e. 2012-2013, 2013-2014 and 2014-2015. This must be the individual Company's profit and not that of any group of Companies.	A copy of relevant years' audited annual reports / financial statements shall be submitted with the offer in support of net sales turnover and profit
4	The bidder should be the Original Equipment Manufacturer (OEM) or its authorized channel partner in India. An authorization letter from the OEM to this effect should be furnished.	Documentary proof to that effect should be enclosed. As per the Annexure- E.
5	The bidder should have experience of successful supply, installation and commissioning of minimum 100 quantity of self update barcode based passbook printer Kiosk in at least two scheduled commercial	Recent Reference letter, PO copies is required.



	banks in India during last two financial year.	
6	The bidder shall have exclusive support infrastructure/centers for maintenance all over the country and should be able provide immediate support service through direct presence of its support personnel at our branches and offices where the kiosk would be installed.	List of such support/Service centers with contact persons, telephone numbers and addresses should be enclosed as proof.
7	The Bidder shall not have been blacklisted by any government organization / banks / Financial Institutions in India.	Self-declaration to that effect shall be submitted along with the technical bid.
8	The bidder should be able to provide efficient and effective support at all branches and offices of the bank, so as to meet 24*7 hrs service supports with maximum 4 hrs response time.	A commitment to this effect should be furnished.
9	Bidder shall have to accept all the clauses of Integrity Pact as mentioned in the document in Annexure-N .	Signed integrity pact (as per Annexure-N) should be submitted along with the technical bid on a stamp paper of Rs.500/-

2.2. Quality Standards

Bank of Maharashtra is looking for well-proven branded products, which is volume produced and are used by a large number of users in India/ abroad. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any deviations from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations' which must be supplied by the bidder along with the offer document. Bank reserves the right to reject the bids in case of deviations.

2.3. Earnest Money Deposit

Bidders are required to submit along with the offer a Demand Draft drawn **in favor of Bank of Maharashtra and payable at Pune**, for an amount of Rs. 5.00 lakhs (Rupees Five lakhs only) towards Earnest Money Deposit (EMD). Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank (other than Bank of Maharashtra) or any scheduled commercial bank acceptable to Bank of Maharashtra. The Bank Guarantee should be valid for 180 days from the date of the tender. For Bank Guarantee other than from a Public sector bank, prior permission of Bank of Maharashtra shall be essential. The format of BG is enclosed.



2.4. Manufacturer's Authorization Form

Bidder, other than sole agents in India of the manufacturers, must submit a letter of authority from their manufacturers that they have been authorized to quote for on behalf of the manufacturer. Authorization from authorized distributors/dealers for items is acceptable (**Annexure-E**)

2.5. Qualification Criteria

The bidders fulfilling all the "eligibility criteria" mentioned under Point 2.1 above only will be subjected to further process of technical evaluation.

2.6. Terms and Conditions

Terms and conditions for bidders who participate in the tender are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

2.7. Non-transferable Tender

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

2.8. Soft Copy of Tender document

The soft copy of the tender document will be made available on the bank's website. However Bank of Maharashtra shall not be held responsible in any way, for any errors/omissions/mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

The bidders who are submitting the bid by downloading the same from the Bank's website will have to pay the non-refundable fee of Rs.10,000/- by way of a demand draft / bankers' cheque in favour of Bank of Maharashtra payable at Pune while submitting the bid. In case the bidder chooses to attend the pre bid meeting, the bidder should send DD for Rs.10,000/- being the cost of tender document. **Purchase of tender document is mandatory for attending pre-bid meeting.**

2.9. Offer validity Period

The offer should hold good for a period of six months from the date of the opening of Commercial bid. In exceptional circumstances, the bank may solicit the Bidders'



consent to an extension of the period of validity. The bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

2.10. Address of Communication

Offers should be addressed to the following office at the address given below:

The Deputy General Manager,
Information Technology,
Bank of Maharashtra,
Head Office, "Lokmangal"
1501, Shivaji Nagar,
Pune – 411 005.
Emails: cmitd1@mahabank.co.in
sanjeev.vishwakarma@mahabank.co.in

2.11. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Bank of Maharashtra intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP. The queries of ALL the bidders should reach us in writing or by e-mail on or before on the address as mentioned above. Queries not received in the form and queries without the relevant details will not be taken up for response. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid Meeting. The clarifications and replies to the queries offered during the Pre-Bid Meeting will be made available on the Bank's Website.

The queries on point / clauses in the RFP document are to be mailed / submitted in the specific format only as per **Annexure I**.

The queries that are not on the points / clauses in the RFP document and are general in nature but related to the tender are to be mailed / submitted in specific format only as per **Annexure I**.

Queries submitted in any other format will not be entertained by the Bank.

Only two authorized representatives of the bidder who have purchased the RFP will be allowed to attend the Pre-Bid meeting.

2.12. Opening of Offers by Bank of Maharashtra

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes and they should



be authorized by their respective companies to do so. **A copy of the authorization letter should be brought for verification.**

2.13. Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

a) Eligibility Criteria :

Bank of Maharashtra will undertake primary scrutiny of the eligibility of the bidders as per “eligibility criteria” mentioned under point no.2.1 above based on the documents submitted. The offers of the bidders fulfilling the above eligibility criteria only will be taken up for further scrutiny i.e. technical evaluation. This primary scrutiny will be taken up on the last date of the technical bid submission, in the evening same day.

b) Technical evaluation:

Bank of Maharashtra shall undertake detailed scrutiny of the offers to determine whether the technical specifications along with documents have been furnished as per RFP and whether items are quoted as per the schedules. The bidders have to demonstrate the features of the product offered to the bank either onsite or offsite as part of technical evaluation. **The formats for technical evaluation is enclosed vide Annexure M. The technical evaluation will be done on the basis of the information provided in this format along with supporting documents.**

c) Commercial evaluation :

Bank of Maharashtra will open and scrutinize the commercial offers of the technically qualified bidders only. The Commercial bids will have to be submitted in the format as per **Annexure –H**. Commercial bids should not have any alteration or overwriting. The bank may reject or load the financial implication of any alteration, if found into the commercial bid submitted by the respective bidder. The calculation arrived by the Bank will be final and will be binding on the bidders. If any cost items in the commercial bid is found to be blank and not filled with any amount then it shall be considered as zero and the same will be offered to the Bank free of any charges.

Bank of Maharashtra will consider the 5 years TCO (Total Cost of Ownership) for the purpose of price comparisons given by the vendors on the figures in the **Annexure H**.

Five Years TCO = {Cost of Equipment of all items as per schedule including three year warranty} + {two years post warranty AMC charges (as per AMC clause) for five years}



2.14. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Bank of Maharashtra may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

2.15. No Commitment to Accept Lowest or Any Tender

Bank of Maharashtra shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. Bank of Maharashtra reserves the right to make any changes in the terms and conditions of purchase. Bank of Maharashtra will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

2.16. Documentation

The following information should be furnished along with the Technical bid by means of printed technical brochures as per checklist provided.

- Make and model numbers Self Update passbook printer Kiosk quoted for.
- Specifications of all items asked along with technical specifications table.
- In case of Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

2.17. Submission of Technical Details

It is mandatory to provide the technical details in the exact format of **Technical Details column** given in the technical specifications. *The offer may not be evaluated by Bank of Maharashtra* in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. Bank of Maharashtra will not allow/permit changes in the technical specifications once it is submitted. The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. (Please refer to the suggested checklist given in this document)

2.18. Make, Models & Part numbers of the equipment

It is mandatory to provide the make, model and part number of Self Update passbook printer Kiosk and their subcomponents as asked for in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. (Part no of the sub components may be provided.)



2.19. Format for Technical bid

The Technical bid must be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form. This can be divided into **three parts** – the first part should contain the documents supporting the eligibility of the vendor to participate in the tendering process as per the eligibility criteria mentioned in the RFP , the second part should contain the technical details of the proposed project and the third part should contain the technical brochures etc.

The suggested format for submission of **Technical bid** is as follows:

1. Index
2. Covering letter. This should be as per Annexure C.
3. Details of the bidder, as per Annexure D.
4. Compliance of eligibility criteria along with support documents in following format.

