

EOI NOTICE

RAILTEL CORPORATION OF INDIA LIMITED (A Govt. of India Undertaking)
Plate-A, 6th Floor, Office Tower-2, NBCC Building,
East Kidwai Nagar, New Delhi-110023

EOI No: RCIL/EOI/COMKTG/VAB/25-26/COR-ICT/16/E-52149 Dated: 27.10.2025

RailTel Corporation of India Ltd., (hereafter referred to as “RailTel”) invites Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.”

The details are as under:

SCHEDULE OF EVENTS

1	Date of Publishing of EOI Notice	27-Oct-2025
2	Last date for submission of Bids against EOI	30-Oct-2025 at 13:00 Hours
3	Opening of Bids received against EOI	30-Oct-2025 at 13:30 Hours
4	Bid System	Single Stage (Single Packet System)
5	EOI document cost- inclusive of taxes (non-refundable)	NIL
6	EOI processing fee- inclusive of taxes (non-refundable)	As per eNivida Portal
7	<p>Earnest Money Deposit (EMD)</p> <p>Total EMD amount: Rs. 1,00,00,000/-</p>	<p>(i) Token EMD: EMD for an amount of Rs. 5,00,000/- (Rupees Five Lakh Only) is to be paid along with EOI. (To be submitted via online bank transfer only). RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.</p> <p>(ii) Balance EMD of Rs. 95,00,000/- (Rupees Ninety Five Lakh Only).</p> <p>To be submitted by shortlisted Business Associate (L1 bidder), in the form of BG or online transfer before RailTel submits its Bid/Proposal to the end customer.</p> <p>i) In Case of Balance EMD is submitted in the form of Bank Guarantee: The validity of EMD BG should be valid for Three month beyond the bid validity period of 180 Days. (SFMS report guidelines:- BG advising message – IFN 760COV/ IFN 767COV via SFMS</p> <ul style="list-style-type: none"> To mandatory send the Cover message at the time of BG issuance.

		<ul style="list-style-type: none"> • IFSC Code of ICICI Bank to be used (ICIC0000007). • Mention the unique reference (RAILTEL6103) in field 7037.) <p>ii) In case Balance EMD is submitted through Online Transfer, the same may be transferred in the following Bank Account.</p> <p>RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.</p> <p>The partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.</p> <p>iii) In case Balance EMD is submitted through Insurance surety Bond, format to be used as per Annexure 10.</p> <p>EMD deposited shall not bear any interest.</p>
8	Bid Submission Mode	Online on https://railtel.enivida.com only.

Note: RailTel reserves the right to change the above dates at its discretion

Eligible Business Associates are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

Contact Details for this EOI:

1. Contact: Sh. Anand Singh Chandel, GM/VAB
Email: a.chandel@railtelindia.com
2. Contact: Sh. Rahul Agarwal, GM/Fin
Email: carahul@railtelindia.com
3. Contact: Sh. Arun Singh Rawat, GM/Tech
Email: arunsrawat@railtelindia.com

Note:

1. The EOI response is invited from eligible Empaneled partners of RailTel only.
2. All the document must be submitted with proper indexing and page number duly signed and stamped at each page as a token of acceptance of EOI by authorized signatory of the Bidder/Partner.

3. Transfer and Sub-letting: The Business Partner has no right to give, bargain, sell, assign or sublet or otherwise dispose-off the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof, except OEM.
4. Partner can submit their responses as an individual organization only. No Consortium is allowed.
5. Bidder has to agree to comply with all technical & financial documentation including Technical certificates/others as per end-to-end requirement mentioned in the EOI.
6. The selected bidder will have to accept all Terms & Conditions of EOI and Customer RFP/Work order on back-to-back basis.
7. Any corrigendum(s) issued by RailTel against pertinent EOI shall be the part and scope of this EOI document on back-to-back basis.
8. All the clauses of the customer RFP No. GeM ID: GEM/2025/B/6458665 Corrigendum (if any) shall be applicable on back-to-back basis including payment terms. SLA/Penalty/LD etc. will be passed on to the selected vendor on back-to-back basis in full.
9. Original copy of the POA, Non-Disclosure Agreement, Undertaking and Affidavit must reach RailTel, East Kidwai Nagar office within 3 days from the last date of bid submission.
10. The EOI not accompanied by Earnest Money as mentioned or if any of the documents submitted by the tenderers is proved to be fraudulent, the offer will be summarily rejected & EMD will be forfeited.
11. **Return of EMD for unsuccessful Bidder**: EOI EMD of the unsuccessful bidder shall be returned without interest after completion of EOI process/Completion of end customer process whichever is later.
12. **Return of EMD for successful Bidder**: EOI-EMD of the successful bidder will be discharged / returned as promptly as possible after the receipt of Performance Security Deposit as per the terms of the EOI by the successful L1 bidder.
13. This is an exclusive pre-bid partnership arrangement with an empaneled business associate of RailTel for participating in the end customer RFP. The selected partner's authorized signatory has to give an undertaking they will not

submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel). This undertaking has to be given with this EOI Response.

RailTel Corporation of India Ltd
(A Navratna PSU under Ministry of Railways)



NOTICE INVITING EXPRESSION OF INTEREST (EOI)

EOI No.: RCIL/EOI/COMKTG/VAB/25-26/COR-ICT/16/E-52149 Dated: 27.10.2025

Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.”

Issued by:

RailTel Corporation of India Ltd.

(A Navratna PSU under Ministry of Railways)

Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar,

New Delhi-110023

<https://www.railtelindia.com>

Disclaimer

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist prospective bidders in making their decision of whether to bid or not to bid. While the RailTel has taken due care in the preparation of information contained herein and believes it to be accurate, neither the RailTel or any of its Authorities or Agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. This information is not intended to be exhaustive and interested parties are required to make their own inquiries and do site visits that it may require in order to submit the EOI. The information is provided on the basis that it is non-binding on RailTel, any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The RailTel reserves the right not to proceed with the bidding/EOI process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the EOI further with any party submitting an EOI. No reimbursement of cost of any type will be paid to persons or entities submitting the EOI.

TABLE OF CONTENTS

SR. NO.	DESCRIPTION
1.	About RailTel
2.	Background of EOI
3.	Scope of Work & Partner Selection
4.	Compliance Requirements and Eligibility Criteria for Interested Bidders
5.	Proposal Preparation and Submission Cost
6.	Amendment to EOI Document
7.	Bid Validity Period
8.	Right to Terminate the Process
9.	Language of Bid
10.	Submission of Bid
11.	Right to Accept / Reject any or all EOI Response
12.	Payment Terms
13.	Performance Bank Guarantee (PBG)
14.	Details of Commercial Bid / Financial Bid
15.	Contract duration and Variation
16.	Restriction of 'Transfer of Agreement'
17.	Suspension, Revocation or Termination of Contract / Agreement
18.	Dispute Settlement
19.	Governing Laws
20.	Statutory Compliance
21.	Intellectual Property Rights
22.	Severability
23.	Force Majeure
24.	Indemnity
25.	Limitation of Liability towards RailTel
26.	Confidentiality cum Non-disclosure
27.	Assignment
28.	Insurance
29.	Exit Management
30.	Liquidated Damages
31.	Waiver
32.	Local Content Compliance
33.	Work Execution Time
34.	Changes in Contract Agreement
35.	Annexure 01: (Checklist of Documents for Bid Submission)
36.	Annexure 02: (EOI COVER LETTER)
37.	Annexure 03: (Local Content Compliance)
38.	Annexure 04: (Commercial Bid)
39.	Annexure 05: (Proforma for Performance Bank Guarantee)
40.	Annexure 06: (Non-Disclosure Agreement)
41.	Annexure 07: (Technical Compliance)
42.	Annexure 08: (Pre-Bid Agreement)

43.	Annexure 09: EMD Bank Guarantee Format
44.	Annexure 10: EMD Insurance Security Bond
44.	Annexure 11: FORMAT FOR AFFIDAVIT
45.	Annexure 12: Scope of Work
46.	Annexure 13: Agreement format
47.	Annexure 14: Bidder Profile
48.	Annexure 15: POA format
49.	Annexure 16: Proforma for Insurance Security Bond against Performance)
50	Annexure 17: Proforma for Non-Blacklisting declaration

1. About RailTel

RailTel Corporation of India Ltd (RailTel) is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fiber network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts. The portfolio of services provided by RailTel includes Data Centre & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis.

Equipped with an ISO 9001, 20000-1:2011 & 27000 certification, RailTel offers a wide gamut of managed telecom services to Indian Telecom market including Managed lease lines, Tower colocation, MPLS based IP-VPN, Internet, Data Centre services, NGN based voice carriage services to Telecom Operators, Dark fibre leasing to MSOs/LCOs. The major customer segment for RailTel comprises of Enterprises, Banks, Government Institutions/Department, Educational Institutions/Universities, Telecom Service Providers, Internet Service Providers, MSOs, etc. RailTel being a “Navratna” PSU is steaming ahead in the enterprise segment with the launch of various services coupled with capacity augmentation in its Core network.

2. Background of EOI

RailTel Corporation of India Ltd (hereafter referred to as ‘RailTel’) an ICT arm of Indian Railways has been in the forefront of building innovative platforms and solutions and vision to build range of Information and Communication Technology (ICT) Services for its customers.

RailTel intends to participate in a tender floated by Customer of RailTel for Procurement of Merchant Soundboxes under Capex Model on back-to-back basis and accordingly seeks to select a suitable partner for pre-bid teaming agreement for participating in the customer floated tender.

RailTel invites bids from RailTel’s Empaneled Business Partners/Associate for the selection of suitable Business partner for Procurement of Merchant Soundboxes under Capex Model on back-to-back basis. The empaneled business partner is expected to have excellent execution capability and good understanding of the customer local environment.

Bidder has to agree to comply with all technical & Financial documentation including Technical certificates/others as per end-to-end requirement mentioned in the scope of work (Annexure-12).

3. Scope of Work and Partner Selection

The indicating scope of work shall be as per the Annexure-12 for “Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.”

Special Note: RailTel may retain some portion of the work mentioned in the CoR’s PO/RFP.

- 3.1 Purpose of EOI: This EOI is proposed to select a suitable partner for fulfilling the customer requirement as per Annexure-12 for Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.”. In order to complete the same work, this EOI is being floated by RailTel.
- 3.2 The present proposal seeks the turnkey solution for carrying out CoR needs. It is proposed to provide services as mentioned in Annexure-12.
- 3.3 Empaneled partners are required to submit bid (techno commercial bid) through Online on <https://railtel.enivida.com> only.
- 3.4 **Interested partners may note that this is a Single Stage-Single Packet Bid.**
- 3.5 Only those bids shall be opened, which have been submitted within the stipulated time as mentioned in this EOI document.

4. Compliance Requirements and Eligibility Criteria for Interested Bidders:

- (A) **Technical Bid:** The Technical Bid includes essential Technical Eligibility requirements. Bidders must submit the necessary documentation as specified in **Annexure-1** to demonstrate their qualifications.
- (B) **Price Bid :** Price bid will be evaluated/Considered for the technically qualified bidder only.

Bidder has to quote the price bid in the format as per annexure-4 considering the complete scope of the work. Price Bid of only those bidder shall be considered who are technically qualified.

- 4.1 Bid evaluation will be done based on above mentioned documents. The bidder will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document. The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'CSP')/Selected Bidder.
- i. It is re-mentioned, that the final selection of CSP will be on the L-1 basis only from the technically qualified bidders. Further, RailTel reserves the right to have negotiation with the CSP.
 - ii. If multiple bidders quote the same lowest rate at the time of opening, RailTel reserve the right to reject the bid or call for revised rate from those bidders in a sealed envelop. The bidder who submit the lowest rate in revised offering, will be selected as the L1 Bidder.
 - iii. If L1 bidder fails to submit the Balance EMD payment (if any) or Performance Bank Guarantee payment within the stipulated timeline, EMD deposited by the L1 bidder shall be forfeited and empanelment with RailTel shall be terminated. The bidder will be classified as the disqualified L1 bidder.
 - iv. If the lowest bidder (L1) is disqualified, the contract may be awarded to the next lowest bidder (L2), provided they are able to match L1's price. In this case, the bidder will be esteemed as the selected L1 bidder.
- 4.2 As of now, Eoi response from interested partners is invited considering that the selected partner will be responsible for delivering of complete 'Scope of Work'. **However, RailTel at its discretion, may take- up a certain portion / percentage of 'Scope of Work' by communicating to the Partner at any point of time during the engagement period.** (The day at which 'Partner' is declared, will mark the start of the engagement period. The period will be valid till completion of the work. The engagement period will get auto-extended to the period RailTel

serves CoR for the concerned work, unless terminated earlier by RailTel as per terms and conditions mentioned in this EOI document). In this scenario, commercial engagement with the Partner will be for that portion / percentage only, which has not been taken by RailTel. Accordingly, resultant value of work will be derived on the basis of negotiated (in case) commercial bid of the Partner.

- 4.3 Validity of the submitted bid (technical and commercial) should be 180 days from the last date of submission of bid.
- 4.4 RailTel will enter into a agreement with selected L1 bidder with detailed Terms and conditions.
- 4.5 Final PO to the L1 bidder shall be issued on the final accepted rate (after negotiation if any) only after receipt of the work order from customer of RailTel.
- 4.6 The rates on which LOA/PO is issued, will remain valid for the entire duration of the contract.
- 4.7 On receipt of the Purchase order from the customer of RailTel, RailTel will issue the LOI to the selected L1 bidder within 5 days from the date of customer PO.
- 4.8 Formal LOA/PO on ERP shall also be issued by RailTel.

5. Proposal Preparation and Submission Cost

The interested partner is responsible for all costs incurred in connection with participation in this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by RailTel to facilitate the evaluation process or all such activities related to the bid process. RailTel will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This EOI document does not commit to award a contract or to engage in negotiations.

6. Amendment to EOI Document

At any time prior to the deadline for submission of bids, RailTel, may, for any reason can modify the EOI document by an amendment. All the amendments made in the document would be informed by displaying on RailTel's (www.railtelindia.com) website and on RailTel E-Procurement portal i.e.

<https://railtel.enivida.com/> only. The interested bidders are advised to visit the RailTel website and e-Nivida portal on regular basis for checking necessary updates. RailTel also reserves the rights to amend the dates mentioned in this EOI for bid process. RailTel may, at its discretion, extend the last date for receipt of Eoi response.

7. Bid Validity

7.1. Bid of Interested partners shall remain valid for the period of 180 days from the last date of submission of EOI, as mentioned in this EOI document.

7.2. RailTel may request for an extension of the period of validity. The validity of the 'EMD', should also be suitably extended if the duration of bid submission is extended. The request and the responses thereto shall be made in writing through e-mail communication only. Further, whenever the bid validity extension is submitted by the interested partner, it should be ensured by interested partner that their PBG related to the empanelment should have minimum validity of 180 days from the last date of extended bid validity period.

8. Right to Terminate the Process

RailTel may terminate the EOI process at any time without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by RailTel. The interested bidder's participation in this process may result in RailTel selecting the CSP to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason

9. Language of Bid

The bid prepared by the interested partner and all correspondence and documents relating to the bids exchanged by the bidder and RailTel, shall be written in English Language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than

English, translation of the same in English language is to be duly attested by the Authorised Signatory of the interested partner.

10. Submission of Bid

- 10.1 The interested bidder should take into account all corrigendum to this EOI document that have been published before submitting their EOI response. The bid is to be submitted in the mode as mentioned in this EOI document. EOI response submitted in any other mode will not be entertained.
- 10.2 Interested bidders in their own interest are advised to submit the EOI response well in time before the last date and hence to avoid any inconvenience at the last moment.
- 10.3 An Organization / Interested Bidder can submit only 'One EOI Response'. Submission of multiple EOI Response by interested bidder(s) may lead to rejection of all of its bid.
- 10.4 Empaneled partners are required to submit their bid response through online E-procurement portal of RailTel i.e. <https://railtel.enivida.com> only. Bid document should be signed by Authorized Signatories with Company seal and stamp.

11. Rights to Accept / Reject any or all EOI Response

RailTel reserves the right to accept or reject any EOI Response, and to annul the bidding process and reject all Bids at any time prior to award of the Contract, without thereby incurring any liability to the affected interested bidder(s), or any obligation to inform the affected Bidders of the ground for RailTel's action.

12. Payment Terms

12.1. Payment will be on '**back-to-back**' basis. Advance will be payable to Business Partner, if any advance received by RailTel from customer on submission of equivalent amount of Bank Guarantee.

12.2. 100% Payment shall be released on back to back basis and on receipt of the payment from customer as per the following schedule:

- i. After completion of supply against each sub-order, payment for supply shall be processed within 60 days post submitting of invoice and other

supporting documents complete in all respect.

- ii. For maintenance cost, the payment would be made on monthly basis after deducting applicable penalty, if any.
- iii. After completion of 1st year of operation of soundboxes, the RailTel shall issue sub-PO for extension of AMC for subsequent year for the applicable number of sound boxes. Payment shall be released after confirmation of extension of AMC and upon receipt of invoices for the respective year of AMC. Similar process shall be followed for extension of AMC for 3rd year after completion of 2nd year of operation, for the applicable number of soundboxes.

12.3. Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from CoR for the same work / services.

12.4. Any deduction /Penalties levied by CoR on invoices of RailTel will be carried back-to-back and will be deducted from CSP's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the CSP.

12.5. TDS will be deducted as per prevailing rates. The consideration aforementioned is all inclusive and no other amounts will be payable to the Business Partner by RailTel on any account whatsoever, unless otherwise specifically agreed to in writing.

12.6. Documents list required at the time of payment/invoice submission by selected bidder shall be: -

- i. Tax e-invoice.
- ii. PO Copy
- iii. Copy of Bank Guarantee
- iv. Delivery Challan
- v. Warranty certificate
- vi. Satisfactory Performance certificate for the release of maintenance cost.

12.7. Bill passing authority will be GM/VAB and bill paying authority will be GM/Financier as decided by Competent Authority.

13. Performance Bank Guarantee (PBG)

- 13.1 The CSP shall at its own expense, deposit with department, within fifteen (15) days of the notification of award (done through issuance of the LOA/Purchase Order / Work Order etc.) and

communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. This PBG will be for an amount of '**05 (%)**' of the contract value including all taxes, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.

- 13.2 The PBG shall be valid until 3 months beyond the last date of the contract period. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discretion. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.
- 13.3 RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 13.4 If the service period gets extended by virtue of extension of same by CoR, submitted PBG should also be amended (value and period) accordingly by the CSP.

- 13.5 During the contract period, RailTel may issue Purchase Order(s) for the additional works/ services ordered by CoR (in case) to RailTel. In such scenario(s) also, Clause No. 13.1. to Clause No. 13.4. are to be followed by the CSP.
- 13.6 In case the CoR has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected bidder has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity Bond from Selected Bidder will be accepted in lieu of PBG from Scheduled Bank.
- 13.7 Detail for online SFMS confirmation using the plate form is as below:
- BG advising message – IFN 760COV/ IFN 767COV via SFMS
 - To mandatorily send the Cover message at the time of BG issuance.
 - IFSC Code of ICICI Bank to be used (ICIC0000007).
 - Mention the unique reference (RAILTEL6103) in field 7037.
 - Customer ID: 571916103,
 - Unique identifier for Field 7037: RCIL571916103.
- 13.8 Bidder may submit the Insurance Security Bond in lieu of PBG with T&C as mentioned on 13.1 to 13.6.

14. Details of Commercial Bid / Financial Bid

- 14.1 Interested partner should submit commercial bid as per format given in the EOI.
- 14.2 The commercial bid should clearly bring out the cost of the goods/ services with detailed break-up of taxes.
- 14.3 The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and bidder.
- 14.4 The quantity of 'Line Items' may vary at the time of placing of Purchase Order or during the Contract Period, as communicated by CoR (in case) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 14.5 It is also possible that CoR may surrender/ increase, some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and CSP shall be considered, at sole discern of RailTel.

15. Contract Duration and Variation

- (1) The contract duration shall be same as of CoR's contract duration with RailTel until otherwise terminated earlier. Indicative contract duration is for a period of 5 year subject to extension for another year based on the satisfactory performance and mutual consent of both parties and extension from customer of RailTel. The contract duration can be renewed / extended by RailTel at its discretion, in case CoR extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by CoR to RailTel. An agreement (as per annexure-13) shall need to be signed by the successful bidder at the quoted/ agreed rate as per the terms & conditions of the EOI post issuance of the work order from customer of RailTel. Pre-Bid teaming Agreement will be signed with the L1 bidder. PO shall be issued after receiving the PO/LOA/Work order form the customer of RailTel i.e. IPPB.
- (2) This project business procurement is governed by the Terms and Condition of end customer i.e. IPPB, therefore any variation in quantity in this procurement will be governed by end customer requirement irrespective of any limit with the approval of the Competent Authority.

16. Restrictions on 'Transfer of Agreement'

The CSP shall not assign or transfer its right in any manner whatsoever under the contract / agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the contract / agreement to any third party either in whole or in any part i.e., no sub-contracting / partnership / third party interest shall be created

17. Suspension, Revocation or Termination of Contract / Agreement

- 17.1 RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent.

During this period, no charges for the use of the facility of the CSP shall be payable by RailTel.

17.2 RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of One (01) month or as per CoR tender condition whichever is earlier issued to the CSP, terminate/or suspend the contract / agreement under any of the following circumstances:

- i. The CSP failing to perform any obligation(s) under the contract / agreement.
- ii. The CSP failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
- iii. Non adherence to Service Level Agreements (SLA) which RailTel has committed to CoR for the pertinent tender.
- iv. The CSP going into liquidation or ordered to be wound up by competent authority.
- v. If the CSP is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as deemed fit under the circumstances.
- vi. It shall be the responsibility of the CSP to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which CSP's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
- vii. Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered

appropriate RailTel may conduct an inquiry either Suo- moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The CSP shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of CSP available with RailTel can be forfeited.

18. Dispute Settlement

- 18.1 In case of any dispute concerning the contract / agreement, both the CSP and RailTel shall try to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.
- 18.2 The arbitral tribunal shall consist of the Sole Arbitrator. The arbitrator shall be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd.
- 18.3 All arbitration proceedings shall be conducted in English.

19. Governing Laws

The contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

20. Statutory Compliance

- 20.1 During the tenure of this Contract nothing shall be done by CSP in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof and shall keep RailTel indemnified in this regard.
- 20.2 The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel, from and against all levies, damages, penalties and

payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or its Customer under Employees Compensation Act, 1923, The Employees Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

21. Intellectual Property Rights

- 21.1 Each party i.e., RailTel and CSP, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract / agreement.
- 21.2 Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party which is known by virtue of this EOI and subsequent contract in any circumstances.

22. Severability

In the event any provision of this EOI and subsequent contract with CSP is held invalid or not enforceable by a court of competent jurisdiction, such provision shall be considered separately and such determination shall not invalidate the other provisions of the contract and Annexure/s which will be in full force and effect.

23. Force Majeure

- 23.1 If during the contract period, the performance in whole or in part, by other party, of any obligation under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods,

earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) , provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

- 23.2 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

24. Indemnity

- 24.1 The CSP agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:
- a) Any mis-statement or any breach of any representation or warranty made by CSP or
 - b) The failure by the CSP to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or

other rights thereto), created by CSP pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by CSP pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or

- c) Any compensation / claim or proceeding by any third party against RailTel arising out of any act, deed or omission by the CSP or
- d) Claim filed by a workman or employee engaged by the CSP for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

24.2 Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

25. Limitation of Liability towards RailTel

25.1 The CSP liability under the contract shall be determined as per the Law in force for the time being. The CSP shall be liable to RailTel for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the CSP and its employees (direct or indirect), including loss caused to RailTel on account of defect in goods or deficiency in services on the part of CSP or his agents or any person / persons claiming through under said CSP, However, such liability of the CSP shall not exceed the total value of the contract.

25.2 This limit shall not apply to damages for bodily injury (including death) and damage to real estate property and tangible personal property for which the CSP is legally liable.

26. Confidentiality cum Non-disclosure

- 26.1 The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during and after the execution of this contract. All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.
- 26.2 Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:
- a) Is already known to the receiving Party at the time of disclosure:
 - b) Is or becomes part of the public domain without violation of the terms hereof;
 - c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof:
 - d) Is received from a third party without similar restrictions and without violation of this or a similar contract.
- 26.3 The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.
- 26.4 Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.

26.5 This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

27. Assignment

Neither this contract nor any of the rights, interests or obligations under this contract shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this contract will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

28. Insurance

The CSP agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software etc. as per scope of work and validity of insurance should be upto the date of complete execution and acceptance from the customer of RailTel.

29. Exit Management

29.1 Exit Management Purpose

- a) This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.
- b) The exit management period starts, in case of expiry of contract, at least 03 months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever is earlier.

29.2 Confidential Information, Security and Data: CSP will promptly, on the commencement of the exit management period, supply to RailTel or its nominated agencies the following (if asked by RailTel in writing):

- a) Information relating to the current services rendered and performance data relating to the performance of the

services; documentation relating to the project, project's customized source code (if any); any other data and confidential information created as part of or is related to this contract;

- b) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RailTel and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the services to RailTel or its nominated agencies, or its replacing vendor (as the case may be).

29.3 Employees : Promptly on reasonable request at any time during the exit management period, the CSP shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide RailTel a list of all employees (with job titles and communication address), dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the CSP, RailTel or the replacing vendor may make an offer of contract for services to such employees of the CSP and the CSP shall not enforce or impose any contractual provision that would prevent any such employee from being hired by RailTel or any replacing vendor.

29.4 Rights of Access to Information: Besides during the contract period, during the exit management period also, if asked by RailTel in writing, the CSP shall be obliged to provide an access of information to RailTel and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / software / active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other related material.

Note: RailTel at its sole discern may not enforce any or all clauses / sub-clauses under the 'Exit Management' clause due to administrative convenience or any other reasons as deemed fit.

30. Liquidated Damages

- If the successful bidder fails to execute the work within the time specified in this EOI or within the period of extension granted, RailTel may deduct penalty at the rate of 0.5% on per week or part thereof on the uncompleted portion of work (rounded off to the nearest whole number) for the actual delay, if delay is on successful bidder account, occasioned beyond the appointed time by which the work shall have been completed under the contract.
- The total value of LD/penalty shall be deducted from the vendor bills as deducted by the Customer of RailTel (CoR) on back-to-back basis.
- If the total value of penalty on account of delay in implementation exceeds 10%, RailTel will be within its rights to terminate the contract.

31. Waiver

Except as otherwise specifically provided in the contract, no failure to exercise or delay in exercising, any right, power or privilege set forth in the contract will operate as a waiver of any right, power or privilege.

32. Local Content Compliance:

- a) Only 'Class-I local supplier' and Class-II local supplier', as defined under the order no.- P-45021/2/2017 -PP (BE-II) dt. 4th June 2020 issued by Ministry of Commerce and Industry and reiterated by Railway Board Order no.- 2020/RS (G)/779/2 dt.12.06.2020, shall be eligible to bid in this EOI. Subsequent OM no. P-45021 dt.21.06.2017, PP-(BE-II) (E-1588) dt. July 27, 2020, OM No. P-45021/130/2020PP(BE-II)(E-435185) dt. July 9, 2020, OM No. P-45021/2/2017-PP(BE-II) dated September 16, 2020 of Ministry of Commerce and Industry shall also be applicable.
- b) 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50% , as defined in the aforesaid order.
- c) 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50% , as defined in the aforesaid order.
- d) 'Non local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to or 20%, as defined in the aforesaid order. Any offer submitted entity shall not be considered.

e) The margin of Purchase Preference to 'Class-I local supplier' shall be 20%, 'Class-II local supplier', 'Non local supplier' shall not be eligible for any purchase preference in this EOI.

i. **The Subject EOI is not divisible in nature and the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non local supplier'. Class-II local supplier' will not get any purchase preference.**

ii. The procedure to be followed in this EOI shall be as per para 3 A (c) of the aforesaid order.

iii. Verification of local content:- The bidders are required to furnish required certificate as defined in Para-9 of the order no.- P-45021/2/2017-PP (BE-II) dt. 4th June 2020. Submission of the requisite certificate as defined in Para-9 as mentioned above is mandatory.

33. Work Execution Time:

Bidder has to execute the work as per the terms & consideration mentioned in the customer RFP document immediately from the date of Advance LOA/Purchase order.

34. Changes in Contract Agreement

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both CSP and RailTel. If any condition is changed by the Customer of RailTel, the same shall be applicable on back to back basis to Selected Bidder.

.....

Annexure – 01**(A) Pre-Qualification Technical Eligibility**

SN	Type	Description	Document Required	Page No
1	Empanelment	Bidder must be empaneled with RailTel as business associate/Business partner.	Copy of Empanelment letter issued by RailTel. Empanelment should be valid as on date of submission of bid submission date.	
2	POA	The bid should be duly signed and submitted by Authorised Signatory. The bidder has to submit the notarized on Rs. 100 of non-judicial stamp paper. Power of Attorney having authorised signatory's nomination along with board resolution in favour of power of attorney.	Bidder has to submit the Notarized Power of Attorney for the authorized person as per the Annexure-15 along with Board resolution.	
3	EMD payment	EMD payment	Bidder has to submit the proof of EMD payment along with the Bid.	
4	Non-Black Listing	Bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI	Bidder has to submit undertaking on letterhead as per the format Annexure-17	
5	Land border sharing	Compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions	Bidder has to submit undertaking.	
6	No-arbitration with RailTel	There should not be any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder' on the last date of submission of EOI	Bidder has to submit and undertaking on letterhead duly signed and stamped by authorized signatory for no ongoing or past, arbitration case(s) between RailTel and bidder	
7	Unconditional Acceptance of EOI.	Undertaking on letter head duly signed and stamped by authorised signatory for unconditional Acceptance	Bidder has to submit Undertaking on letterhead duly signed and stamped by authorised signatory for	

SN	Type	Description	Document Required	Page No
		of the Scope of work along with all the terms & Conditions as per the EOI, corrigendum and addendum.	unconditional Acceptance of the Scope of work along with all the terms & Conditions of the EOI, corrigendum and addendum.	
8	Turnover	The Bidder should have a minimum cumulative turnover of Rs. 202.5 Crores during the last three financial years i.e. FY 2021-22, 2022-23, 2023-24 or FY 2022-23, 2023-24, 2024-25. In case, the bidder submits turnover for FY 2022-23, 2023-24, 2024-25 the bidder can submit provisional certificates also along with the CA Certificate.	Audited Balance Sheet & CA certificate	
9	Document	i. Certificate of Incorporation/ Registration Certificate ii. GST Registration iii. PAN Card	Bidder has to provide the valid document for each compliance.	
10	Positive Net worth	Positive Net worth certificate	Bidder has to submit Positive Net Worth and Should be profitable in last three FY. issued by the CA for the last three financial years. Certificate should contain UDIN no. issued by ICAI.	
11	Capability of Supply	<p>The bidder or its proposed OEM must have successfully supplied soundboxes or similar items* in any Central Govt. organization/ Scheduled Commercial Bank/ PSU/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website as per below details:</p> <p>One PO of supply of soundboxes or similar items* in minimum 10 locations across 10 states of India in the last 3 years, as on date of issue of bid.</p>	Self-attested copies of: a) Copies of relevant Purchase Orders/ Contracts along with, to be submitted. b) Completion Certificate or Proof of installation certified by client department.	