Sl.	Short Description of Eligibility Criteria	Submitted Yes/No	Write figures wherever required
1	Certificate of Incorporation		
2	Balance Sheets – 2012-13 2013-14 2014-15 (If the Balance sheet is not audited, then the provisional statements duly certified by the Chartered Accountant and CFO of the company under company's seal to be submitted)		Net Sales Turnover : Rs in Lakhs)
3	Profit figure 2012-13 2013-14 2014-15		Net Profit After Tax: (Rs in Lakhs)
4	The bidder should be the Original Equipment Manufacturer (OEM) or its authorized channel partner in India. An authorization letter from the OEM to this effect should be furnished. Documentary proof to that effect should be enclosed.		
5	Have experience of supply, installation and commissioning of minimum 100 quantity of self update barcode based passbook printers in at least 2 scheduled commercial banks in India. The Bidder should produce a certificate from the concerned organization to this effect.		
6	Addresses of support center across the		



	country. (state wise, district wise)		
7	Have integrated Self update passbook printing kiosk with Core Banking Solution in at least two Schedule Commercial Banks in India and must be running live as on date. POC will not be accepted. (Letter from the Bank to this effect should be submitted as proof).		
8	Self-declaration for not being blacklisted		
9	The bidder should be able to provide efficient and effective support at all branches and offices of the bank, so as to meet 24*7 hrs service support with maximum 4 hrs response time – A commitment to this effect should be furnished.		
10	The bidder should submit Pre contract integrity pact on Rs. 500 Stamp Paper as per Annexure N		

The eligibility criteria will be verified based on above compliance table duly filled by the bidder along with the supporting documents.

5. Technical bid with Specifications as given in Annexure A, complete with all the columns filled in.
6. Terms and Conditions Compliance Table in the following format. This table must cover bidder's response to all the terms and conditions specified in the tender document from 3.1 to 3.24.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
3.1	Support Personnel		
3.2	Technical Inspection & Performance Evaluation		
3.3	Performance Bank Guarantee		
3.4	Payment Terms		
3.5	Delivery, Installation and Commissioning		
3.6	Completeness of Installation		
3.7	Order Cancellation		
3.8	Inter-working of Hardware and Software.		
3.9	Acceptance Tests		
3.10	Software Drivers, Manuals&		



	Accessories.		
3.11	Self Update passbook printer Kiosk Warranty		
3.12	Annual Maintenance Charges		
3.13	Training		
3.14	Spare Parts		
3.15	Liquidated Damages		
3.16	Penalty		
3.17	Failure		
3.18	Indemnity		
3.19	Publicity		
3.20	Guarantees		
3.21	Force Majeure		
3.22	Resolution of Disputes		
3.23	Non Disclosure Agreement		
3.24	Adoption of Integrity Pact		

Note: The response to the terms & conditions will be verified based on above table.

7. Warranty (for all relevant schedules). This should not contain any price information.
8. Delivery and Implementation schedule.
9. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
10. System software details.
11. Manufacturers' Authorization Form (if applicable) as per Annexure E
12. Details of Past installation , as per Annexure F
13. Details of support centers as per Annexure G
14. Valid Bank Draft / Bank Guarantee in lieu of EMD (To be submitted in a separate envelope along with the Copy of Technical Bid.)
15. Bidder's Financial Details (audited balance sheets, annual reports etc.) and other supporting documents, as asked in the tender document
16. All documentary evidence wherever required to be submitted be properly arranged.
17. Copy of the Commercial Bid duly masking the price column.

2.20. Masked Commercial

The bidder should submit a copy of the actual price bid being submitted to the bank by **masking** the actual prices as part of technical bid. This is mandatory and **the bid may be disqualified if this is not submitted.**



2.21. Scope of Work

1. Bank proposes to do empanelment of vendor on rate contract with for supply, customize, install and maintain Self Service Passbook Printing Kiosk with integrated Barcode reader as per specification given in Annexure - M including all required hardware, software, operating systems, databases, Remote Monitoring and Management Software and integrated as a single unit with Core Banking Solution i.e. B@ncs-24 with present or higher version to be implemented in the Bank using the ISO – 8583 messaging format. The kiosk must be installed at a level (height) convenient for the customers to stand and operate.
2. The bidder has to enter into a rate contract with the bank for supply of kiosk as per the model, specifications and functionality approved by the bank. The rates will be valid for a period of two year, if not revised earlier at discretion of Bank. The bidder will pass on to the bank, the benefit of discounts if any announced during the period in respect of orders placed during the that period. The bidder will also provide the latest model available, if there is upward revision in the model offered at no extra cost to the Bank.
3. The bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment, install and commission the same with no additional cost to bank. The Bank will bear transportation & transit insurance cost only in respect of shifting for already installed machines.
4. The kiosk shall be integrated with Bank's core banking solution. Bank would only provide power and network access required for the above kiosks. The bidder should provide all required hardware, system software and required application software, as per the implementation architecture proposed by the bidder. The solution proposed must adhere to Bank specified message standards and bidder should integrate the solution with CBS system B@ncs-24 with present or higher version at their own cost.
5. The selected bidder should maintain the system during the warranty period of three years and post warranty AMC for minimum two years. During the warranty and AMC period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to the Bank covering all parts and labor from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. Under AMC all parts and labor should be covered for on-site support.
6. The selected bidder shall provide necessary tools / application necessary to monitor the status of these Kiosks on an industry acceptable format. The bidder should be capable of remotely managing the kiosk wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000 Self Service Kiosks of any type / make / vendor). The Remote Monitoring system should be intelligent enough to escalate the calls pending for more than one day through SMS / e-mail as per the



escalation matrix to be shared by bank. The bidder should provide resource to manage the day to day activities efficiently as per rate agreed in TCO. In case the patches are required to be moved to kiosk remotely the same can be done in late night time (off peak time of Kiosk) so as to ensure there should not be heavy network traffic during timing of Kiosk operation.

7. The bidders will also have to integrate these self service passbook printing kiosk in such a way that the customer may take passbook printing either from any of these kiosks or from the existing passbook printers available in the branches. There should not be any overlapping/alignment related issues and customer should get the uniform experience.
8. Successful bidders will provide remote monitoring and management software to provide health monitoring reports at component level from each kiosk at central location. The solution should be capable of generating suitable MIS reports customized to Bank's requirement in respect of activity, uptime, fault event. Typical fields in this MIS: No. of passbooks printed/issued in a day, No. of passbooks rejected in a day, hits per day. Reasons for rejection like Network failure, Power failure, 1st time printing, Barcode authentication failure, 'Nothing to print' etc. Bank's requirement on a daily / monthly /over a date range basis.
9. Software solution should be capable of monitoring the uptime of all the machines configured on Bank's network on real time basis from a centralized location. The centralized solution should have option of automatic call logging for down machines.
10. The selected bidders will have to undergo Pilot phase at least in 5 branches. Only after all the observations of bank are cleared, the bank will be placing order for further implementation phase.
11. The bidder should supply minimum 500 pages of self adhesive white map Litho 60 GSM stickers and 500 pages of PVC transparent sticker along with per kiosk, future cost of stickers will borne by the bank at rates which would be finalized with the bidder by mutual consent. Each page of stickers should contain minimum of 10 stickers. Size of the stickers must be approximately 8.5 cm x 2.5 cm. The bidder should mention stickers provided to branch in the installation report. Future cost of the GSM Sticker and PVC Sticker will be borne by the bank at rates which would be finalized with the bidder by mutual consent.
12. The selected bidder must customize Self Service Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank. For example: In Maharashtra it will be in English, Hindi and Marathi & in Kerala it will be in English, Hindi & Malayalam.
13. The bidder will also undertake to load Anti-virus solution in the Kiosk without any extra cost. This has to be done before dispatching the machine to the branches. The Bank will provide the anti-virus solution at the time of installation.
14. No visit /service charges will be borne by the Bank for installation / upgradation / maintenance /replacement of hardware or software component pertaining to Self Service Kiosk/Central Solution.



15. All this Kiosk will be in Bank Domain so that the policies can be applied centrally. The bank will not pay any additional cost for the same. All the future patches should be pushed centrally. In case the same could not be pushed because of any issue the vendor representative is require to visit and install those patches without any additional cost to bank.
16. The authorized engineer should make regular visit and do the necessary cleaning / maintenance activity on monthly basis (once in a calendar month) to ensure there is no breakdown of kiosk because of non-maintenance. Reports for maintenance activity for Kiosk should be submitted to the Bank on monthly basis.
17. Bank will provide the barcode software to the successful bidder or the successful bidder will have to provide barcode application as per requirement by the Bank. The bidder must install barcode software in atleast 3 client PC of the branch. Barcode should be printed by the existing passbook printer of the branch. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 5 years from the date of project sign off by the Bank.
18. Bank of Maharashtra branding as well as instruction to operate passbook kiosk should be displayed on the front body of the passbook kiosk.
19. At the time of installation of Kiosks, bidder will be responsible for syncing/calibrating the alignments of Passbook Printer in the Kiosk or the Passbook Printers used in the branch to ensure sync between branch passbook printer and Kiosk printer. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 5 years from the date of project sign off by the Bank. Consumable such as cartridge of the passbook printer should be replaced by the successful bidder as an when call has been placed by the bank.
20. Successful bidder must have a passbook kiosk designed in such a way that the passbook printer should be easily accessible to branch staff.
21. Space provided for inserting the passbook should be more than ½ inch of the width (8.1 inch) of the Bank's passbook on extreme ends.
22. Successful bidder must provide Centralized Web Based Remote Monitoring and Management Software at Bank's Centralized location. (Bank will provide the required Hardware and database to host the software at central location)
23. Successful bidder must provide One Resource to be posted at Bank's Centralized Location for Remote Monitoring, Complaint Management, Resolving issues, coordinating between Vendor & Bank and Providing MIS as per bank requirement for five years.
24. Detailed log report for the activities in the kiosk is to be generated and stored locally in kiosk. This log file should be in a normal readable format and to be accessible by the Bank in case of need.

2.22. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as



given in brochure/manual” is not acceptable. Bank of Maharashtra may treat offers not adhering to these guidelines as rejected.

Bank of Maharashtra may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all bidders and Bank of Maharashtra reserves the right for such waivers.

2.23. Locations

This tender is being floated by the Head Office of Bank of Maharashtra. Self Update passbook Printer kiosks are being procured through this tender shall be installed, commissioned and maintained by the successful bidder at various locations of Bank of Maharashtra across the country. Bank reserves the right to make changes in the locations.

2.24. Costs & Currency

The offer must be made in Indian Rupees only, and price quoted must include the following cost components.

1. Cost of the equipment
2. Installation and commissioning charges, if any,
3. Minimum of three-year comprehensive on-site warranty covering all parts & labor.
4. Transportation and Forwarding charges to the site.
5. In addition to transit insurance normal electronic equipment insurance should be available up to installation or up to 30 days from date of delivery whichever is earlier.
6. All taxes and levies including service tax and VAT but excluding Octroi/LBT

2.25. Fixed Price

The Commercial bid shall be on a fixed price basis, inclusive of all taxes and levies at site as mentioned above except Octroi/LBT. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

2.26. Order splitting

With a view to reduce the risks of delaying project implementation, bank reserves the right to split the order approximately in the order of 70:30 between the bidders offering the lowest TCO within(L1) and the bidder offering second lowest TCO (L2) provided the difference between L1 & L2 is less than or equal to 10%. The purchase order (PO) will only be at the rate offered by L1.

2.27. Short-listing of Bidders

Bank of Maharashtra will create a short-list of **technically qualifying bidders** and the **Commercial bids of only these bidders will be opened.**



2.28. Right to Alter Quantities

Bank of Maharashtra reserves the right to alter the proposed quantities specified in the tender. Bank of Maharashtra also reserves the right to delete one or more items from the list of items specified in tender.

2.29. Rate Contract

Bank of Maharashtra reserves the right to enter into a rate contract with successful bidders for delivery of Self Update passbook printer Kiosk for any branches / offices. The validity of the rate contract shall be two years from the date of last pre-delivery inspection. The same technical specifications and terms of Commercial bid shall apply mutatis-mutandi to the order placed through the rate contract as specified through this tender. However during the validity of the rate contract, if there is downward revision of the prices beyond 1% of the price arrived at the time of placing the order, Bank of Maharashtra reserves the right to re-negotiate the prices before placing the order.

2.30. Repeat Orders

Bank of Maharashtra reserves the right to place repeat order/s on the bidder under the same terms and conditions within a period of two years from the date of acceptance of first purchase order by the bidder. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.

3. Terms and Conditions

3.1. Support Personnel

In addition to the regular support centers the bidder should provide one contact person either own employee or through franchisee for each regional office of Bank of Maharashtra at the cities listed in Annexure - G (B).

3.2. Technical Inspection and Performance Evaluation

Bank of Maharashtra reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of Kiosks and solutions offered by technically qualified bidders.

3.3 Performance Bank Guarantee

The bidder has to submit the performance bank guarantee totaling 10% of order value for period of contract (warranty period and AMC period).

3.4 Payment Terms

The payment will also be released by Head office. The payment terms will be as follows:



1. No advance payment shall be made.
2. 90% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.
3. The balance 10% shall be retained as retention money for 3 years. However, the same can be released against a performance BG acceptable to the bank from scheduled Bank valid for 3 years from the date of commissioning.

3.5 Delivery, Installation and Commissioning

The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no **extra charge within 5 weeks of receiving the purchase order**. The signing authority will be Branch Manager or Officer at branch / office.

If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Bank of Maharashtra, it will be a breach of contract. In such case, Bank of Maharashtra may foreclose the bank guarantee without any notice. In the event of Bank of Maharashtra agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank of Maharashtra before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to bidder will become returnable to Bank of Maharashtra forthwith and Bank of Maharashtra reserves its right to foreclose the bank guarantee.

Appropriate insurance to cover the equipment for the transit period and till 30 days after delivery or installation whichever is earlier. The copy of the Insurance Policy should be submitted to the Bank after PDI at the discretion of Bank of Maharashtra, there will be an acceptance test conducted by the bidder in presence of Bank of Maharashtra officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in /software supplied, Bank of Maharashtra may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

3.6 Completeness of Installation

The installation will be deemed as incomplete if any component of the Self Update passbook printer Kiosk or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.



In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 15 days.

3.7 Order Cancellation

Bank of Maharashtra reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond 6 weeks from the date of purchase order.
3. Serious discrepancy is noticed in the kiosk.

In addition to the cancellation of purchase order, Bank of Maharashtra reserves the right to levy appropriate the damages from the earnest money deposit (EMD) given by the bidder or foreclose the Bank Guarantee given in lieu of EMD and/or foreclose the bank guarantee given by the supplier against the advance payment.

3.8 Inter-working of hardware and Software

The bidder must integrate Self Update passbook printer Kiosk with the B@ncs-24 application running in the Bank and make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. Under no circumstances will a problem/fault be blamed on the application software without sufficient cause and justification.

The bidder must also take necessary steps to successfully install all the software components (API) supplied by him on the Servers/ Kiosks.

3.9 Acceptance Tests

At the discretion of Bank of Maharashtra, acceptance test will be conducted by the bidder at the site in the presence of the officials of Bank of Maharashtra and/or its nominated consultants. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Bank of Maharashtra for carrying out this acceptance test. Bank of Maharashtra will take over the system on successful completion of the above acceptance test.

3.10 Software Drivers, Manuals & Accessories

The Self Update passbook printer Kiosks will have to be supplied with Software Drivers, Manuals and one complete set of accessories.



3.11 Self Update passbook printer Kiosk Warranty

The offer must include a minimum 3 years comprehensive on-site warranty. The Warranty in respect of all the locations would start from a single and uniform date i.e. from the date of release of the last and final lot. In no case, there would be multiple warranty dates.

Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Bank of Maharashtra.

During the warranty period, Vendor would be required to maintain adequate spares/consumables locally to ensure prompt attendance to faults.