SN	Type	Description	Document Required	Page No
		* Similar items include smartphones/ tablets/sound box/ printers/ laptops/ desktops/ biometric devices/ thermal printers.		
12	Make & Model	Bidder has to provide the detail of Make & Model	Detail to be provided on Company letter head.	
13	OEM related Criteria			
(i)	OEM Authorization	MAF from OEM	MAF certificate issued by the OEM	
(ii)	OEM Credential	OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, as on date of issue of bid , in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	Copy of Certificate Registration /Certificate incorporation Permanent Account Number (PAN) Goods and Services Tax Identification Number (GSTIN)	
(iii)	Hardware and Software from Same OEM	The offered sound box should have the same OEM for both software as well as hardware components of the soundbox.	Self-declaration from the OEM on their letterhead to be submitted	
(iv)	Operational Presence of OEM in India	Bidder/ OEM should ensure to have services across pan India and should have authorized service center (or tie-up for providing services) in each of the state / UT. The UT may have a service centre in the nearest state.	Bidder to provide the list of the centres state/ UT wise on their letterhead.	
Annexures:				

SN	Type	Description	Document Required	Page No
1	Annexure – 01	CHECKLIST OF DOCUMENTS FOR BID SUBMISSION	Bidder has to submit the checklist of document submitted along with the bid	
2	Annexure - 02	EOI COVER LETTER	Bidder has to submit the EOI Cover letter	
3	Annexure - 03	Local Content Compliance	Bidder has to submit the local content compliance	
4	Annexure – 04	Commercial Bid	Bidder has to submit the quote as per the Price Bid Format Annexure-4	
5	Annexure-06	Non-Disclosure Agreement	Bidder has to submit the signed copy of NDA along with bid.	
6	Annexure 07	Technical Compliance	Bidder has to submit the technical compliance along with the bid	
7	Annexure – 11	AFFIDAVIT form	Bidder has to submit notarized affidavit as per the format enclosed along with the bid on Rs 100 stamp paper. If the bidder has not submitted the Annexur-11, bid shall be Summarily rejected.	
7	Annexure-12	Compliance for Scope of Work	Bidder has to submit the unconditional acceptance of the scope of the work.	
8	Annexure-14	Bidder profile	Bidder has to submit the detail of the bidder in the format as per Annexure-14.	
9	Annexure-15	Power of Attorney Format	Bidder has to submit Notarized POA on a Rs 100/- Non Judicial Stamp.	
10	Exclusive Bidding	Undertaking for exclusive bidding with RailTel	Bidder has to give Undertaking that they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel)	
Bidders meeting the minimum eligibility criteria as per above clause shall be declared Technically Qualified Bidder.				

Note:

1. The technical bid should have a 'Index' at the starting and all pages of bid should be serially numbered and should be traceable as per the 'Index'.

2. All the submitted documents should be duly stamped and signed by the Authorized Signatory at each page.
3. The above checklist is indicative only. RailTel may ask for additional documents from the bidders, as per the requirement.

Signature of Authorised Signatory

Name:

Designation:

**EOI COVER LETTER
(On Organization Letter Head)**

Eoi Ref No.: _____

Dated: XX-XX-XXXX

To,

General Manager (VAB),
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Dear Sir,

1. I, the undersigned, on behalf of M/s, having carefully examined the referred EOI offer to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof, including corrigendum issued till last date of submission of EOI. It is also undertaken and submitted that we are in abidance of Clause 4 of EOI.
2. I agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, for a period of _____ days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP) for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
4. I undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.
5. Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement / additional documents submitted (if any), together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. I hereby undertake and give unconditional acceptance for compliance of all terms & conditions of CoR RFP issued vide ref no. _____ Dated: _____ on e-tender portal, against this EOI based customer's requirement.
7. I hereby undertake that there will be no deviation from the Terms and Conditions of EOI and CoR 's RFP issued vide ref no.: _____ Dated: _____ on _____ portal.

Signature of Authorised Signatory

Name:

Designation:

**Local Content Compliance
(On Organization Letter Head)**

Eol Ref No.: _____ Date: XX-XX-XXXX

To,

General Manager (VAB),
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Dear Sir,

I, the undersigned, on behalf of M/s _____, hereby submits that our technical solution for the 'Scope of Work' mentioned under the Eol document is in compliance of local content requirement and makes us equivalent to 'Class-I local supplier' / 'Class-II local supplier' (mention whichever is applicable) for the Eol under reference, as defined under the order No. P-45021/2/2017- PP(BE-II) dt. 04-June-2020 issued by Ministry of Commerce and Industry, Govt. of India.

I hereby certify that M/s _____ fulfills all requirements in this regard and is eligible to be considered and for the submitted bid Local Content Percentage is _____ % (write in figures as well as in words).

I hereby acknowledge that in the event of acceptance of bid of M/s _____ on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law, including but not limited to the encashment of Bank Guarantee related to Empanelment and Performance Bank Guarantee (PBG), as available with RailTel, related to this Eol.


Signature of Authorised Signatory

Name:

Designation:

Annexure – 04

Commercial Bid

		RAILTEL CORPORATION OF INDIA LIMITED (A Govt. of India Undertaking) Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023					
To, General Manager (VAB), Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023							
EOI NO. RCIL/EOI/COMKTG/VAB/25-26/COR-ICT/16/E-52149							
Name Of Work:- "Selection of Business Partner from RailTel's Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.							
Name of Company/Firm		M/s					
SOR Item	SERVICE DESCRIPTION	Oty. (a)	Duration (b)	Unit Basic Rate excl taxes (c)	GST %	Unit rate incl taxes (d)	Total cost = a*b*d
1	Table Top Sound Box cost including 1-year warranty and delivery at bank locations	4,23,600	1			-	-
2	Pocket type Sound Box cost including 1-year warranty and delivery at bank locations	1,05,900	1			-	-
3	Monthly maintenance Cost (including Sim cost and Inventory management tool cost)	5,29,500	36			-	-
4	AMC Cost for 2nd Year	5,29,500	1			-	-
5	AMC Cost for 2nd Year	5,29,500	1			-	-
Total Cost of Ownership (TCO) incl taxes							-
Total Cost (in words) without Tax							
Bidders to note the following: 1. Minimum AMC cost for 2nd year (line item 4) should be 8% of the average device cost (average of line items 1 & 2). 2. Minimum AMC cost for 3rd year (line item 5) should be 8% of the average device cost (average of line items 1 & 2). 3. Monthly maintenance cost (line item 3) should be between 3-5% of the average device cost (average of line items 1 & 2).							

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On Stamp Paper of ₹ One Hundred)

To,

General Manager (VAB),
 Plate-A, 6th Floor, Office Tower-2,
 NBCC Building, East Kidwai Nagar, New Delhi-110023

1. In consideration of the RailTel Corporation of India Limited (CIN : L64202DL2000GOI107905), having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi – 110023 (herein after called “RailTel”) having agreed to exempt..... (CIN:) having its registered office at (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. dated..... made between RailTel and for (hereinafter called “the said Agreement”) of security deposit for the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs..... Only). We (indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of contractor do hereby undertake to pay RailTel an amount not exceeding Rs. (Rs Only) against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement.
2. We, the Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage by the said Contractor of any of terms or conditions contained in the said Agreement by reason of the Contractor’s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rs Only).
3. We, the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.
4. We, the Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before We shall be discharged from all liability under this Guarantee thereafter.

5. We, the Bank further agree with the RailTel that the RailTel shall have fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said Contractor and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This Guarantee will not be discharge due to the change in the constitution of the Bank or the Contractor. (Indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RailTel in writing.

Dated the Day of 2025 for (Name of Bank)

In the presence of Witnesses:

Signature With Date	Signature With Date
Name:	Name:
Designation:	Designation:

Encl: SFMS PBG Report

Annexure-06

NON-DISCLOSURE AGREEMENT
(On Non-Judicial Stamp Paper of Rs. 100)

This Non-Disclosure Agreement (this "Agreement") is made and entered into on this _____ day of _____, 20XX (the "Effective Date") at _____.

By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023 (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

(_____) (CIN: _____), a company duly incorporated under the provisions of Companies Act _____, having its registered office at _____, (hereinafter referred to as '_____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____ shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and _____, each possesses confidential and proprietary information

related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non- technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "Information");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "Disclosing Party") to the other Party (each Party, in such receiving capacity, the "Receiving Party") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

1. Permitted Use.

a) Receiving Party shall:

- i. hold all Information received from Disclosing Party in confidence;
- ii. use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and
- iii. restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "Representatives") who the Receiving

Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

- b) The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate:
- i. is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;
 - ii. at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;
 - iii. is approved for release by written authorization of Disclosing Party; or
 - iv. is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.
- c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

2. Designation.

- a) Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:
- i. written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or
 - ii. oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

3. Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.
4. Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby.

Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

5. No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.
6. Return or Destruction of Information.
- a) All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
- i. termination of this Agreement;
 - ii. expiration of this Agreement; or

- iii. Receiving Party's determination that it no longer has a need for such Information.
 - b) Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.
7. Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement
8. Notice.
- a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:
 - i. by personal delivery, when delivered personally;
 - ii. by overnight courier, upon written verification of receipt; or
 - iii. by certified or registered mail with return receipt requested, upon verification of receipt.
 - b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.
RailTel Corporation of India limited:
Attn:
Address:
Phone:
Email.:
Attn:
Address:
Phone:
Email
9. Term, Termination and Survivability.
- a) Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.
 - b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.
 - c) Notwithstanding the foregoing clause 9(a) and 9 (b) , Receiving Party agrees that its obligations, shall:
 - i. In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
 - ii. not apply to any materials or information disclosed to it thereafter.
10. Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.
11. Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement
12. No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written

agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "Final Agreement"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

13. Settlement of Disputes:

- a) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or
- b) consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
- c) In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

14. The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the part

15. CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

16. REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

17. ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

18. EMPLOYEES AND OTHERS

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by

such persons or entities.

19. NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

20. RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

21. UNPUBLISHED PRICE SENSITIVE INFORMATION (UPSI) agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

22. MISCELLANEOUS.

This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

By: _____	RailTel Corporation of India Limited
Name:	By:
Title:	Name:
	Title:

Witnesses: 1

Witnesses: 2

Annexure 7**Technical Compliance**

Eoi Ref. No.: _____ Date: XX-XX-XXXX

Business Associates are requested to mention the details of compliance of technical solution proposed.

S.No.	Scope Item	Specification as per technical Document	Proposed OEM Name	MAF Provided (Yes/No)	Compliance sheet
A	B	C	D	E	F
1	As per Technical Document	As per Technical Document	To be filled by Bidder	To be filled by Bidder	To be filled by Bidder
2					
3					
4					
5					

Signature of Authorised Signatory

Name:

Designation:

This Pre-Bid Agreement (the “Agreement”) is made at New Delhi on this _____ Day of _____(month) 2025.

BETWEEN

M/s. RailTel Corporation Of India Limited, (CIN: L64202DL2000GOI107905) a company registered under the Companies Act 1956, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi India – 110 023 and Northern Regional office at 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi - 110053 (hereinafter referred to as “RailTel” which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the FIRST PART.

AND

M/s. _____, (CIN: _____) a company registered under the Companies Act 1956, having _____ its registered office at _____ and its Corporate Office located at _____, (hereinafter referred to as “_XXXX_” which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the SECOND PART.

RailTel and _____ shall be hereinafter individually referred to as “Party” and collectively as “Parties.”

WHEREAS,

A. RailTel is a "Navratna" CPSU of Ministry of Railways, having exclusive right of way along Indian Railways and has created an OFC backbone and associated transport and network infrastructure to provide carrier class telecom services. RailTel has Unified License issued by DoT to provide a range of telecom services. RailTel also has two tier III certified data Centre's at Secunderabad and Gurugram. RailTel has created a slew of digital services like cloud, hosting, hosted Video Conferencing service, Aadhar Services, Content delivery platform, Wi-Fi as a service etc. RailTel has strong capabilities in managing telecom infrastructure, MPLS network infrastructure, data centre services like IaaS (Infrastructure as a Service) and PaaS (Platform as a Service).

B. (DETAILS OF SECOND PART)

C. RailTel had floated an EOI No: _____ dated _____ pursuant to the RFP floated by End Customer for “_____” for End Customer Organization for agreed Scope of Work”(hereinafter referred as “The said work/project/tender”), and subsequently, based on the offer submitted by M/s _____ towards the RailTel’s EOI, M/s _____ has been selected by RailTel as Business Associate for the said Project.

D. RailTel is in the process of participating in the tender issued by end customer, complete details of which have deliberately not been shared with XXXX and XXXX

has waived its right to get the RFP document of end customer owing to confidentiality concern raised by the end customer. However, a limited scope of work on 'need to know Basis' and as detailed in clause 1.7 below, which will be carried out by XXXX has been shared with XXXX and based on the representation of "XXXX" that "XXXX" has read the said limited Scope of Work and has understood the contents thereof and that "XXXX" has sufficient experience to execute the said limited and defined scope of work, the Parties have mutually decided to form a "Business association" wherein RailTel shall act as the "Bidder" and "XXXX" shall act as the "business associate" in terms of the said Tender and in accordance to the terms agreed hereunder;

E. RailTel shall submit Rupees YYYY as BG against pre integrity pact at the time of submission of bid as an Integrity Pact bank guarantee to end customer and accordingly "XXXX" shall submit Rupees ZZZZ as BG of pre integrity pact on back-to-back basis to RailTel before final submission of the said bid to end customer. (This is applicable on cases to case basis as per CoR requirement. May please read in conjunction of the current RFP.)

F. Party hereby acknowledges that RailTel has received Rs. _____ (Rs. In words) from M/s _____ as per the Terms and conditions of EOI no. _____ dated _____.

G. The Parties are thus entering into this Agreement to record the terms and conditions of their understanding and the matters connected therewith.

RailTel has agreed to extend all the necessary and required support to "XXXX" during the entire contract period.