During warranty period all parts developing defects are replaceable at no cost to the Bank

3.12 Annual Maintenance Charges

The bidder should provide post warranty AMC services @ 8% p.a. on the quoted rate mentioned in Schedule I. The cost of 8% annual AMC will be loaded to the cost for arriving TCO & L1. The quoted AMC rate for would be applicable for 24*7 hrs support and response time should not be more than 4 hrs. AMC would cover all components including plastic parts. The bidder's engineer will visit branches/offices for regular Preventive Maintenance of printer, kiosk, at least, once in month.

The offer must give commitment to provide maintenance for two years from the date of expiry of warranty. Bidders are expected to maintain the equipment supplied for at least five years from the date of acceptance by bank.

Bank will pay AMC charges in Indian Rupees at the end of the each quarter for every quarter.

The selected bidder shall submit performance Bank Guarantee at the time of signing of Contract to the tune of 10 % of order value covering Five years period of warranty.

On expiry of the warranty period, it would be the Bank's discretion to award the A.M.C. to the bidder of Bank's choice. During the warranty period and during the subsequent AMC period, the bidder would be required to maintain adequate spares/consumables locally to ensure prompt attendance to faults. During warranty period all parts developing defects are replaceable at no cost to the Bank.



3.13 Training

The Bidder shall associate the site staff during the testing of the system. The Bidder shall also train the staff in the proper operation and trouble shooting and routine maintenance at each and every location for a period of 2 working days. Training – cum – familiarization programme should be conducted by the bidder at each location.

3.14 Spare parts

Bidder will make the spare parts for the systems available for a minimum period of five years from the time of acceptance of the system. Thereafter, bidder will give at least twelve months notice prior to discontinuation of support services, so that Bank of Maharashtra may order its requirements of the spares, if it so desires. If any of the peripherals, components like Memory, power adapter, Printer head, toner of Self Update passbook printer Kiosk, etc. are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to Bank of Maharashtra.

3.15 Liquidated Damages

If there is a delay by the bidder in the delivery any or all goods or perform services within the stipulated time schedule, the purchase shall, without prejudice to its other remedies under the rate contract deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the order value for each week of delay until actual delivery of the complete order at each location subject to maximum of 10% of cost of self-service passbook printing system. Bank of Maharashtra reserves the right to cancel the order and return the partially delivered equipment, if any, at the cost of the bidder in case delivery are not affected within stipulated time schedule. The Bank is entitled to withhold (deduct) from the purchase price or any other amount, which is due to vendor/supplier from this contract.

3.16 Penalty

For any delay in installation and commissioning of the kiosk, Bank of Maharashtra will charge penalty @ 1% of the order value. Total of such penalty mentioned under the clause 3.14 and 3.15 put together shall be subject to maximum of 10 percent of the total order value. The Bank reserves the right to cancel the order in case complete delivery is not affected within the stipulated time.

Any kiosk that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.

In case bidder fails to meet the above standards of maintenance, Bank will impose penalty @ Rs 500 per day per kiosk maximum upto 10% of the order value per kiosk..



During warranty/AMC period, the penalty would be recovered from the vendor from the any payment which is due to the vendor. If the amount is not sufficient to recover the penalty, the vendor would be liable to pay the penalty amount within a period of 15 days from the date of demand made by the bank through its branches/offices. If the vendor does not make the payment of penalty within the stipulated period, the bank is free to invoke the bank guarantee and recover the amount.

If the bidder's engineer fails to carry out regular Preventive Maintenance of kiosk, at least, once in a month, it will draw a penalty of 1% of the Total Order Value per Kiosk.

3.17 Failure

If during the warranty period, any kiosk has a failure on four or more occasions in a quarter, it shall be replaced by equivalent new kiosk by the bidder at no cost to Bank of Maharashtra.

3.18 Indemnity

Bidder shall indemnify, protect and save Bank of Maharashtra against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware /software/network equipment etc. supplied by him.

3.19 Publicity

Any publicity by the bidder in which the name of Bank of Maharashtra is to be used should be done only with the explicit written permission of Bank of Maharashtra.

3.20 Guarantees

Bidder should guarantee that the machines delivered to Bank of Maharashtra are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to Bank of Maharashtra is licensed and legally obtained. All and software must be supplied with their original and complete printed documentation.

A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Self Update passbook printer Kiosk are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used.

3.21 Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or



other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Bank of Maharashtra either in fires, floods, strikes, lock-outs and freight embargoes.

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

In such a case, the time for performance shall be extended by a period not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Bank of Maharashtra and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of Bank of Maharashtra shall be final and binding on the bidder.

3.22 Resolution of Disputes

Bank of Maharashtra and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank of Maharashtra and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Bank of Maharashtra and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Pune.

3.23 Non Disclosure Agreement

The Bidder shall hold all information about this tender and / or information gathered about the Bank through this process in strict confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information. The



Bidder shall restrict disclosure of the Information solely to its employees, agents and contractors on a need to know basis and advise those persons of their obligations hereunder with respect to such Information.

To use the Information only as needed for the purpose solely related to this Project;

Except for the purpose of execution of this Project, not disclose or otherwise provide such information or knowingly allow anyone else to disclose or otherwise provide such Information.

The Bidder shall not disclose any information to parties not involved in supply of the products and services forming part of this order and disclosure of information to parties not involved in supply of the products and services forming part of this order will be treated as breach of trust and invite legal action. This will also mean termination of the contract and disqualification of the bidder in any future tendering process of the Bank.

Any information considered sensitive must be protected by the vendor from unauthorized disclosure or access.

3.24 Adoption of Integrity Pact

1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
2. Only those bidders, who commit themselves to the above pact with the Bank, shall be Considered eligible for participate in the bidding process.
3. The Bidders shall submit signed integrity pact as per **Annexure -N** along with Conformity to Eligibility Criteria. Those Bids which are not containing the above are liable for rejection.
4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates
5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.
8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same



would entail disqualification of the bidders and exclusion from future business dealings.

9. The name and contact details of the Independent External Monitors (IEM) nominated by the Bank are as under:

<p>Shri. Nilmoni Bhakta Address - A-801, PBCL CHS Ltd. Plot No. 3, Sector 46 A Nerul, Navi Mumbai, 400706 Email - nilmoni.bhakta@gmail.com</p>	<p>Shri. Madan Lal Sharma Address - K-23, Jangpura Extention New Delhi Email - ml.sharma1965@yahoo.com</p>
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4 Schedule of Items Required :

Schedule I : Supply, Installation, Commissioning & Maintenance of 800 Quantities of Self Update Passbook Printing Kiosk With Integrated Barcode Reader with minimum commitment of 500 Quantities of Self Update Passbook Printing Kiosk. The Self Update passbook printer Kiosks will be delivered with one complete set of accessories.



5 Annexure A -Technical Specifications

Pass Book Printing Kiosk with integrated Barcode reader:

Items	Requirements	Complied (Yes/No)	Details
	Self Update passbook printer Kiosk Configuration		
PC Configuration	Processor : Pentium Corei3 or higher		
	Memory : 2 GB DDR3 RAM or higher		
	Storage Space: 500 GB or higher		
	Operating System: Licensed Windows 7 / higher (purchased in the name of Bank of Maharashtra)		
	Male RS232 serial port, Integrated Keyboard with mouse (for administrator) ,Gigabit Network Interface		
	Min 4 USB Ports		
Touch Screen	Monitor : 15" touch screen or higher		
	Type : SAW		
	Material : 3 mm Pure Glass		
	Touch Screen Resolution: 4096 touch points per axis within the calibrated area.		
	Life : 50 million touches		
	Light Transmission : >90%		
	Antiglare Surface : 6:1 minimum		
	Accuracy : Less than +/-1% error within the active area.		
	Response Time : < 16 ms		
	Touch activation force : Less than 85 grams		
	Endurance: Scratch resistance. Must withstand more than 50,000,000 touches in one location without failure.		
Impact Resistance: meets GB9633-1988 and UL-60950-1 steel ball test or equivalent.			
Operating Temperature: 5 to 50 Centigrade.			
Passbook Printer with integrated Bar Code	Passbook printer with inbuilt barcode scanner		
	Printer speeds up to 480 cps		



Reader			
	Printer head life of 400 million characters.		
	Print method 24 pin, impact dot matrix		
	Print direction : Bi-direction with logic seeking.		
	Columns : 94 (10dpi)		
	Scan engine : CCD		
	Scan rate : 400 scans/ sec.		
	Depth of Field : 10 cm (0 – 4”)		
	Barcode Code Width : 12 cm(4”) maximum		
	Interface : RS232		
	Barcodes supported : UPC E , A, EAN, Code 39;Interleaved matrix , Industrial and standard 2 of 5, Code 128, Coda bar , Code 93 , MSI , Plessey.		
Cabinet	Compact, Sleek and Edgeless.		
	Passbook Printer : Height from the base 2.75-3.5 feet.		
	The above must be housed in ergonomically designed cabinet, wall mountable preferred.		
	The footprint of the kiosk in case of floor standing kiosk should be optimal & convenient to customer.		
	All devices must be optimally located and secured, with easy serviceability.		
	These kiosk cabinets should be screwed in the floor so that these kiosk cannot be lifted with ease.		
	Sheet Metal: IS513 Draw Material or equivalent to 1.6mm		
	The collection box must be made secure with mechanical operated lock.		
Application Software	The Application Software must be capable of generating ISO8583:93 format for integration with CBS.		
	Work Flow : Pass Book Printing Kiosk terminal → RMMS → TCS B@ncs-24 (CBS Application).		
	Maintains log for all transactions between Pass Book Printing kiosk and B@ncs-24.		
	Vendor should provide Central monitoring tool and Remote patch update for software		
	Component level health monitoring tool		
	Capable of remotely managing the kiosk transactions.		
	Remote loading of Patch as and when needed like anti-virus updates		



	Web based Central Office application with admin, supervisor rights.		
	Software should be designed in such a way that it should avoid the over writing of transactions.		
Remote Monitoring System	Centralized Web Based Remote Monitoring and Management Software at Bank's Centralized Location		
Resource Management	One Resource to be posted at Bank's Centralized Location for Remote Monitoring, Complaint Management, Resolving issues, Coordinating between Vendor & Bank and Providing MIS as per bank requirement for five years.		

Date :

Signature of Authorised Official with Seal



6 Annexure B – Checklist for Product Documentation

Note:

1. Bidders are required to provide printed technical documentation for the items listed in Table below.
2. Availability of adequate, correct and relevant technical documentation is essential for evaluation of any offer.
3. Bidders are requested to provide original (not photocopies) copies of the documentation. In case the original copies are not available, bidders can provide clear readable photocopies.
4. Bidders to mark the column “Documentation Provided” with Tick mark () or Cross (), as appropriate.
5. Bidder may add any other documentation, which will support their offer.

6.1 Schedule I –

Sl.	Make & Model	Documentation provided (Yes/No)
1.	Self Update Passbook printer Kiosk	

SN	Specification Required by Bank	Comply (Yes / No)	Reply by Vendor
1	Bank proposes to do empanelment of vendor on rate contract with for supply, customize, install and maintain Self Service Passbook Printing Kiosk with integrated Barcode reader as per specification given in Annexure - M including all required hardware, software, operating systems, databases, Remote Monitoring and Management Software and integrated as a single unit with Core Banking Solution i.e. B@ncs-24 with present or higher version to be implemented in the Bank using the ISO – 8583 messaging format. The kiosk must be installed at a level (height) convenient for the customers to stand and operate.		
2	The bidder has to enter into a rate contract with the bank for supply of kiosk as per the model, specifications and functionality approved by the bank. The rates will be valid for a period of one year, if not revised earlier at discretion of Bank. The bidder will pass on to the bank, the benefit of discounts if any announced during the period in respect of orders placed during the that period. The bidder will also provide the latest model available, if there is upward revision in the model offered at no extra cost to the Bank.		



3	The bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment, install and commission the same with no additional cost to bank. The Bank will bear transportation & transit insurance cost only in respect of shifting for already installed machines.		
4	The kiosk shall be integrated with Bank's core banking solution. Bank would only provide power and network access required for the above kiosks. The bidder should provide all required hardware, system software and required application software, as per the implementation architecture proposed by the bidder. The solution proposed must adhere to Bank specified message standards and bidder should integrate the solution with CBS system B@ncs-24 with present or higher version at their own cost.		
5	The selected bidder should maintain the system during the warranty period of three years and post warranty AMC for minimum two years. During the warranty and AMC period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to the Bank covering all parts and labor from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. Under AMC all parts and labor should be covered for on-site support.		
6	The selected bidder shall provide necessary tools / application necessary to monitor the status of these Kiosks on an industry acceptable format. The bidder should be capable of remotely managing the kiosk wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000 Self Service Kiosks of any type / make / vendor). The Remote Monitoring system should be intelligent enough to escalate the calls pending for more than one day through SMS / e-mail as per the escalation matrix to be shared by bank. The bidder should provide resource to manage the day to day activities efficiently as per rate agreed in TCO. In case the patches are required to be moved to kiosk remotely the same can be done in late night time (off peak time of Kiosk) so as to ensure there should not be heavy network traffic during timing of Kiosk operation. of remotely managing the kiosk		



	<p>wise transactions, component level health monitoring like failure of critical components of Self Update passbook printers, Kiosk connected / not connected, remote loading of Patch as and when needed like antivirus updates, web based remote monitoring and Management software with dash board facility to display the status of Kiosk in branch / zone / HO (unlimited licenses) to support minimum 2000 Self Service Kiosks of any type / make / vendor). The Remote Monitoring system should be intelligent enough to escalate the calls pending for more than one day through SMS / e-mail as per the escalation matrix to be shared by bank. The bidder should provide resource to manage the day to day activities efficiently as per rate agreed in TCO. In case the patches are required to be moved to kiosk remotely the same can be done in late night time (off peak time of Kiosk) so as to ensure there should not be heavy network traffic during timing of Kiosk operation.</p>		
7	<p>The bidders will also have to integrate these self service passbook printing kiosk in such a way that the customer may take passbook printing either from any of these kiosks or from the existing passbook printers available in the branches. There should not be any overlapping/alignment related issues and customer should get the uniform experience.</p>		
8	<p>Successful bidders will provide remote monitoring and management software to provide health monitoring reports at component level from each kiosk at central location. The solution should be capable of generating suitable MIS reports customized to Bank's requirement in respect of activity, uptime, and fault event. Typical fields in this MIS: No. of passbooks printed/issued in a day, No. of passbooks rejected in a day, hits per day. Reasons for rejection like Network failure, Power failure, 1st time printing, Barcode authentication failure, 'Nothing to print' etc. Bank's requirement on a daily / monthly /over a date range basis.</p>		
9	<p>Software solution should be capable of monitoring the uptime of all the machines configured on Bank's network on real time basis from a centralized location. The centralized solution should have option of automatic call logging for down machines.</p>		
10	<p>The selected bidders will have to undergo Pilot phase at least in 5 branches. Only after all the observations of bank are cleared, the bank will be placing order for further implementation phase.</p>		