NOW, THEREFORE, in consideration of the mutual covenants set forth herein it is hereby agreed by and between the Parties hereto as under:

1. SCOPE OF CO-OPERATION

- 1.1 Parties have agreed to form a "business association" to co-operate with each other on an exclusive basis with respect to execution of the said Project.
- 1.2 It has been further agreed between the Parties that Parties shall not bid individually for the said Project nor shall they enter into any arrangement with other parties for the purpose of bidding for the said Project during the validity of this Agreement.
- 1.3 The Parties also agree that the terms of the said EOI for limited and defined scope of work along with the Corrigendum's issued thereafter shall apply mutatis-mutandis to this Agreement.
- 1.4 The Parties further agree that they shall, enter into a 'Definitive Agreement' containing elaborate terms and conditions, role and responsibilities and respective scope of work of this Agreement after declaration of RailTel as the successful bidder of the said Project.
- 1.5 RailTel shall submit the PBG amounting Rs. _____, earnest money deposit/ EMD declaration (whichever is applicable) and performance bank guarantee to End customer and accordingly "_____" shall submit to RailTel, BG amounting to Rs. _____ as the earnest money deposit. Further, _____ shall also pay the performance bank guarantee in proportionate to the extent of its defined scope of work.
- 1.6 RailTel may further retain some portion of the work mentioned in the end organization's RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. _____ agrees, undertakes

and acknowledges that following shall be Scope of Work of _____ out of the total project work.:

2. Technical Terms – As per CoR document

3. TERM AND TERMINATION

- 3.1 This Agreement shall come into force as of the date of signing and shall continue to be in full force and effect till the complete discharge of all obligations, concerning the carrying out of the said Project, except terminated earlier by the Parties in terms of this Agreement or in terms of the said project, whichever is applicable.
- 3.2 This Agreement can be terminated by either Parties forthwith in the event of happening of the following events:
- a) End customer announces or notifies the cancellation of the said Project and / or withdrawing the said RFP.
 - b) The receipt of an official communication that End customer chooses not to proceed with RailTel for the said Project or RailTel is not short listed by End customer.
 - c) Material breach of any of the terms and conditions of this Agreement by either of the Parties and the same is not rectified by the defaulting Party beyond 15 (fifteen) days (or a reasonable time period as mentioned under the notice issued by the other Party) from the date of receipt of notice from the other Party to cure the said breach.
- 3.3 Parties agree and understand that as of the execution of this Agreement they are contractually bound and obligated to perform the services, obligations and the scope of work entrusted, should RailTel be declared as the successful bidder of the said Project. Any Party shall not withdraw its participation subsequent to execution of this Agreement, at any point in time except in case of material breach of any of the terms of the Agreement.
- 3.4 In case "XXXX" breach the terms of Agreement i.e. defaulting party in such case the balance unsupplied quantity or service shall be completed by RailTel i.e. non-defaulting party and cost for completion of that balance unsupplied quantity or service of such defaulting party shall be executed by RailTel at the risk and cost of such defaulting party.

4. Liability:

It is understood that the parties are entering into this pre-bid teaming agreement for requirement of submission of bid against the RFP floated by end customer for Implementation of Network Security System and Integration for end Customer Organization. Parties acknowledge and agree that "XXXX" shall be completely liable for the successful execution of this project, in relation to its defined scope of work (as detailed in clause 1.7 above), fully complying the end customer requirements. Accordingly, it is agreed that notwithstanding anything contained in the RFP document, "XXXX" shall be liable to RailTel with regard to its obligations and liability to complete the agreed and defined scope of work as detailed in clause 1.7 above.

5. EXCLUSIVITY

Parties agree to co-operate with each other for the purpose of the said Project on an exclusive basis with respect to applying for, submitting and execution of the said Project including providing of technical demo, proof of concept for the agreed and defined scope of work.

6. PAYMENT TERMS

The payment terms between the parties shall be only on receipt of payment from end customer.

7. TAXES

Parties agrees that they will comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the Project under this agreement and any other taxes, cess, surcharge, etc. for their respective scope of works.

8. INDEMNIFICATION

8.1 Parties agree to and undertake to indemnify and hold each other, its officers, directors, agents and employees harmless, from and against any and all claims, demands, causes of action, losses, damages, costs and expenses (including attorney's reasonable fees, costs of investigation and defense) arising out of or resulting from any claim, action or other proceeding (including any proceeding by any of the indemnifying party's employees, agents or contractors) based upon:

- i. any breach or contravention of any of the terms, conditions, covenants of this Agreement by the Party;
- ii. Unethical business practices;
- iii. any acts or omission of the Party and/ or any of its employees, agents or contractors, and the liability for damages to property arising from or out of party operations in connection with the performance of this agreement;
- iv. any claim for taxes that might arise or be imposed due to this performance of Services hereunder;
- v. any representation or warranty or information furnished by the Party being found to be false;
- vi. Parties' failure to pay all applicable compensation to its respective personnel;
- vii. death or personal injury to any person;
- viii. destruction or damage to any property by acts or omissions of either Party, its representatives or personnel;
- ix. any violation/non-compliance by the Party with any applicable laws' governmental regulations or orders;
- x. any third-party liability;
- xi. improper handling or misuse of the Confidential Information of the Party(ies) by the Party

8.2 _____ shall be liable to all risks and consequences (including the risk of payments) suffered in the performance of services under the Project and undertakes to indemnify RailTel from and against any non-payments (of RailTel's share payable to RailTel), recoveries and claim from End Customer or any other cost or losses incurred due to default/nonperformance on part of XXXX.

9. COMPLIANCES TO STATUTORY OBLIGATIONS

9.1 Parties shall also obtain and keep in place necessary insurance policies, Medclaim policies, group insurance schemes of adequate value to cover their workmen, supervisors, etc. with regard to any accidents, injury or the

liability under the Employee Compensation Act.

9.2 Parties shall observe and be responsible for the compliance of all labour laws (including labour Cess) as per government notifications and shall maintain necessary records for the same and shall submit the same to RailTel when so required.

9.3 Parties shall duly maintain all records / registers required to be maintained by them under various labour laws mentioned above and shall produce the same before the concerned Statutory Authorities whenever required and called upon to do so.

10. LEGAL STATUS

This Agreement constitutes a contractual relationship and shall relate solely to the Project and shall not extend to other activities or be construed to create a corporation, body corporate, partnership or any other form of legal entity.

11. REPRESENTATIONS AND COVENANTS

11.1 Each Party represents and warrants to the other Party as follows:

11.1.1 That it has full capacity, power and authority and has obtained all requisite consents and approvals to, enter into and to observe and perform this Agreement and to consummate the transactions contemplated hereunder. Each of the Persons / personnel executing this Agreement on behalf of the each of the Parties have full capacity and authority to sign and execute this Agreement on behalf of the respective Parties;

11.1.2 The execution, delivery and consummation of, and the performance by it, of this Agreement shall not conflict with, violate, result in or constitute a breach of or a default under, (a) any contract by which it or any of its assets or properties, are bound or affected, and/or (b) its constitutional documents;

11.1.3 This Agreement constitutes its legal, valid and binding obligations, enforceable against it, in accordance with their terms under Applicable Statutory Law(s);

11.1.4 It has the right, authority and title to execute this Agreement;

12. SUBCONTRACTING BETWEEN PARTIES

If a Party subcontracts certain supplies or services pertaining to its scope of work to the other party, then the resulting relationship between such parties shall be governed by a separate subcontract. This Agreement shall not in any way be affected thereby except as stated otherwise in this Agreement

13. GOVERNING LAW AND JURISDICTION

The construction, validity and performance of this Agreement shall be governed in all respects by the Laws of India. The Parties hereby submit to the exclusive jurisdiction of the Indian courts at Delhi only.

14. GOOD FAITH NEGOTIATION AND DISPUTE RESOLUTION

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

15. FORCE MAJEURE

“Force Majeure Event” shall mean any event beyond the reasonable control of the affected Party including acts of God, fires, earthquakes, strikes, pandemic, epidemics, lock down, and labor disputes, acts of war or terrorism, civil unrest, economic and financial sanctions, or acts or omissions of any Governmental Authority occurring on or after the Signature Date.

No Party shall be liable to the other if, and to the extent, that the performance or delay in performance of any of its obligations under this Agreement is prevented, restricted, delayed or interfered with, due to a Force Majeure Event.

The Party affected by Force Majeure Event shall promptly inform the other Party in writing and shall furnish within 30 (thirty) days thereafter, sufficient proof of the occurrence and expected duration of such Force Majeure Event. The Party affected by Force Majeure Event shall also use all reasonable endeavor to mitigate the negative effects of such Force Majeure Event on such Party's ability to perform its contractual obligations. In the event of a Force Majeure Event, the Parties shall immediately consult with each other in order to find an equitable solution and shall use all reasonable endeavors to minimize the consequences of such Force Majeure Event.

The occurrence of a Force Majeure Event shall however, not relieve a Party of any obligation to pay any sum due under this Agreement prior to the occurrence of the Force Majeure Event.

If the Force Majeure lasts for more than 6 (six) months, the Parties may mutually decide in writing on the future course of action with respect to this Agreement.

16. INTELLECTUAL PROPERTY RIGHTS

16.1 Each Party shall remain the sole owner of all industrial or intellectual property rights, Technical Data, Know-How, designs, specifications and the like, generated or acquired before the signature, or beyond the scope of this agreement.

16.2 Each Party shall remain the sole owner of all industrial or intellectual property rights, technical data, know-how, design specifications and the like generated solely by that Party during the course of the performance of this agreement and shall not be free to use it by the other party and if the other party uses that intellectual property rights prior permission shall be taken with paying necessary fees for such rights.

16.3 In case of joint development, the work-share and associated ownership of intellectual property of each Party shall be mutually agreed upon and defined in advance in the definitive agreement for the specific program. However, should any invention be jointly made by the Parties in the performance of this agreement, without neither Party being in a position to reasonably claim the ownership of said intellectual property right, the said right shall be jointly owned by the Parties and the corresponding measures of protection for both Parties of the said right as may be practicable shall be mutually agreed by both Parties and cost for such registration of such right shall be borne by the parties proportionately as per the ownership of the rights.

16.4 As on date, Parties confirms that there are no infringements of any Intellectual Property Rights of the products contemplated under this agreement, in accordance with the laws prevailing in the country.

16.5 The Parties undertake and confirm that the Technology / Knowhow / Design owned by each of them and intended to be put into use for execution of various Projects pursuant to this agreement has been originally developed by each of such Parties. The Parties are entitled to all the Intellectual Property Rights in Technology / Knowhow / Design intended to be put into use for execution of various Projects and no third-party Intellectual Property Rights have been put into use either in their original or modified form without proper authorisation of such third party. The Parties further vouchsafes that the foregoing undertaking is actuated by truth and accuracy and no misrepresentation is being put into use for inducing each other to enter into this agreement.

17. CONFIDENTIALITY

17.1 During the term of this agreement, either party may receive or have access to technical information, as well as information about product plans and strategies, promotions, customers and related non-technical business information which the disclosing party considers to be confidential ("Confidential Information as per RFP tender document"). In the event Confidential Information is to be disclosed, the Confidential Information must be marked as confidential at the time of disclosure, or if disclosed orally but stated to be confidential, and be designated as confidential in writing by the disclosing party summarizing the Confidential Information disclosed and sent to the receiving party within thirty (30) days after such oral disclosure.

17.2 Confidential Information may be used by the receiving party only with respect to the performance of its obligations under this Agreement, and only by those employees of the receiving party and its subcontractors who have a need to know such information for purposes related to this Agreement, provided that such subcontractors have signed separate agreements containing substantially similar confidentiality provisions. The receiving party must protect the Confidential Information of the disclosing party by using the same degree of care to prevent the unauthorized use,

dissemination or publication of such Confidential Information, as the receiving party uses to protect its own confidential information of like nature.

17.3 The obligations are not applicable to any information which is:

- 17.3.1 Already known by the receiving party prior to disclosure;
- 17.3.2 Publicly available through no fault of the receiving party;
- 17.3.3 Rightfully received from a third party without being responsible for its confidentiality;
- 17.3.4 Disclosed by the disclosing party to a third party without being responsible for its Confidentiality on such third party;
- 17.3.5 Independently developed by the receiving party prior to or independent of the disclosure;
- 17.3.6 Disclosed under operation of law;
- 17.3.7 Disclosed by the receiving party with the disclosing party's prior written approval.

17.4 _____ agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, _____ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

17.5 Notwithstanding anything contained in this agreement, _____ undertakes, agrees and acknowledges that being RailTel's Business Associate, _____ shall maintain utmost confidentiality in relation to said Project. _____ further, undertakes that any information relating to said Project which is or will be disclosed/ divulged by RailTel on need-to-know basis, will be received and treated by _____ strictly confidential and _____ shall not, without the prior written consent of the RailTel or as expressly permitted herein, disclose or make available to any other person such information.

18. NOTICES

Notices, writings and other communications under this Agreement may be delivered by hand, by registered mail, by courier services or facsimile to the addresses as set out below:

To RailTel Corporation of India Limited

To: RailTel Corporation of India Ltd., Kind Attn: General Manager-Value Added Business

Address: Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 Tel No.: +91 11 22900600, Email: a.chandel@railtelindia.com

To _____

To: _____

Kind Attn: _____ Address: _____
Mob. No.: _____ Email: _____

19. AMENDMENT

No amendment or modification or waiver of any provision of these presents, nor consent to any departure from the performance of any obligations contained herein, by any of the Parties hereto, shall in any event be valid and effective unless the same is in writing and signed by the Parties or their duly authorized representative especially empowered in this behalf and the same shall be effective only in respect of the specific instance and for the specific purpose for which it is given.

20. PRIOR UNDERSTANDING

This Agreement contains the entire Agreement between the Parties to this Agreement with respect to the subject matter of the Agreement, is intended as a final expression of such Parties' agreement with respect to such terms as are included in this Agreement is intended as a complete and exclusive statement of the terms of such agreement, and supersedes all negotiations, stipulations, understanding, Agreements, representations and warranties if any, with respect to such subject matter, which precede or accompany the execution of this Agreement.

21. GENERAL

- 21.1 Binding Effect: This Agreement shall be binding upon and inure to the benefit of the Parties here to and their respective legal successors.
- 21.2 Counterparts: This Agreement may be executed simultaneously in 2 (two) counterparts, each of which shall be deemed to be original and all of which together shall constitute the same Agreement.
- 21.3 Non-Partnership:
 - 21.3.1 This Agreement shall be on a principal-to-principal basis and shall not create any principal-agent relationship between the Parties.
 - 21.3.2 Nothing in this Agreement shall be deemed to constitute a partnership or joint venture between the Parties or otherwise entitle either Party to have an authority to bind the other Party for any purpose.
- 21.4 Severability: In the event any provision of this agreement is held invalid or un-enforceable by a court of competent jurisdiction, such provision shall be considered separately, and such determination shall not invalidate the other provisions of this agreement and annexure/s which will be in full force and effect.
- 21.5 Waiver: A failure by any Party to exercise or enforce any rights conferred upon it by this Agreement shall not be deemed to be a waiver of any such rights or operate so as to bar the exercise or enforcement thereof at any subsequent time.
- 21.6 Time is of essence: Time is the essence of this agreement and the Parties herein agree and acknowledge to abide by the same.