11	The bidder should supply minimum 500 pages of self adhesive white map Litho 60 GSM stickers and 500 pages of PVC transparent sticker along with per kiosk, future cost of stickers will borne by the bank at rates which would be finalized with the bidder by mutual consent. Each page of stickers should contain minimum of 10 stickers. Size of the stickers must be approximately 8.5 cm x 2.5 cm. The bidder should mention stickers provided to branch in the installation report. Future cost of the GSM Sticker and PVC Sticker will be borne by the bank at rates which would be finalized with the bidder by mutual consent.		
12	The selected bidder must customize Self Service Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank. For example: In Maharashtra it will be in English, Hindi and Marathi & in Kerala it will be in English, Hindi & Malayalam.		
13	The bidder will also undertake to load Anti-virus solution in the Kiosk without any extra cost. This has to be done before dispatching the machine to the branches. The Bank will provide the anti-virus solution at the time of installation.		
14	No visit /service charges will be borne by the Bank for installation / upgradation / maintenance /replacement of hardware or software component pertaining to Self Service Kiosk/Central Solution.		
15	All this Kiosk will be in Bank Domain so that the policies can be applied centrally. The bank will not pay any additional cost for the same. All the future patches should be pushed centrally. In case the same could not be pushed because of any issue the vendor representative is require to visit and install those patches without any additional cost to bank.		
16	The authorized engineer should make regular visit and do the necessary cleaning / maintenance activity on monthly basis (once in a calendar month) to ensure there is no breakdown of kiosk because of non-maintenance.		
17	Bank will provide the barcode software to the successful bidder or the successful bidder will have to provide barcode application as per requirement by the Bank. The bidder must install barcode software in atleast 3 client PC of the branch. Barcode should be printed by the existing passbook printer of the branch. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 5		



	years from the date of project sign off by the Bank.		
18	Bank of Maharashtra branding as well as instruction to operate passbook kiosk should be displayed on the front body of the passbook kiosk.		
19	At the time of installation of Kiosks, bidder will be responsible for syncing/calibrating the alignments of Passbook Printer in the Kiosk or the Passbook Printers used in the branch to ensure sync between branch passbook printer and Kiosk printer. This will be done at no cost to Bank. The scope of the services is to be provided for a period of 5 years from the date of project sign off by the Bank.		
20	Consumable such as cartridge of the passbook printer should be replaced by the successful bidder as an when call has been placed by the bank.		
21	Successful bidder must have a passbook kiosk designed in such a way that the passbook printer should be easily accessible to branch staff.		
22	Space provided for inserting the passbook should be more than ½ inch of the width (8.1 inch) of the Bank's passbook on extreme ends.		
23	Successful bidder must provide Centralized Web Based Remote Monitoring and Management Software at Bank's Centralized location. (Bank will provide the required Hardware and database to host the software at central location)		
24	Successful bidder must provide One Resource to be posted at Bank's Centralized Location for Remote Monitoring, Complaint Management, Resolving issues, coordinating between Vendor & Bank and Providing MIS as per bank requirement for five years.		
25	Detailed log report for the activities in the kiosk is to be generated and stored locally in kiosk. This log file should be in a normal readable format and to be accessible by the Bank in case of need.		



7 Annexure C - Tender offer cover letter

Date: _____ 2016

Tender Reference No.:012016 _____

To:

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the Self Update passbook printer Kiosks / Servers as mentioned in schedule I of Schedule Of items in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

If our tender offer is accepted, we undertake to commence delivery within _____ (Number) days and to complete delivery, installation and commissioning of all the Self Update passbook printer Kiosks as specified in the Contract within _____ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____ 2016

Signature: _____

(In the Capacity of :) _____

Duly authorized to sign the tender offer for and on behalf of



8 Annexure D – Details of the Bidder

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl.	Item	Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone/Mobile and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorized to make commitments to the Bank of Maharashtra	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turnover of the company (not of group) 2012-13 2013-14 2014-15	
9.	Profit of the company (not of group) 2012-13 2013-14 2014-15	
10.	Sales Tax Number	
11.	Income Tax Number	
12.	Whether direct manufacturer or authorized dealers/agent	
13.	Name and Address of manufacturer of Self Update passbook printer Kiosk	
14.	Location of Manufacturing facility	
15.	Brief Description of facilities for manufacture, production, inspection, testing and quality assurance	
16.	Brief Description of after sales service facilities available with the bidder Please fill up Annexure G also.	
17.	Names and addresses of the principal bankers with whom major credit facilities (fund / non-fund) are being enjoyed (Also mention names of the banks in consortium, names of the contact officials of the bank, phone & fax numbers etc.)	



9 Annexure E – Manufacturer’s Authorization Form (MAF)

No. _____ dated _____

TO

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We confirm that our company (as a single unit, not the group) has net sales turnover exceeding Rs5.00Crores each in last three financial years (i.e. 2012-13, 2013-14 and 2014-15). We also confirm that we have made profit _____ financial year, our company has made a net profit after tax.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,
(Name)

for and on behalf of

M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.



10 Annexure F - Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Self Update passbook printer Kiosk / Server		Date of completion of delivery as per contract as well as Actual		Contact person • Name • Tel. No. • Fax No. • Address	Total Amount of Order
	Make, Model	Qty	As per contract	Actual		

Date: _____

Place: _____



11 Annexure G (A) - Details of Service Centers

Sl.	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1							
2							
3							



12 Annexure G (B) -List of Zonal office

Sl.	Place	Support Center (Y / N)
1	Ahmedabad	
2	Ahmednagar	
3	Amarawati	
4	Akola	
5	Aurangabad	
6	Bangalore	
7	Bhopal	
8	Chandrapur	
9	Chandigarh	
10	Chennai	
11	Delhi	
12	Goa	
13	Hyderabad	
14	Indore	
15	Jabalpur	
16	Jalgaon	
17	Jaipur	
18	Kolkata	
19	Kolhapur	
20	Lucknow	
21	Latur	
22	Mumbai City	
23	Mumbai Suburb	
24	Nagpur	
25	Nasik	
26	Pune City	
27	Pune East	
28	Pune West	
29	Raigad	
30	Raipur	
31	Ratnagiri	
32	Solapur	
33	Satara	
34	Thane	



13 Annexure H - Bill of Materials

Schedule of Items

Schedule I – Self Update passbook printer Kiosk

Sl.	Item	Quantity	Unit Price	Total Price
		A	B	C=A x B
1	Self Update passbook printer Kiosk with Comprehensive 3 years warranty (including RMS, Resource Management as mentioned in scope of work)	800		
2	8% of total cost of Self Update passbook printer Kiosk for 4thYear AMC Charges (Amount in Schedule 1, Total cost) X AMC Rate (@ 8%)	800		
3	8% of total cost of Self Update passbook printer Kiosk for 5thYear AMC Charges (Amount in Schedule 1, Total cost) X AMC Rate (@ 8%)	800		
Total Cost of Ownership (Five years)				

Note:

1. Prices quoted should be inclusive of all taxes and levies including service tax and VAT but excluding Octroi/LBT
2. Octroi / Entry Tax / Local Body Tax (LBT) as applicable, will be payable, at actual on submission of original Octroi receipt, drawn in the name of "Bank of Maharashtra".
3. ALL other Taxes / Duties / levies and charges for packing, forwarding, freight, transit insurance, loading and unloading, should be included in the Bid price.
4. Applicable taxes would be deducted at source, if any, as per prevailing rates.

We declare that all the terms & conditions as per the RFP are agreeable to us.

Date: -
Place: -
Designation
Company Seal

(Signature)
Name of the signatory



14 Annexure I -FORMAT FOR PRE BID QUERIES

A) Queries Related to RFP

RFP :	Self Update passbook printer Kiosk				
012016					
BIDDERS NAME					
Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions

B) General queries Related to RFP

RFP :	Self Update passbook printer Kiosk	
012016		
BIDDERS NAME		
Sr. No.	General Query related to RFP	Comment / Suggestions



15 Annexure J - Performa for the Bank Guarantee for Earnest Money

Guarantee for Payment of Earnest Money/Security Deposit

Bank Guarantee no.:

Date

Period of Bank Guarantee: Valid upto

Amount of Bank Guarantee: Rs.

To,

Bank of Maharashtra,

IT Department,

1501, Lokmangal,

Shivajinagar, Pune 411005.

THIS DEED OF GUARANTEE made at thisday of between Bank of a banking company having its office at hereinafter referred to as 'the Bank' of the One Part and Bank of Maharashtra a New Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at 'Lokmangal' , 1501 Shivajinagar, Pune 411 005, hereinafter called the Beneficiary, of the other Part.

1. Whereas the Beneficiary had invited tenders for supply, installation, commissioning of Self Update passbook printer Kiosks at various locations vide tender No 012016 dated _____.
2. One of the terms of the tender is that bidder are required to give a Demand Draft drawn in favour of beneficiary and payable at Pune, (valid for 180 days from the due date of the tender) for Rs5 lakhs (Rs. Five Lakhs only) as Earnest money Deposit (EMD) along with their offer. The Beneficiary may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank, valid for 6 months from the date of issue.
3. M/s XYZ & Co. Ltd. hereinafter referred to as the said 'Contractors' have given their offer to supply, installation, commissioning of Self Update passbook printer Kiosks at various locations to the Beneficiary and the said Contractors are required to deposit the said amount of earnest money (or security deposit) or to furnish bank guarantee.
4. At the request of the said M/s.XYZ& Co. Ltd. the Bank has agreed to furnish guarantee for payment of the said amount of earnest money (or security deposit) in the manner hereinafter appearing :

NOW THIS DEED WITNESSETH that pursuant to the said tender and in consideration of the premises the Bank doth hereby guarantee to and covenant with the Beneficiary that the Bank shall, whenever called upon by the Beneficiary in writing and without demur and notwithstanding any objection raised by the said Contractor/s, pay to the Beneficiary the said amount of Rs. 5 lakhs (Rupees Five lakhs only) payable by the said Contractor/s under the said Contract.

AND IT IS AGREED and declared by the bank that the liability of the Bank to pay the said amount whenever called upon by the Beneficiary shall be irrevocable and



absolute and the Bank will not be entitled to dispute or inquire into whether the Beneficiary has become entitled to forfeit the said amount as earnest money (or as security deposit) under the terms of the said contract or not and entitled to claim the same or not or whether the said contractors have committed any breach of the said contract or not or whether the Beneficiary is entitled to recover any damages from the said contractors for breach of terms thereof or not.

Any such demand made by the Beneficiary shall be binding and conclusive as regards amount due and payable by the Contractor to the Beneficiary. And the Bank undertakes to pay unconditionally on written demand without demur and the claim of beneficiary shall be conclusive and binding as to the amount specified therein.

AND it is further agreed and declared by the Bank that any waiver of any breach of any term of the said contract or any act of forbearance on the part of the Beneficiary or any time given by the Beneficiary to the contractors for carrying out and completing the work under the said contract or any modifications made in the terms and conditions of the said contract or any other act or omission on the part of the Beneficiary which could have in law the effect of discharging a surety, will not discharge the Bank.

AND it is agreed and declared that this guarantee will remain in force until the time fixed in the said contract for completion of the said work or until the expiration of any extended time for such completion and shall be valid for a period of six months from the date hereof i.e. the guarantee shall be valid upto

AND it is agreed and declared that this Guarantee will be irrevocable and enforceable even if the contractor's company goes into liquidation or there is any change in the constitution of the said Company or management of the said Company and shall ensure to the benefit of its successors and assigns and shall be binding on the successors and assigns of the Bank.

Notwithstanding anything contained herein:

- The liability of the Bank under this Bank Guarantee shall not exceed Rs. (Rupees
- This Bank Guarantee shall be valid up to
- Bank is liable to pay guaranteed amount or part thereof under this Bank Guarantee only and only if beneficiary serve upon as a written claim or demand on or before (date of expiry of the Guarantee).

IN WITNESS WHEREOF the Bank has put its seal the day and year first hereinabove written.

Signed, sealed and delivered by Mr.....

For and on behalf of the Guarantor Do so and

to affix the seal of the Bank, in the presence of



16 Annexure K - Compliance Technical Specification

Items	Requirements	Complied (Yes/No)	Details
	Self Update passbook printer Kiosk Configuration		
PC Configuration	Processor : Pentium Core i3 or higher		
	Memory : 2 GB DDR3 RAM or higher		
	Storage Space: 500 GB or higher		
	Operating System: Licensed Windows 7 / higher (purchased in the name of Bank of Maharashtra)		
	Male RS232 serial port, Integrated Keyboard with mouse (for administrator) ,Gigabit Network Interface		
	Min 4 USB Ports		
Touch Screen	Monitor : 15" touch screen or higher		
	Type : SAW		
	Material : 3 mm Pure Glass		
	Touch Screen Resolution : 4096 touch points per axis within the calibrated area.		
	Life : 50 million touches		
	Light Transmission : >90%		
	Antiglare Surface : 6:1 minimum		
	Accuracy : Less than +/-1% error within the active area.		
	Response Time : < 16 ms		
	Touch activation force : Less than 85 grams		
	Endurance: Scratch resistance. Must withstand more than 50,000,000 touches in one location without failure.		
	Impact Resistance: meets GB9633-1988 and UL-60950-1 steel ball test or equivalent.		
Operating Temperature : 5 to 50 Centigrade.			
Passbook Printer with	Passbook printer with inbuilt barcode scanner		



integrated Bar Code Reader	Printer speeds up to 480 cps		
	Printer head life of 400 million characters.		
	Print method 24 pin, impact dot matrix		
	Print direction : Bi-direction with logic seeking.		
	Columns : 94 (10cpi)		
	Scan engine : CCD		
	Scan rate : 400 scans/ sec.		
	Depth of Field : 10 cm (0 – 4”)		
	Barcode Code Width : 12 cm(4”) maximum		
	Interface : RS232		
	Barcodes supported : UPC E , A, EAN, Code 39;Interleaved matrix , Industrial and standard 2 of 5, Code 128, Coda bar , Code 93 , MSI , Plessey.		
Cabinet	Compact, Sleek and Edgeless.		
	Passbook Printer : Height from the base 2.75-3.5 feet.		
	The above must be housed in ergonomically designed cabinet, wall mountable preferred.		
	The footprint of the kiosk in case of floor standing kiosk should be optimal & convenient to customer.		
	All devices must be optimally located and secured, with easy serviceability.		
	These kiosk cabinets should be screwed in the floor so that these kiosk cannot be lifted with ease.		
	Sheet Metal: IS513 Draw Material or equivalent to 1.6mm		
	The collection box must be made secure with password operated lock.		
Application Software	The Application Software must be capable of generating ISO8583:93 format for integration with CBS.		
	Work Flow : Pass Book Printing Kiosk terminal → RMMS → TCS B@ncs-24 (CBS Application).		
	Maintains log for all transactions between Pass Book Printing kiosk and B@ncs-24.		
	Vendor should provide Central monitoring tool and Remote patch update for software		
	Component level health monitoring tool		
	Capable of remotely managing the kiosk transactions.		



	Remote loading of Patch as and when needed like anti-virus updates		
	Web based Central Office application with admin, supervisor rights.		
	Software should be designed in such a way that it should avoid the over writing of transactions.		
Remote Monitoring System	Centralized Web Based Remote Monitoring and Management Software at Bank's Centralized Location.		
Resource Management	One Resource to be posted at Bank's Centralized Location for Remote Monitoring, Complaint Management, Resolving issues, Coordinating between Vendor & Bank and Providing MIS as per bank requirement for five years.		



17 Annexure L –FORMAT A - COMPLIANCE AGREEMENT

We communicate our unconditional acceptance to the following terms and conditions of RFP 012016

1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 012016 for the Self Update Passbook printer Procurement.
2. We agree that we cannot change Price or Quantity or Quality or Delivery terms or Technology & Service levels (or any other terms that impact the price) post the bid event without prior consent of BANK OF MAHARASHTRA.
3. We agree that we are deemed to have accepted the all rules on participation at the bid. BANK OF MAHARASHTRA will make every effort to make the bid process transparent. However, the award decision by BANK OF MAHARASHTRA would be final and binding on us.
4. We agree not to divulge either our bids or those of other suppliers to any other external party.
5. Bank of Maharashtra has implemented ISMS framework, hence we agree to abide by the required integrations of security policies of the Bank.
6. We agree to non-disclosure of trade information regarding the purchase, part specifications, and identity of BANK OF MAHARASHTRA, bid process, bid technology, bid documentation and bid details. BANK OF MAHARASHTRA TENDER documents remain the property of BANK OF MAHARASHTRA and all suppliers are required to return these documents to BANK OF MAHARASHTRA upon request.
7. BANK OF MAHARASHTRA's decision will be final and binding on us and would be based on Strategic Sourcing Evaluation, Current Service Performance and Actual Compliance of Agreed Specifications.
8. Splitting of the award decision over a number of suppliers or parts or over time (as in the case of staggered deliveries) will be at BANK OF MAHARASHTRA's discretion.
9. Bids once made cannot be withdrawn or modified under any circumstances. Only blatant typing errors would be withdrawn from bid. The decision of BANK OF MAHARASHTRA would be final and binding on all bidders.
10. BANK OF MAHARASHTRA has the right to decide to extend, reschedule, cancel the RFP.
11. Please note that BANK OF MAHARASHTRA may consider debarring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement.
12. We have read the BANK OF MAHARASHTRA technical specifications & drawings for various products in detail & have agreed to comply with Quality, Technology & Service expectations.
13. Product specifications offered in technical bid will remain unchanged. No diversification / substitution of products will be entertained.
14. If successful, we are agreed to provide uninterrupted service for next 3 years.