22. Miscellaneous

- 22.1 No Party to this agreement will have any rights or obligations arising from or in relation to this agreement in excess of those rights and

obligations expressly declared herein.

- 22.2 No Party to this agreement is entitled to sell, assign or otherwise transfer any of its rights and/or obligations arising from or in relation to this agreement to any third party, without the prior written consent of the other Party of this agreement.
- 22.3 Each Party shall be solely responsible for its own actions or failures to act and for its own commitments and undertakings. Neither Party shall present itself as the representative or agent of the other Party, nor shall it have the power or the authority to commit the other Party, unless it receives the other Party's prior written consent.
- 22.4 No release shall be made by any Party to the news media or the general public relating to this agreement and/or the subject matter thereof without prior written approval of the other Party.
- 22.5 During the term of this agreement, each party shall refrain from taking any action or attempt to take any action with the intent of impairing or causing prejudice to the business relationship, whether existing or prospective that subsists between the other party and its customers and business partners. Each party shall also desist from inducing or influencing or attempting to induce or influence any customer or business partner, whether existing or prospective of the other party, resulting into prejudice or detriment to business prospects of the other party.

Furthermore, Parties shall not compete with or cause detriment to the business prospects of each other by making use of confidential information, whether in its embodied or disembodied form, shared pursuant to this agreement.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the day and year first above written.

For RailTel Corporation Of India Limited

Authorised Signatory

Name:

Designation:

In Presence of witness:

Signature:

Name:

Address:

For _____

Authorised Signatory

Name:

Designation:

Signature:

Name:

Address:

*Note: Pre-Bid Agreement shall be signed with the L1 bidder.

Annexure 09

EMD BANK GUARANTEE FORMAT

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated _____ [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive ARRANGEMENT for the work of "....." [name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We _____

[name of bank] of _____ [name of country] having our registered office at _____

(Hereinafter called "the Bank") are bound unto RailTel Corporation of India Limited., Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 [name of Employer] (hereinafter called "the Employer") in the sum of Rs. xxxxxxx (Rupees **in words** only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 20

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Bidder withdraws his bid during the period of Bid validity specified in the Form of Bid;

or

(2) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

a) Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required;

or

b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders;

or

c) does not accept the correction of the Bid Price;

we undertake to pay to the Employer up to the above amount upon receipt of his first written

demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date _____

*

days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

[Signature, name, and address]* _____ days after the end of the validity period of the Bid.

Annexure 10**Surety Bond for BID Security**

No.....

Dated:.....

1. In consideration of you, * *, (hereinafter referred to as the "RCIL", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the BID of (a company registered under Companies Act, 1956/2013) and having its registered office at New Delhi (and acting on behalf of its Consortium) (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns), for the** ** Project on (Hereinafter referred to as "the Project") pursuant to the RFP Document dated Issued in respect of the Project and other related documents including without limitation the draft contract Agreement (hereinafter collectively referred to as "Bidding Documents"), we (Name of the Surety Insurer") having our registered office at and one of its branches at ... (hereinafter referred to as the "Surety Insurer"), at the request of the Bidder, do hereby in terms of Clause no. *****of the EOI Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfillment and compliance of the terms and conditions of the Bidding Documents (including the EOI Document) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the "RCIL" an amount of Rs. ** ** (Rs. ** **only) (hereinafter referred to as the "Surety Bond")) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said Bidding Documents.
2. Any such written demand made by the "RCIL" stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Surety Insurer.
3. We, the Surety Insurer, do hereby unconditionally undertake to pay the amounts due and payable under this Surety Bond without any demur, reservation, recourse, contest or protestant without any reference to the Bidder or any other person and irrespective of whether the claim of the "RCIL" is disputed by the Bidder or not, merely on the first demand from the "RCIL" stating that the amount claimed is due to the "RCIL" by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its BID open during the BID validity period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Surety Insurer under this Surety Bond. However, our liability under this Surety Bond shall be restricted to an amount not exceeding Rs. ** ** (Rupees** ** only).
4. This Surety Bond shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the BID Due Date Inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Surety Insurer, and shall continue to be enforceable till all amounts under this Surety Bond have been paid.

5. We, the Surety Insurer, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its BID open during the BID validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Authority.
6. The Surety Bond shall not be affected by any change in the constitution or winding up of the Bidder or the Surety Insurer or any absorption, merger or amalgamation of the Bidder or the Surety Insurer with any other person.
7. In order to give full effect to this Surety Bond, the Authority shall be entitled to treat the Surety Insurer as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Surety Insurer under this Surety Bond from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the BIDs or the BID validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfillment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Surety Insurer shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Surety Insurer from its such liability.
8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Surety Insurer and sent by courier or by certified e-mail to the Surety Insurer at the address set forth herein.
9. We undertake to make the payment on receipt of your notice of claim on us addressed to [name Surety Insurer along with branch address) and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.
10. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Surety Insurer and the Surety Bond herein contained shall be enforceable against the Surety Insurer, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Surety Insurer hereunder, be outstanding or unrealised.
11. We, the Surety Insurer, further undertake not to revoke this Surety Bond during its currency except with the previous express consent of the RCIL in writing.
12. The Bank Surety Insurer that it has power to issue this Surety Bond and discharge the obligations contemplated herein, the undersigned is duly authorised and has full

power to execute this Surety Bond for and on behalf of the Surety Insurer.

13. For the avoidance of doubt, the Surety Insurer's liability under this Surety Bond shall be restricted to Rs. *** crore (Rupees *** *** crore only). The Surety Insurer shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the Surety Insurer in accordance with paragraph 9 hereof, on or before [*** (indicate date falling 180 days after the BID Due Date)].
14. This Surety Bond shall also be operatable at our Branch at New Delhi, from whom, confirmation regarding the issue of this Surety Bond or extension/renewal thereof shall be made available on demand. In the contingency of this Surety Bond being invoked and payment there under claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.
15. The Insurance Surety Bond shall be verified from the branch concerned/ specific portal created for this purpose.

Signed and sealed this day of, 20.....at

SIGNED, SEALED AND DELIVERED

For and on behalf of the Bank by:

(Signature)

(Name)

(Designation)

(Code Number)

(Address)

NOTES:

- i. The Surety Bond should contain the name, designation and code number of the officer(s) signing the Surety Bond.
- ii. The address, telephone number and other details of the head office of the insurance company as well as of issuing branch should be mentioned on the covering letter of issuing branch

Annexure 11

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the BA) **

I _____ (Name and designation)** appointed as the attorney/ authorized signatory of the BA (including its constituents), M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ of _____ (RailTel Corporation of India Limited), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e., evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA)** and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT

SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE OF THE BA

Place:

Dated:

**The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.

Annexue-12

Scope of Work:

Sub: Selection of Business Partner from RailTel's Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Procurement of Merchant Soundboxes under Capex Model for a customer of RailTel on back-to-back basis.

1. This includes the scope of work along with detailed items/specifications as per Customer Tender Reference Number: GeM Tender ID: GEM/2025/B/6458665 & Corrigendum (if any)).
2. Detailed specifications covering all the aspects/components related to the above scope of work must be referred with the customer floated tender. The supplied equipment under the above scope of work will be at par with the market standards and specifications mentioned in the annexure. The warranty of the Equipment will be as per the requirement from the date of the supply.
3. Selected Bidder shall exercise all reasonable skill, care and diligence in the discharge of its duties under this Work Order.
4. Confidentiality: Selected Bidder (L1 bidder) shall treat all the information provided by RailTel/IPPB confidential and shall also ensure the security and confidentiality of information, documents, records, software, data, reports, deliverables etc. handled during the entire work period and subsequently. The above information shall not be shared without written approval of RailTel/IPPBs.

GeM Tender ID: GEM/2025/B/6458665 & Corrigendum



Procurement of Merchant Soundboxes under Capex Model

Date: 26.08.2025

India Post Payments Bank

2nd Floor, Speed Post Centre, Bhai Veer Singh Marg, New Delhi – 110001.

Invitation for Request for Proposal (RFP)

India Post Payments Bank invites proposals from **reputed sellers for procurement of 5,29,500 soundboxes on CAPEX basis.**

This RFP may be downloaded by the bidders free of cost from the GEM Portal (www.gem.gov.in) All the documents and process related information are also published on the IPPB Website (www.ippbonline.com).

RFP Summary Sheet

Name of the company	India Post Payments Bank Limited
Tender Reference Number	As published in GEM bid document
Earnest Money Deposit (EMD)	As mentioned in GEM bid
Account number for Depositing EMD & PBG	Name: India Post Payments Bank Limited A/c No.: 36071473569 IFSC: SBIN0000691 Bank: State Bank of India, Parliament Street, New Delhi
Date of issue of the RFP	As published in GEM bid document
Pre-bid meeting date	As published in GEM bid document
Last date to seek clarification	As published in GEM bid document
Last Date and Time for RFP submission / upload of bids	As published in GEM bid document
Date and time for opening of Technical Bids	As published in GEM bid document
Date & Time for opening of Financial Bids	To be opened online on GEM portal.
Primary point of contact for the RFP	
Name: Rishika Kanwal Designation: Manager Email: rishika.k@ippbonline.in	
Pre-bid meeting	ONLINE (As per GEM specified date and time)
Bidder's representatives who choose to join the meeting need to send the duly signed Authorization certificate, as per format given at Annexure VI – Authorization letter , from their competent personnel on following email ID (rishika.k@ippbonline.in). The email containing authorisation letter should be received latest by 10:00AM on the date of meeting, as mentioned in GEM bid.	
Address for Communication	India Post Payments Bank Ltd. 2 nd Floor, Speed Post Centre Building Bhai Veer Singh Marg, Gole Market New Delhi – 110001.

- The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the document, which will be communicated by placing the same as corrigendum on the Government E Marketplace Portal (www.gem.gov.in) (hereon referred to as "GEM Portal") and / or on IPPB Bank Website (www.ippbonline.com)

- 2) The copy of this document may be downloaded from the GEM Portal / Bank website free of cost.
- 3) Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.
- 4) The Bank reserves the right to reject any or all offers without assigning any reason.
- 5) All communication with regards to this request for proposal needs to be directed to IPPB directly either through email / hardcopy at the addresses mentioned above and within the stipulated time.
- 6) Bids received shall be opened online at the specified date and time given in GEM bid. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time. Bidders attending the Prebid meeting shall submit Authorization letter as per **Annexure-VI**.
- 7) Eligibility criteria, Terms and Conditions and various formats and pro forma for submitting the RFP offer are described in the RFP document.

Table of Contents

GLOSSARY.....	7
1. Introduction	8
2. Background	8
3. Scope of Work.....	8
3.1 General requirements	8
3.2 Technical Specifications of the sound-box:	9
3.3 Illustrative Design Images.....	11
3.4 Warranty for Hardware Components:	12
4. Support and Service Levels:	12
5. Penalties:.....	14
5.1 Penalty for not maintaining desired uptime	14
5.2 Liquidated Damages/ Penalty for Delay:	15
5.3 Penalty related to VA/PT Compliance:	15
5.4 Penalty for delay in Maintenance of the devices	16
6. Payment Terms	16
7. Delivery Timelines.....	17
8. Subcontracting	17
9. Delivery terms.....	17
10. Bid Evaluation	17
10.1 Opening of RFP	17
10.2 Part-1 evaluation of bids	17
10.3 Eligibility criteria	19
10.4 Technical Scoring criteria.....	21
10.5 Part-2 (Financial) evaluation.....	22
11. General Terms and conditions	22
11.1 Primary Points of Contact.....	22
11.2 Pre-Bid Meeting.....	22
11.3 Disqualification of Bids	22
11.4 Signature.....	23
11.5 Confidentiality	23
11.6 Incorporation of Responses into agreement	23

11.7	EMD	24
11.8	Miscellaneous Terms & Conditions	25
11.9	Performance Security/ Bank Guarantee	30
11.10	Public Procurement (Preference to Make in India), Order 2017	31
11.11	Undertaking on Land boundary sharing.....	31
11.12	Right to conduct audit	31
11.13	Erasures or alterations	31
11.14	Compliance to Terms and Conditions	32
11.15	Sub-contracting	32
11.16	Bidder warranties	32
11.17	Termination/or suspension of evaluation process.....	33
11.18	Other Rights.....	33
11.19	Responsibility for Costs	33
11.20	Non-Reliance by Bidder	33
11.21	Disclosure and return	33
11.22	Change in Management	34
12.	Annexures.....	34
12.1	Document Checklist.....	34
12.1.1	For Part-1 evaluation	34
12.1.2	For Part-2 evaluation	34
12.1.3	For successful bidder	35
12.2	Annexure-I Conformity Letter	36
12.3	Annexure II – Bidder Details	37
12.4	Annexure III – Past Experience	39
12.5	Annexure IV – Query Format.....	40
12.6	Annexure V – Self-Declaration	41
12.7	Annexure VI – Pre-Bid Meeting Authorization letter	43
12.8	Annexure VII – Power of Attorney for signing of application	44
12.9	Annexure VIII– Bank Guarantee for Earnest Money Deposit.....	46
12.10	Annexure IX – Bank Guarantee for Performance Guarantee.....	47
12.11	Annexure X – Land Border Undertaking.....	50
12.12	Annexure XI – Integrity Pact.....	51
12.13	Annexure XII – Bid Security Declaration.....	56

12.14	Annexure XIII – Certificate of Local Content	57
12.15	Annexure XIV – Eligibility Criteria Compliance Sheet.....	58
12.16	Annexure XV-Price bid format.....	60
12.17	Annexure XVI – MSA.....	61
12.18	Annexure XVII – NDA	85
12.19	Annexure XVIII – Bank office locations for delivery	94

GLOSSARY

DoP	Department of Posts
SP	Service Provider
BO	Banking Outlet
RO	Regional Office
BU	Business Units
CBS	Core Banking System
BCM	Business Continuity Management
SRS	System Requirement Specifications
SIT	System Integration Testing
UAT	User Experience Test
OEM	Original Equipment Manufacturer
OSD	Original Solution Developer
SI	System Integrator
VA/PT	Vulnerability Assessment and Penetration Testing
API	Application Programming Interface

1. Introduction

India Post Payments Bank Limited ('IPPB') is a company incorporated and registered under Companies Act, 2013 and a payments' banking company registered under section 22 (1) of the Banking Regulation Act, 1949 duly licensed by Reserve Bank of India. IPPB is engaged in conducting banking and payments business providing services to retail and corporate customers. IPPB has its Registered Corporate Office at Speed Post Centre, Bhai Veer Singh Marg, New Delhi – 110 001.

The Bank has 23 Circle Offices located at across the nation and has 649 Banking Outlets, One Branch and more than 1,65,000 Access Points spread across the geography of the nation. The Bank desires to procure **Merchant Soundboxes** to facilitate Bank's existing and prospective merchants. **The selected bidder shall be responsible for the supply, installation, and maintenance of Merchant Sound Boxes** in accordance with the specifications outlined in this tender document and within the stipulated delivery schedule.

Further details regarding scope of work, timelines and other terms and conditions are given in the following sections of this document.

2. Background

Since the launch of merchant onboarding services in 2023, IPPB has developed a strong merchant base of more than 25 Lakh merchants, which is growing fast. In order to facilitate audio confirmation of transactions and enhance the merchant as well as customer experience, Bank intends to procure sound boxes on Capex model from suitable vendor, as a value-added-service for its current and prospective merchants. Further details related to the requirement are in the following clauses of RFP.

3. Scope of Work

3.1 General requirements

- 3.1.1 IPPB intends to select a vendor(s) to **supply, integrate, operationalize and service the hardware and software for sound boxes at Bank's UPI Merchant locations**. The technical scope encompasses providing hardware and solution which will be integrated with IPPB's ecosystem for receiving voice notification on the speaker at respective merchant locations.
- 3.1.2 The tentative requirement is for **5,29,500 Sound boxes which shall be procured over a period of 2 years**. The minimum commitment of sound boxes to be procured by the Bank will be 2 Lakh during this period of 2 years.
- 3.1.3 These shall be procured on CAPEX model from selected vendor. Sound box solution with hardware shall be maintained under CAPEX model by the bidder and support for the same to be provided on PAN INDIA basis.

- 3.1.4 The scope involves end to end supply of sound box device with all its components, software and accessories, installation, commissioning, testing, configuration and maintenance of the QR sound box devices at IPPB merchant's location or IPPB Branch/ Banking Outlets/ Office locations spread across India.
- 3.1.5 The vendor shall be responsible for Supply and implementation of the Sound box with individual merchant VPA IDs as provided by the bank and as per the branding/design guidelines approved by the Bank.
- 3.1.6 IPPB shall issue sub-Purchase Orders as per desired frequency over a period of 2 years from the date of start of GEM contract. However, warranty of the device will start from the date of delivery of device at designated locations.
- 3.1.7 Bidder to ensure that the Sound box to be deployed are fully tested, compliant with industry standard specifications and incorporating latest features/ software updates with co-branding. Bidder to ensure not to deploy old/ used/ refurbished/ different make-model sound box.
- 3.1.8 Inventory management tool -**
The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.

3.2 Technical Specifications of the sound-box:

Sr	Particulars	Description
1.	Variant	4G+2G fallback
2.	Type of Sound Box	1. Table Pod, Optional detachable plate for QR 2. Pocket sound box Tentative Item wise break-up is as below: Table Pod type – 80%; Pocket size type – 20% Indicative designs are given in clause 3.3. However, design of the soundbox should be customizable as per requirement of the Bank. This should support additional functionalities required by the Bank like lead generation through buttons.
3.	USB Interface	Type C, Adapter, cable for charging
4.	SIM Type	Micro (M2M) Sim/ e-SIM (optional) - compliant with DOT guidelines. Network connectivity to be ensured as per location
5.	Sound	90db – 110db (for table top type) & 70-90db (for pocket size type)
6.	Audio	Support TTS & recorded audio, WAV & MP3
7.	Speaker	3 Watts
8.	Indicator Light	Power indicator, Status indicator

Sr	Particulars	Description
9.	RAM	16 MB
10.	ROM	16 MB
11.	Battery capacity	Rechargeable lithium Ion 2000mAh – 2400mAh (for table top) & 800-1200mAh (for pocket type)
12.	Backup	2days – 4 days
13.	NFC enabled (For contactless payments – UPI Tap and Pay)	Yes (Type 2 Tag) Tags should be NFC forum certified (Type 2 Tag) and non-rewritable post personalization. Should be compliant as per NPCI guidelines.
14.	Languages	All Regional languages - Minimum 13 regional languages to be supported including all major languages
15.	Voice	Customizable as per Bank's requirement
16.	Warranty period	Three years (1 Year standard +2 Year extended warranty) from the date of delivery at designated locations.
17.	Tenure of contract	5 Years Sub - purchase orders shall be provided within first two years from the date of start of GEM contract only, whereas management of supplied merchant sound boxes shall be for further period of three years from installation date/ Sim activation dates
18.	Scope of warranty	All hardware & software malfunctioning to be rectified/ repaired/ replaced by vendor free of cost, to avoid any inconvenience to the merchants. Hence, bidder will assume total responsibility for fault free operations of the product proposed and maintenance thereof during the support period. The start date of warranty shall be date of receipt at Bank's locations and which will be further extended on yearly basis, as per Banks' requirement.
19.	Certification	BIS Certification
20.	Software updates etc.	All updates related to software, patches, version etc. should be provided/ done by selected vendor time to time at no cost basis. Also, it should have capabilities to manage the devices centrally or regionally in order to have analytical view or to broadcast some marketing audios etc.
21.	Location Capturing (One time)	Yes, to get tier classification data location capturing feature at the time of installation of sound box.
22.	Ownership of Hardware & Software	The selected vendor will transfer the ownership of hardware & associated software to IPPB once the project is started.
23.	After Sales Support	Dedicated helpdesk availability from 6am till 10pm to handle and resolve queries related to sound box functioning.
24.	Compliance	The sound box and associated software etc. should comply with information security and RBI guidelines.
25.	QR Code generation	The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank.

Sr	Particulars	Description
26.	API Integration	<p>The UPI QR Code transactions will be done through Bank's infrastructure arrangement and bidder needs to provide API to integrate with the Bank's infrastructure to generate the sound to be spoken through sound box on real-time for the UPI Transactions. The solution/API to be provided by the bidder and will integrate with bank's infrastructure without any cost to the Bank.</p> <p>It is responsibility of bidder to provide hardware and solution (API) which will be integrated with the bank's existing UPI infrastructure for receiving IPPB merchant UPI QR Code transaction sound notification on the speaker at merchant location.</p> <p>This also includes but not limited to the following:</p> <ol style="list-style-type: none"> 1. The VPA ID used by the merchant will be of IPPB which will be generated and provided by the Bank. The same VPA ID needs to be mapped to the sound box for receiving voice notification. 2. Bank may require integration with other type of transactions in future, for generating audio confirmation through the sound box devices.

3.3 Illustrative Design Images

Below images are for the purpose of illustration only and final design shall be shared with the successful vendor.

a) Table-top type Sound box



Design 1



Design 2

b) Pocket Sound box



3.4 Warranty for Hardware Components:

On-site comprehensive warranty for all the hardware components including free replacement of spares, parts, kits, as and when necessary, **will be one year from the date of delivery, extendable for 2 years, 1 year at a time.** However, the warranty for battery will be 6 months as per current industry practice.

After completion of 1st year of operation of soundboxes, the Bank shall issue sub-PO for extension of AMC for subsequent year for the applicable number of sound boxes. Similar process shall be followed for further extension

of AMC after completion of 2nd year of operation of the deployed soundboxes.

Selected vendor will provide support for Operating Systems and other preinstalled software components during the warranty period of the hardware, on which these software & operating system will be installed.

4. Support and Service Levels:

Service support is required at following 2 levels:

A. For IPPB – The selected vendor should provide dedicated specialized resource who can operate & manage the portal for managing the sound box record OR for any other support whenever required.

B. For IPPB Merchants - In case of any technical issue faced by merchants, vendor should have necessary customer service support in all regional languages for OTC or if not resolved then sufficient availability of service centres across the country for early servicing of faulty sound boxes.

The scope of support is further elaborated below:

1. During the Contract period, the bidder shall provide Service Support for the Bank, on 12 hours basis (8 AM to 8 PM) on 365 days of the year for all the locations, on below points.
 - a. Helpdesk support for Merchants from **6 AM to 10 PM** at all locations where devices are supplied to provide over the call support in case of any device related issues.
 - b. Rectification of bugs/defects if any.
 - c. Maintenance of Hardware and preinstalled Software.

- d. Reinstallation of firmware/software, whenever required.
 - e. Solving issues in devices and taking remedial steps for closing any internal or external audit/ VAPT recommendations.
 - f. Replacement of faulty hardware, software, accessories etc.
2. The bidder shall provide centralized complaint booking facility to the bank along with centralised dash board, customised for Bank's requirement. The method of booking complaints shall be E-mail, Toll-free no, online portal, web etc.
 3. For helpdesk support, the bidder shall provide **state-wise helpdesk numbers along with escalation matrix**. The helpdesk support should be available in all the regional languages. During the working hours as defined above, IPPB merchants shall call the helpdesk in case of any support required. The call shall lead to generation of helpdesk ticket, which shall be reflected in the portal/ dashboard. After the resolution of the concern, the ticket shall be closed only after OTP/ confirmation from the concerned merchant who has raised the ticket. The details regarding no. of open tickets, closed tickets, time taken to resolve etc., shall be visible in the portal/ dashboard provided by the bidder.
 4. Any software and hardware upgrades and updates provided by the OEM need to be installed & configured to the devices, as free of cost during contract period.
 5. For repair/ replacement cases of defective sound box devices, one-way charges will be incurred by the bank. The bidder has to bear the charges for one-way shipment after repair/ replacement.
 6. In case of SIM integration, the bidder has to ensure supply/ delivery/ configuration/ installation with related KYC compliances.
 7. Ensuring proper SIM connectivity as per location shall be the responsibility of the bidder. In case of repeated instances of poor network connectivity, Bank may ask the bidder to change the SIM card network and the vendor shall have to provide the desired connectivity at no extra cost to the Bank.
 8. Vendor should have sufficient number of service centres pan India to take care of repairs of the devices, as and when required.
 9. Escalation matrix for delivery, installation, support etc. shall be provided by the bidder.
 10. Monthly downtime report should be submitted to the bank for all installed devices.
 11. Any fault/ issue/ defect/ failure intimated by Bank through any mode of communication like call/ e-mail etc. are to be acted upon, so as to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Bidder.
 12. The maximum response time for onsite service call will be **2 hours** and maximum time to resolve the issue (Resolution time) will be **6 hours**.
 13. The Bidder will have to ensure **99.50% uptime** during the warranty period and the uptime will be calculated on a monthly basis.

5. Penalties:

The selected Vendor shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the uptime SLA and Warranty terms, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time of break-down message over telephone / SMS or by e-mail till the system becomes functional or standby is provided.

5.1 Penalty for not maintaining desired uptime

14. If vendor materially fails to meet an uptime (A) of 99.50% for the month, following penalty will be levied:

Uptime Percentage	Penalty details
A >= 99.50%	No Penalty
99.00% =< A < 99.50%	2% of cost of monthly invoice amount on Recurring Charges
98.5% =< A < 99.0%	5% of cost of monthly invoice amount on Recurring Charges
A < 98.5%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly invoice amount on Recurring Charges for every 0.1% lower than the stipulated uptime.

15. If vendor materially fails to meet an uptime of 99.50% for three (3) consecutive months, the Bank reserves the right to terminate the contract. In case of any violation of SLA will attract penalties as below:

Uptime percentage - **100% less Downtime Percentage**

Downtime percentage - **Unavailable Time divided by Total Available Time, calculated on a monthly basis.**

Total Available Time - **24 hours per day for seven days a week**

Unavailable Time - **Time involved while any part of the system hardware / software component is inoperative or operates inconsistently or erratically.**

Availability Service Level Default

- Availability Service Level will be measured on a monthly basis.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.5%), as measured on a monthly basis.

5.2 Liquidated Damages/ Penalty for Delay:

If the Supplier fails to deliver any or all of the products and/or systems and/or services within the time period specified as per the Delivery & Installation Schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to **0.5% per week or part thereof of sub-PO value**, subject to maximum deduction of 10% of the total contract value for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the bank may consider termination of the Contract at its discretion.

5.3 Penalty related to VA/PT Compliance:

Closure of VA/ PT Points on any/ all infrastructure deployed for functioning of Solution (i.e. all Hardware / Software / Middleware). All identified vulnerabilities over underlying infrastructure to be patched as per respective OEM recommendations.

Failure to close these calls within timelines will attract penalties based on criticality of calls.

- a. Critical Category - within 2 calendar days of discovery
 - b. High Category - within 10 calendar days of discovery
 - c. Medium - within 15 calendar days of discovery
 - d. Low - within 20 calendar days of discovery
- For breaches of timelines for closure of VA/PT under **Critical & High Category**
–Penalty of Rs. 1,000/- per day per vulnerability multiplied by number of devices deployed for delay in mitigation/ fixing vulnerabilities.
 - For breaches for timelines under **Medium Category**
–Penalty of Rs. 500/- per day per vulnerability multiplied by number of devices for delay in mitigation/ fixing vulnerabilities.
 - For breaches for timelines under **Low Category**
–Penalty of Rs. 200/- per day per vulnerability multiplied by number of devices for delay in mitigation/ fixing vulnerabilities.

5.4 Penalty for delay in Maintenance of the devices

S No	Category	TAT	Penalty in Rs
1	Attending complaints/ service request	1. For Metro and Urban Centres: T+1 working days 2. For other centres: T+2 working days	Rs. 50 for delay per day per device subject to a cap of one month rent per device
2	De-activation/ Application activation	On the same day	If any fraud/ financial liability takes place on those terminals, bidder will be liable to pay for the end to end loss to the Bank
3	Device Replacement Request	1. For Metro and Urban Centres: T+1 working days after the device is received at service centre, 2. For other centres: T+2 working days after the device is received at service centre	Rs. 50 for delay per day per device subject to a cap of one month rent per device Beyond delay of 2 days, the penalty charged would be Rs. 500 per day per device (Replacement on non-working devices)

T – Request Date

*The penalty amount will be recovered from the monthly payment due to the vendor.

Penalty are not mutually exclusive of each other i.e. **each type of penalty can be levied simultaneously**. Maximum deducted penalty of one type will not affect any other type of penalty i.e. both types of penalties can be levied up to their maximum limit, simultaneously.

6. Payment Terms

1. After completion of supply against each sub-order, payment for supply shall be processed within 45 days post submitting of invoice and other supporting documents complete in all respect.
2. For maintenance cost, the payment would be made on monthly basis after deducting applicable penalty, if any.
3. After completion of 1st year of operation of soundboxes, the Bank shall issue sub-PO for extension of AMC for subsequent year for the applicable number of sound boxes. Payment shall be released after confirmation of extension of AMC and upon receipt of invoices for the respective year of AMC. Similar process shall be followed for extension of AMC for 3rd year after completion of 2nd year of operation, for the applicable number of soundboxes.
4. Payment will be released on submission of original invoices with supporting documents and reports. Please note that the payment of first invoice will be released after signing of SLA, Contract and Non-Disclosure Agreement by Successful vendor.

5. Payments will be processed within 45 days post submitting of invoice and other supporting documents complete in all respect.
6. All payments shall be subject to deduction of taxes at source as per applicable laws.

7. Delivery Timelines

- The tentative requirement is for **5,29,500 Sound boxes which shall be procured over a period of 2 years**. The minimum commitment of sound boxes to be procured by the Bank will be **2 Lakh during this period of 2 years**.
- IPPB shall issue sub-Purchase Orders as per desired frequency over a period of 2 years, as per requirement of the Bank. The Bank may order 30,000 – 50,000 devices in each sub purchase order and vendor to keep sufficient capacity reserved for IPPB accordingly.
- **For the first purchase order**, Bank will share the design/branding with the vendor after which vendor needs to present sample for approval to Bank within **7 calendar days**.
- After the approval of the sample, the vendor has to deliver the ordered quantity at the specified locations, **within 45 calendar days** from the date of approval of sample.
- **For subsequent purchase orders, delivery of all equipment should be within 45 calendar days** from date of placing of order.