We agree to have read and understood the Compliance Agreement in its entirety and agree to abide by this Statement.

Name:
Designation:
Organization:

Place:

Stamp:
Date:
Signature:



18 Annexure M - Non Disclosure Agreement

(On stamp paper of relevant value)

This Non Disclosure Agreement is made and entered into at this day of __ 2016

BY AND BETWEEN Bank of Maharashtra, a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) and having its registered office at Lokmangal, 1501, Shivajinagar, Pune 411005 (hereinafter called "the Purchaser/Bank" which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the ONE PART and (Name of System Integrator) of (please specify the registered office of the (System Integrator) (hereinafter called "the System Integrator/Contractor" which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors) of the OTHER PART;

The System Integrator and Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS, Bank called for the bids for engagement of System Integrator to setup IT infrastructure at the various branches ($\pm 25\%$ of the total) of the Bank. M/s after going through the Bid Documents and being interested to act as System Integrator and provide the services for setup of IT infrastructure at the various branches ($\pm 25\%$ of the total) branches of Bank, has submitted its Bid.

WHEREAS, the System Integrator is aware and confirms that the information, data, drawings and designs, and other documents made available in the Bid Documents / the Contract and thereafter regarding the Services as furnished by the System Integrator in their Request For Proposal or otherwise and all the Confidential Information under the Bid Documents/the Contract is privileged and strictly confidential and/or proprietary to Bank,

NOW, THEREFORE THIS AGREEMENT WITNESSETH THAT in consideration of the above premises and the Bank granting the contractor and or his agents, representatives to have specific access to Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

- (i) maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;
- (ii) make copies as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;
- (iii) restrict access and disclosure of confidential information to such of their employees, agents, vendors, and contractors strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
- (iv) Treat Confidential Information as confidential for a period of six (6) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.



Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 days of such disclosure. Confidential Information does not include information which:

1. the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality; is independently developed by the recipient without breach of this Contract;
 2. is the public domain
- (iii) is received from a third party not subject to the obligation of confidentiality with respect to such information;
- (iv) is received from a third party not subject to the obligation of confidentiality with respect to such information
- (v) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient

Notwithstanding the foregoing, the parties acknowledge that the nature of the Services to be performed under this Contract may require the System Integrator's personnel to be present on premises of Bank or may require the System Integrator's personnel to have access to computer networks and databases of Bank while on or off premises of Bank. It is understood that it would be impractical for Bank to monitor all information made available to the System Integrator's personnel under such circumstances and to provide notice to the System Integrator's of the confidentiality of all such information. Therefore, the System Integrator agrees and undertakes that any technical or business or other information of Bank that the System Integrator's personnel, or agents acquire while on Bank premises, or through access to Bank computer systems or databases while on or off Bank premises, shall be deemed Confidential Information.

Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Contract, confidential information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorised representative of each of the parties. Nothing contained herein shall in any manner impair or affect rights of Bank in respect of the Confidential Information.

In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.



Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Pune shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

Indemnity: The System Integrator/Contractor shall defend, indemnify and hold harmless Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the System Integrator/Contractor. and / or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the System Integrator/Contractor, in the course of discharge of its obligations under this Agreement.

The provisions hereunder shall survive termination of the Contract.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written

For and on behalf of ----- Ltd.	For and on behalf of Bank of Maharashtra
()	()
(Designation)	(Designation)



19 Annexure N–Pre Contract Integrity Pact

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ____ day of month of ____ 2016, between on one hand, Bank of Maharashtra through authorized official Shri _____, General Manager, Information Technology Department, Bank of Maharashtra (hereinafter called the “BUYER”, which expression shall mean and include unless the context otherwise required, his successors in office and assigns) of the First Part and M/s _____ represented by Shri. _____ Chief Executive Officer (herein called the “BIDDER/Seller” which expression shall mean and include unless the context otherwise requires his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure CTS compatible Scanners and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency/LLP, constituted in accordance with the relevant law in the matter and the BUYER is a Information Technology Department of Bank of Maharashtra

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said CTS Scanners at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

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

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

1. Commitments of the BUYER:

- 1.1 The BUYER undertakes that no officials of the BUYER, connected directly or indirectly with contract will demand, take a promise for or accept directly or through intermediaries any bribe, consideration gift reward favor or any material or immaterial benefit or any other advantage from the Bidders either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation contracting or implementation process related to the contract.



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- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage that particular BIDDER in comparison to other BIDDERS.
 - 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
 2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. COMMITMENTS of BIDDERS

- The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe gift consideration reward favor, any material or immaterial benefit or other advantage, commission fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with bidding process, or to any person organization or third party related to the contract in exchange for any advantages in the bidding, evaluation contracting and implementation of the contract.
 - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material benefit or other advantage commission fees brokerage or inducement to any officials of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with Government.
 - 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
 - 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, In connection with bid/contract.
 - 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator and not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries whether officially or unofficially to the award of the contract to the BIDDER,



nor has any amount been paid, promised or intended to be paid to any such individual firm or company in respect of any such intercession facilitation or recommendation.

- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract shall disclose any payments he has made is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract impair the transparency fairness and progress of the bidding process, bid evaluation contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others any information provided by the BUYER as part of business relationship, regarding plans, technical proposals and business details including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative; for this purpose would be as defined in Section 6 of the Companies Act 1956

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

4. Previous Transgression

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



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

5. Earnest Money (Security Deposit)

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

5.1.1 Bank Draft or Pay Order in Favor of **Bank of Maharashtra IT Department**

5.1.2 A Confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demure whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

5.1.3 Any other mode or through any other instrument (to be specified in the RFP)

5.2 The Earnest Money/Security Deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

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

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

6. Sanctions for Violations:

6.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by its or action on its behalf (Whether with or without the knowledge of the BIDDER) shall entitled the BUYER to take all or any one of the following actions, wherever required:-

6.1.1 To immediately call of the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

6.1.2 The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assigning any reason therefore.

6.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.



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- 6.1.4 To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Buyer in connection with any other contract for any other project such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- 6.1.5 To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- 6.1.6 To cancel all or any other Contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.
- 6.1.7 To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- 6.1.8 To recover all sums paid in violation of this Pact by Bidder(s) to any middleman or agent or broker with a view to securing the contract.
- 6.1.9 In cases where irrevocable letter of credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened
- 6.1.10 Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanctions for violation of this Pact.

7. Fail Clause:

- 7.1. The Bidder undertakes that it has not supplied / is not supplying similar products/systems or subsystems/ services at a price lower than that offered in the present bid in respect of any other Ministry/department of the Government of India or PSU and if it is found at any stage that similar products/systems or sub systems was supplied by the Bidder to any other Ministry/Department of Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors:

- 8.1. The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Address of the Monitors to be given).
- 8.2 The task of the Monitors shall be to review independently and objectively whether and to what extent the parties comply with the obligations under this Pact.



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- 8.3 The Monitors shall not be subject to instructions by the representatives of the parties and performs their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6 The BIDDER(s) accepts that the Monitors has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor upon his request and demonstration of a valid interest, unrestricted and unconditional access to his pocket documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/subcontract(s) with confidentiality.
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correction problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of an provisions of this Pact or payment of commission the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

11. Other Legal Actions:

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



12. Validity:

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

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

13. The parties hereby sign this Integrity Pact at _____ on _____

BUYER

BIDDER

Name of the Officer:

CHIEF EXECUTIVE OFFICER

Designation:

IT Department

Bank of Maharashtra

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness:

Witness:

1 _____
 (Name & Address) : _____

1 _____
 (Name & Address) : _____

2 _____
 (Name & Address) : _____

2 _____
 (Name & Address) : _____