8. Subcontracting

The Vendor shall not outsource the supply or support to any subcontractor during the entire contract period.

9. Delivery terms

All the delivery should be on FOR basis. Brief details of bank locations are provided as per [Annexure – XVIII](#). However, location details with complete addresses will be provided by the Bank to the successful bidder. Delivery shall be in respective branches/ offices in each state of India.

10. Bid Evaluation

10.1 Opening of RFP

For bids received within the prescribed closing date and time, the technical Bids will be opened online on GEM portal, on the date and time as mentioned in the GEM bid. Any change shall be informed to bidders through GeM portal/ Bank's website.

10.2 Part-1 evaluation of bids

All bidders must submit the applicable documents for the Part-1 evaluation by the Bank, as per the document checklist for Part-1 (Clause 12.1). Non-submission of documents may lead

to rejection of bids; hence, bidders are advised to ensure submission of all applicable documents for the Part-1 bid.

- A. First of all, the Bid security (Earnest Money Deposit) submitted by bidders shall be verified. Refer clause 11.7 for further details related to EMD. The bids not secured in accordance with the said EMD shall be rejected by the Bank as non-responsive.
- B. For bidders exempted to submit EMD, Bid Security Declaration (BSD) shall be verified. Bidder who have not submitted the BSD as per relevant annexure will be provided only one opportunity to submit the same through clarification for shortfall in documents on GeM Portal within timelines as defined in GeM bid document. Bidder who fail to submit BSD even after this opportunity will be deemed disqualified and will be declared ineligible for further participating in the tender process.
- C. The Bank may, at its discretion, waive any minor non-conformities or any minor irregularity in the proposal. This shall be binding on all bidders and the Bank reserves the right for such waivers.
- D. The Bank reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another tender for the same or similar requirements at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).
- E. During eligibility and technical evaluation of the proposals, Bank may, at its discretion, ask bidders for clarifications on their proposal. The request for clarification shall be given in writing through GeM portal (in rare instances through email), asking the bidder to respond by a specified date as per GeM bid. Depending on the outcome, such bids are to be ignored or considered further.
- F. The Bank reserves its right to, but without any obligation to do so, seek any shortfall information/ documents only in case of historical documents that pre-existed at the time of the Bid Opening, and which have not undergone change since then and does not grant any undue advantage to any bidder.
- G. Bidders are not permitted to modify, substitute or withdraw proposals after its submission. No change in prices or substance of the bid, which may grant any undue advantage to such bidder, shall be sought, offered, or permitted. No post-bid clarification at the initiative of the bidder shall be entertained.
- H. The Bank reserves the right to check / validate the authenticity of the information provided in the eligibility and technical evaluation criteria and requisite support must be provided by the bidder. The Bank may ask for queries on each of the criteria wherein the bidder needs to response within stipulated timelines.
- I. Bidder who submits the price bid details in Part-1 bid, will be disqualified without any representation.

10.3 Eligibility criteria

Bidders must read carefully the minimum conditions of eligibility criteria given below. Technical proposals of only those bidders who satisfy these conditions will be considered for evaluation process.

S No	Criteria	Supporting documents required
1.	<p>Bidder should be a registered Firm/ Company/ Limited Liability Partnership/ Registered partnership established in India and should have been in existence for at least last three (3) years as on 31.07.2025.</p> <p>Startups are exempted from this criteria subject to submission of valid certificate.</p>	<p>Certificate of Incorporation/ Commencement of Business.</p> <p>For claiming Start-Up exemption, bidders have to submit DPIIT (Dept. of Promotion of Industry and Internal Trade) recognition certificate.</p>
2.	<p>The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25).</p> <p>For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.</p>	<p>Certificate from the Chartered Accountant of the Company mentioning the annual turnover for each of the FYs.</p> <p>For claiming Start-Up exemption, bidders have to submit DPIIT (Dept. of Promotion of Industry and Internal Trade) recognition certificate for the offered product.</p>
3.	<p>The bidder should be an Original Equipment Manufacturer (OEM) or their authorized representative in India.</p> <p>In case OEM participates in the tender process directly, authorized dealer will not be permitted to participate in the same tender process.</p> <p>In case both OEM and authorised dealer participate, only bid of OEM shall be considered valid and bids of all authorised partners of that OEM shall be rejected.</p>	<p>(i) In case of OEM, undertaking on their letterhead mentioning that the firm is OEM for the proposed soundbox.</p> <p>(ii) In case of authorised partner, bidder is required to submit tender specific Manufacturer's Authorization Form (MAF) duly signed by OEM's authorized signatory for proposed soundbox. Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.</p>
4.	<p>OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website.</p> <p>Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.</p>	<p>Two Purchase Orders/ Contracts along with Completion Certificates or Proof of installation certified by client department, to be submitted along with bid in support of having supplied the mentioned quantity. Additionally, in case of supply at private organisations, copy of tax invoices to be submitted for the entire supply.</p>
5.	<p>The bidder must have successfully supplied soundboxes or similar items* in any Central</p>	<p>Copies of relevant Purchase Orders/ Contracts along with Completion Certificate or Proof of</p>

S No	Criteria	Supporting documents required
	<p>Govt. organization/ Scheduled Commercial Bank/ PSU as per below details:</p> <p>One PO of supply of soundboxes or similar items* in minimum 10 locations across 10 states of India in the last 3 years, ending Jun 2025.</p> <p>Bidders to note that:</p> <ol style="list-style-type: none"> The authorized partner cannot claim the experience of the OEM for this criterion. The order should be in the name of the bidder only for claiming experience. If OEM is bidding, then OEM can claim the experience of its authorized partner for this criterion. <p><i>* Similar items include smartphones/ printers/ laptops/ desktops/ biometric devices/ thermal printers.</i></p>	installation certified by client department, to be submitted.
6.	The offered sound box should have the same OEM for both software as well as hardware components of the soundbox.	Self-declaration from the OEM on their letterhead to be submitted
7.	Bidder/ OEM should ensure to have services across pan India and should have authorized service center (or tie-up for providing services) in each of the state / UT. The UT may have a service centre in the nearest state.	Bidder to provide the list of the centres state/ UT wise on their letterhead.
8.	Bidder should submit a Pre-contract integrity pact as per format provided in the RFP	Duly signed and stamped Integrity pact in the format as per Annexure-XI to be submitted by bidders on normal paper. The Pact shall be executed with the successful bidder on stamp paper.
9.	Bidder to submit undertaking regarding non-blacklisting etc., on their letterhead.	Self-declaration as per Annexure-V duly signed by authorised signatory
10.	The bidder needs to specify his Class and country of Origin of quoted product as per the Make In India Guidelines	Certificate as per Annexure XIII - Certificate of Local Content to be submitted
11.	Bidder to submit declaration regarding land-border rule in accordance with the Rule 144 (xi) GFR, 2017.	<p>Bidder has to submit a Declaration under Rule 144 (xi) of GFR in the format given in Annexure-X of this document.</p> <p>OR If the bidder is registered with the competent authority then a Certificate of registration issued from the competent authority in the name of bidder / OEM.</p>
12.	Compliance to MSA and NDA documents as per Annexure – XVI and XVII respectively	Bidder to provide self-declaration on their letterhead. Only successful bidder shall execute MSA and NDA on stamp paper after conclusion of RFP.

10.4 Technical Scoring criteria

Bidders meeting the minimum eligibility criteria as per above clause shall be evaluated further on the following scoring criteria:

Sr No	Particulars	Description	Supporting documents	Marks	Max Marks
1	Satisfactory Performance with Existing Banks/PSPs for atleast 1 Lakh number of Sound Boxes	Timely delivery as per purchase order TAT	Satisfactory performance certificate mentioning timely delivery to be submitted as supporting documents	Timely delivery as per purchase order TAT (5)	5
				Upto 20% delay of TAT as per purchase order (2)	
		> 98.00% Up-time	Satisfactory performance certificate mentioning uptime % to be submitted as supporting documents	Beyond 20% delay of TAT as per purchase order (0)	5
				> 98% Up-time (5)	
2	Supply of Sound Box devices in last 3 years ending Jun 2025	Number of sound boxes supplied by the bidder/ OEM during last 3 years	PO along with Completion Certificates or Proof of installation certified by client department. TI in case of private organisations are mandatory	95.00% - 98.00% Up-time (2)	10
				< 95.00% Up-time (0)	
				1 Lakh - 2 Lakh (5)	
				2 Lakh - < 3 Lakh (7)	
3	Audio Capacity	Speaker output with loud and clear audio	Specification sheet	3 Lakh & above (10)	5
				90db (2)	
				91db - 109 db (3)	
				> = 110db (5)	
4	Product Origin	Hardware and Software both should be Make in India	Self-declaration on letterhead	Make in India (10)	10
				Others (0)	
5	Battery Capacity	Table top Sound Box	Specification sheet	> 2400 mAh (5)	10
				< 2400 mAh (2)	
		Pocket Sound Box	Specification sheet	> 1200mAh (5)	
				< 1200 mAh (2)	
6	AI, IoT integration Roadmap	Company's ability to use AI based data analysis and future scope for AI usage	Self-declaration on letterhead and further, to be demonstrated during demo	Yes (5)	5
				No (0)	
7	Certifications	BIS RoHS Cert-In etc.	Specification sheet and certification documents	BIS + None (5)	10
				BIS + 1 (7)	
				BIS + 2 (10)	
8	Functional Buttons & Design customization	Dedicated buttons for each functions i.e. Power, volume (+ -), Replay, Lead generation etc. & mandatory design customization without any additional cost	Specification sheet and further, to be demonstrated during demo	upto 4 Buttons (5)	10
				5 Buttons (7)	
				6 Buttons (10)	
9	Helpdesk and Service Centre Availability	Presence in States/ UTs	Bidder to provide the list of the centres state/ UT wise on their letterhead.	3-4 States/UTs (5)	10
				5-9 States/UTs (7)	
				> 10 Sates/UTs (10)	
10	Presentation	Demonstration of proposed solution (User portal interface, Dedicated functional buttons availability, Operational demo etc.)		Demo for Hardware & Software for proposed solution and abilities to customize as per Bank's requirement	20
Total Marks					100

To be eligible for further evaluation, the bidders must obtain a technical score of at least 80% i.e. **80 out of 100 marks**.

10.5 Part-2 (Financial) evaluation

1. All bidders must submit the applicable documents for the Part-2 evaluation by the Bank, as per the document checklist for Part-2 (Clause 12.2).
2. Price bids of only those bidders, who have qualified in Part -1 evaluation (i.e. eligibility criteria and technical scoring criteria) of bid, will be opened online on GEM.
3. The bank will conduct **Reverse Auction Process among the eligible bidders** at GeM portal to arrive at lowest financial quote (L1 bidder). The bidder with the lowest financial quote (L1 bidder) after Reverse Auction will be awarded the contract.
4. After the conclusion of RA, successful bidder shall have to provide the breakup of their TCO as per [Annexure-XV](#). Bidders to note that minimum AMC cost for 2nd year (line item 3) should be **at least 10%** of the product cost (1). Also, minimum AMC cost for 3rd year (line item 4) should be **at least 10%** of the product cost (line item 1).

11. General Terms and conditions

11.1 Primary Points of Contact

For GeM Portal/ Bidding related queries:

Name of Official	Designation	Email ID	Contact No.
Mrs. Rishika Kanwal	Manager	rishika.k@ippbonline.in	011-2348 5754

11.2 Pre-Bid Meeting

Bank will be conducting the pre-bid meeting of the tender **ONLINE** on the GEM specified date and time. Bidder's representatives who choose to join the meeting need to send the duly signed Authorization certificate, as per format given at [Annexure VII – Authorization letter](#), from their competent personnel on following email ID (rishika.k@ippbonline.in). The email containing authorisation letter should be received latest by 10:00 AM on the date of meeting, as mentioned in GEM bid.

11.3 Disqualification of Bids

1. The bids are liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this Tender document:

- a) During validity of the bid, or its extended period, if any, the bidder increases its quoted prices.
 - b) The bidder's bid is conditional and has deviations from the terms and conditions of the Tender.
 - c) Bid is received in incomplete form.
 - d) Bid is not accompanied by all the requisite documents.
 - e) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time prior to signing of the contract.
 - f) Bidder tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
2. If common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
 3. Bidder who submits the price bid details in Part-1 bid, will be disqualified without any representation.

11.4 Signature

The covering letter and all documents must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this tender.

All the commitments, obligations and responses (all the pages) against this tender must be signed by the signatory of the Bidder and are enforceable through SLA / MSA and tender document which may be signed at the end of the bidding process.

11.5 Confidentiality

Bidder must keep confidential any information received from or about IPPB as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing prior to submissions, Responses are not confidential and may be used by Bank in whole or part. Bank however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.

11.6 Incorporation of Responses into agreement

The successful bidder as concluded by the Bank shall sign a Master service agreement within 15 days of start date specified in GeM Contract.

Bank will incorporate the offer submitted by successful bidder in line with scope, and also other offered benefits (Techno-commercial or Financial) above the scope/ quantum of Services, stipulated in the tender document. This excludes any deviation, variation and other term which would have affected/ influenced the evaluation of bids. Other offered benefits (Techno-commercial or Financial) by bidder above the scope/ quantum of services stipulated in the tender document, shall be availed by the IPPB, and these would become part of the contract.

A copy of the **Master Service Agreement, Integrity Pact as well as Non-Disclosure Agreement (NDA)** are part of this tender. The Bank will not have any discussion/ negotiation on any of the clauses mentioned in the tender. Any bidder who intends to participate in the tender must undergo through the tender inclusive of the documents and must agree to all the terms and conditions.

Any doubt/ clarity/ query regarding the tender including the draft MSA/ NDA must be raised in the pre-bid query format. Further, Bank reserves the right to modify or amend or add any or all clauses of the MSA or NDA.

11.7EMD

The bidder shall furnish, as part of its Technical Bid, Earnest Money Deposit for the amount as mentioned in the Invitation to Bid. The EMD shall be denominated in Indian Rupees only. EMD can be deposited either in form of NEFT/ RTGS /Insurance Surety Bonds/ Demand Draft / Fixed Deposit Receipt/ Banker's Cheque or in the form of Bank Guarantee as per [Annexure X – Bank Guarantee format for Earnest Money Deposit](#).

Bidder has to upload scanned copy / proof of the EMD along with bid and has to ensure delivery of hardcopy to IPPB **within 5 days** of Bid End date / Bid Opening date.

The bids not secured in accordance with the above will be rejected by the Bank as non-responsive.

The EMD may be forfeited:

- a) If the bidder withdraws its bid during the period of bid validity specified by the bidder
- OR**
- b) In case of the successful bidder, if the bidder fails:
 - I) To sign the contract within timelines stipulated in LOI
 - II) To furnish performance bank guarantee within timelines stipulated in LOI

Earnest Money Deposit of all bidders, except successful bidders, shall be refunded on declaration of successful bidders by obtaining claim letter from the bidders. In case of successful bidders, the same shall be refunded upon furnishing of the performance bank guarantee.

The bidders who are claiming EMD exemption under MSME Act or any other government provision(s) are required to fill in the details in the [Annexure II – Bidder Details](#) and attach the

necessary documents. Further, such bidders are required to fill Bid securing declaration as per [Annexure-XII](#).

11.8 Miscellaneous Terms & Conditions

A. *Not an offer to contract*

This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. IPPB reserves the right to make no selection and enter into no agreement as a result of this RFP.

B. *Bank's Right*

It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, the Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

The draft copy of the Master Service Agreement, Integrity Pact as well as Non-Disclosure Agreement (NDA) is part of this RFP. Any bidder who intends to participate in the RFP must undergo through the RFP inclusive of the documents and must agree to all the terms and conditions.

Any doubt / clarity / query regarding the RFP including the draft MSA / NDA / Integrity pact must be raised in the pre-bid format.

C. *Representation and Warranties*

Successful Bidder represents and warrants to the IPPB as follows:

- a. It has been duly incorporated in India and is valid as per the existing laws of India.
- b. It shall not violate any proprietary and/ or intellectual property rights of any third party, including without limitation, confidential relationships, patents, trade secrets, copyright and/or any other proprietary rights.
- c. The Employees of the successful Bidder shall continue to be its Employees and work under its discretion and shall not claim any employment from IPPB by the virtue of providing the services, irrespective of the location of their work. The payment of salary, benefits and all related taxes for the employees of the respective party will be the sole responsibility of that party only.
- d. Will not contravene any provision of any law, statute, rule or regulation or any order, writ, injunction or decree of any court, governmental instrumentality or Governmental Authority to which it is subject.

- e. The signatory to this agreement has due authority and power in its favour to execute this Agreement and bind and such authority and power is still valid and subsisting.
- f. This Agreement constitutes legal, valid and binding obligations of such Party enforceable in accordance with its terms; and
- g. The execution and delivery of, and the performance of obligations under and in compliance with the provisions of this Agreement will not result in: (i) a violation of any terms and conditions of Articles of Association, Memorandum of Association or any other relevant charter documents of respective party whereby the respective Parties are constituted; or (ii) a breach of, or constitute a default under, any instructions to which it is a party or by which it is bound; or (iii) a violation of any law or regulation in any jurisdiction having the force of law or of any order, judgment or decree of any court or governmental agency or agreement to which it is a party or by which it is bound.
- h. That the successful Bidder is not misleading IPPB in any way;
- i. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the successful Bidder threatened against or otherwise involving the successful Bidder which could have an adverse effect on its business, assets or financial condition or upon IPPB's reputation;
- j. That the successful Bidder will immediately notify IPPB of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the successful Bidder business, assets or financial condition, or IPPB's reputation or render the successful Bidder unable to perform its obligations under the agreement, if any or have a material adverse effect on the evaluation of the responses by Bank; and
- k. The successful Bidder has not and will not seek to influence any decisions of IPPB during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other successful Bidders

D. IPPB 's right to vary

IPPB reserves the right to vary any aspect of this evaluation process, RFP without liability to Bidder. Where IPPB varies any aspect of this evaluation process or the agreement, the bank shall notify the Bidder of that variation.

E. Indemnity

- a. The bidder (the "Indemnifying Party") undertakes to indemnify bank (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this

Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

Further, Indemnifying Party will indemnify the Indemnified Party, if the loss to the indemnified party is caused by:

- i. an act or omission of the bidder, director/ authorized signatory, its agents, employees, or partners of the firm, proprietor etc. in the performance of the services provided by the bidder,
- ii. breach of any of the terms of this Request for Proposal or breach of any representation or warranty by the bidder,
- iii. use of the deliverables and or services provided by the bidder,
- iv. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of the work herein Bidder shall further indemnify the Bank against any loss or damage to the Bank's premises or property, Bank's data, loss of life, etc., due to the acts of the bidder's employees, agents or representatives.

The bidder shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property rights, and third-party claims on the Bank deliverables at all points of time,

- a. The indemnities set out in point a shall be subject to the following conditions:
 - i. the Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - ii. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defence;
 - iii. if the Indemnifying Party does not assume full control over the defence of a claim as provided in this Clause, the Indemnified Party may participate in such defence at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be recoverable from the Indemnifying Party;
 - iv. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim,

- without the written consent of the Indemnifying Party, provided that such consent shall not be unreasonably withheld;
- v. all settlements of claims subject to indemnification under this Clause will
 - a. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - b. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement; vi. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
 - vi. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

F. Non-Disclosure Agreement

As the successful bidder will have access to the data of the Bank, the Bank will require the successful bidder to sign a non-Disclosure agreement undertaking indemnity for not disclosing or part with any information relating to the Bank and its data to any person or persons or authorities, without written consent of the Bank. Breach of the same will result in cancellation of the agreement apart from other remedies which shall be available to the Bank against the bidder. Bidder shall sign nondisclosure agreement (Format attached within the RFP) within one month of issuing of purchase order failing which Bank will cancel the order and may take appropriate action against the bidder.

G. Force Majeure

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (natural calamity) or events such as a war, strike, riots, crimes. In case of a FM, the contract frees both parties (bank & the vendor) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding __ (_____) days, IPPB may at its option terminate the contract.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the vendor would not be liable for imposition of any such sanction so long as the delay and/or failure of the vendor in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

H. Blacklisting/Debarment

If the bidder fails to perform the obligations as per this RFP and the agreed terms of this RFP or withdraws his/her bid or his/her performance is found to be unsatisfactory by the Bank (India Post Payments Bank Ltd.), the Bank may at its sole discretion blacklist or debar the bidder from participating in any offer by the Bank calling Bids, for a period of 2(two) years.

I. Intellectual Property Rights

The name, logo, data(including and not limited to customer data of IPPB), information, design and other proprietary rights of the India Post Payments Bank (IPPB) is solely the property of IPPB and in no case the Bidder shall use the same, except for the purposes mentioned under this agreement and exclusively for the IPPB only.

J. Liquidated damages

If the vendor fails to comply with the terms of this TENDER, the Bank shall, without prejudice to its other remedies available to it, deduct from the Performance Bank Guarantee or any payments due to the vendor, as agreed estimated liquidated damages, a sum up to a maximum deduction of % (percent) of the contract value. In the event of deduction of % of the contract value under this agreement and in event of further compliance failure on part of the vendor, the bank reserves the right to terminate the contract.

The payment or deduction of such Liquidated Damages shall not relieve the vendor from his obligations to complete its obligations under this Agreement.

The parties agree that the Liquidated Damages set out hereunder are genuine pre-estimate of costs and losses likely to be incurred by the Employer due to a failure to comply with the terms of the TENDER.

K. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the Service Provider to IPPB, whether under the contract, in tort or otherwise, shall be limited to the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Bank or due to breach of Intellectual Property Rights or due to breach of confidentiality obligations .

L. Precedence of Documents

If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the **RFP will prevail to the extent** of any inconsistency.

M. Governing Laws & Jurisdiction

The RFP and selection process shall be governed by and construed in accordance with the laws of India and will be subject to the exclusive jurisdiction of courts at Delhi (with the exclusion of all other courts).

11.9 Performance Security/ Bank Guarantee

The Performance security may be furnished in the form of Insurance Surety Bonds, AC Payee Demand Draft, Fixed Deposit Receipt from a commercial Bank, Bank Guarantee from a commercial bank or online payment in the account of IPPB.

The successful bidder(s), whose bid is accepted, will be required to furnish Performance Security/ Performance Bank Guarantee of **amount mentioned in GEM bid** (within 15 days of issue of letter awarding the tender as successful bidders). PBG should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the selected bidder. In case the bidder fails to deposit the said performance guarantee within the period as indicated above, the Earnest Money deposited by the bidder shall be forfeited automatically without any notice to the bidder. The Earnest Money deposited along with bid shall be returned after receiving the aforesaid Performance Guarantee.

The terms and conditions for the Performance Bank Guarantee are as follows:

- i. The Performance bank guarantee shall be in the standard format as per Annexure - [Annexure XI – Bank Guarantee for Performance Guarantee](#)
- ii. The Performance Bank Guarantee shall be issued by a Scheduled Commercial Bank in India.
- iii. The Performance Bank Guarantee shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the successful Vendor
- iv. The Performance Bank Guarantee so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the Performance Bank Guarantee has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his/her favour with authorization to sign the documents.
- v. Each page of the Performance Bank Guarantee must bear the signature and seal of the BG issuing Bank and Performance Bank Guarantee number.
- vi. In the event of the Vendor being unable to service the Agreement or causing delay in providing the requisite service for whatever reason, the Payment Bank reserves the right to invoke the Performance Bank Guarantee at its sole discretion.

- vii. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the Agreement in the matter, the proceeds of the Performance Bank Guarantee shall be payable to Bank as compensation by the successful Vendor for its failure to complete its obligations under the Agreement. Bank shall notify the successful Vendor in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful Vendor is in default.
- viii. The Payment Bank shall also be entitled to make recoveries from the successful Vendor's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- ix. The Performance Bank Guarantee may be discharged/ returned by Bank upon being satisfied that there has been due performance of the obligations of the successful Vendor under the Agreement. However, no interest shall be payable on the Performance Bank Guarantee.

11.10 Public Procurement (Preference to Make in India), Order 2017

The bank will comply with the government guidelines on Public Procurement (Preference to Make in India), 2017 and its subsequent revision, and will evaluate the proposals as per the guidelines.

Bidders who want to avail the benefits as per the guidelines should submit an undertaking, as per format given at [Annexure XV](#), along with their technical bids.

11.11 Undertaking on Land boundary sharing

The Bank will adhere to the OMs no. 6/18/2019- PPD dated 23rd July and 24th July, 2020 & its subsequent notifications/ revisions issued by the Department of Expenditure (Ministry of Finance) of the Govt. Of India having guidelines regarding procurement from bidders from a country or countries which share land boundary with India. The bidders have to submit the registration certificate/ undertaking along with the technical bid as per the attached format as [Annexure X – Undertaking](#).

11.12 Right to conduct audit

IPPB reserves the right to conduct audit of the service provider, whether by its internal or external auditors, or by agents appointed to act on its behalf, and to obtain copies of any audit or review reports and findings made about the service provider in conjunction with the services performed for the bank.

11.13 Erasures or alterations

The proposal / documents submitted by the bidder on the GeM portal would be considered as the official / final submission by the bidder.

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. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given in this document, are liable for rejection. Correct technical information of the product/ service being offered must be filled in. Filling in of the information using terms such as “OK”, “accepted”, “noted” may not be acceptable. The bank may treat offers not adhering to these guidelines as unacceptable.

11.14 Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the terms and conditions specified in this document and they should submit a statement to that effect on the letterhead of the bidder along with the technical bid as per [Annexure I – Conformity Letter](#); otherwise the offer shall be rejected.

11.15 Sub-contracting

The Service provider shall not assign or transfer this contract or part thereof to any other party.

11.16 Bidder warranties

By submitting a Response, Bidder represents and warrants to the Bank that, as at the date of submission:

- i. the Bidder has fully disclosed to the Bank in its Responses all information which could reasonably be regarded as affecting in any way evaluation of the Response;
- ii. all information contained in the Bidder’s Response is true, accurate and complete and not misleading in any way;
- iii. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon IPPB’s reputation if the Response is successful;
- iv. the Bidder will immediately notify IPPB of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder’s business, assets or financial condition, or IPPB’s reputation or render the Bidder unable to perform its obligations under the Service level agreement, if any or have a material adverse effect on the evaluation of the responses by; and
- v. the Bidder has not and will not seek to influence any decisions of IPPB during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.

11.17 Termination/or suspension of evaluation process

Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but IPPB is not obliged to provide any reasons.

11.18 Other Rights

Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, IPPB may at any stage of the evaluation process:

- i. Require additional information from a Bidder;
- ii. Change the structure and timing of the evaluation process;
- iii. Terminate further participation in the evaluation process by a Bidder;
- iv. Terminate negotiations being conducted with a Bidder;
- v. Vary or extend the timetable and evaluation process

11.19 Responsibility for Costs

Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing IPPB with the response, the revised response or any additional information).

11.20 Non-Reliance by Bidder

Bidder, by submitting a Response, acknowledges that:

- i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by IPPB in writing;
- ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and
- iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue into the future or occur again and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.

11.21 Disclosure and return

In the event that you elect not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of the information. Additionally, Bidders must immediately

return this document and certify in writing to the bank, that all copies have been deleted in soft copy and destroyed, for hard copy.

11.22 Change in Management

Change in management and the key persons monitoring the outsourcing arrangements are to be timely informed to Bank by Service Provider to ensure continuity of operations. Further, the deployed management/ resources should be in line with the expertise requirements to carry out the activities and as per Bid terms & conditions.

12. Annexures

12.1 Document Checklist

12.1.1 For Part-1 evaluation

Sr	Document Description	Submitted (Yes / No)
1	EMD Amount and details of submission	
2	Bid securing declaration for EMD exemption, along with valid documentary proof, as per Annexure - XII (Submit only if exemption is claimed)	
3	Duly filled Annexure I – Conformity Letter	
4	Duly along with filled Annexure II – Bidder Details	
5	Duly filled Annexure III – Past Experience	
6	Duly Filled self-declaration as per Annexure V – Self-Declaration	
7	Duly filled Annexure VI – Power of Attorney for signing of application or Board resolution in the name of authorised signatory or in any other documentary form demonstrating that the signatory has been duly authorized to sign on behalf of organisation	
8	Duly filled Annexure X – Undertaking regarding Land Border	
9	Duly signed and stamped Annexure XI – Integrity Pact on normal paper	
10	Duly filled Annexure XII – Certificate of Local Content	
11	Duly filled Annexure XVI – Eligibility Criteria Compliance sheet	

12.1.2 For Part-2 evaluation

Sr	Document Description	Submitted (Yes / No)
1	Duly filled Annexure XV – Price bid format	

12.1.3 For successful bidder

Sr	Document Description	Submitted (Yes / No)
1	Bank guarantee as per format in Annexure IX	
2	Duly signed and executed Annexure XI – Integrity Pact on stamp paper	
3	Duly signed and executed Annexure XVI – MSA on stamp paper	
4	Duly signed and executed Annexure XVII – NDA on stamp paper	

12.2 Annexure-I Conformity Letter

(To be submitted on company letterhead)

To,

The Chief Manager,
India Post Payments Bank
Corporate Office, 2nd Floor,
Speed Post Centre Building,
Bhai Veer Singh Marg,
Gole Market, New Delhi – 110 001.

Sir,

Sub: - Response to the India Post Payments Bank for **RFP**-----

Further to our proposal dated **DD.MM.YYYY**, in response to the RFP document (hereafter referred to as “RFP DOCUMENT”) issued by India Post Payments Bank (“Bank”) we hereby warrant and confirm that:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the addendum issued (if any) including the changes made to the original documents issued by the bank, shall form a valid and binding part of the aforesaid RFP document.

The bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the bank’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully

Authorised Signatory

Designation

Bidder’s Corporate name

12.3 Annexure II – Bidder Details

(To be submitted in this format only)

To,
 The Chief Manager,
 India Post Payments Bank Ltd.
 Corporate Office, 2nd Floor, Speed Post Centre Building,
 Bhai Veer Singh Marg, Gole Market, New Delhi – 110 001.

S. No.	Required Details	Response
General Details		
1.	Name of Company / Bidder / Organisation	
2.	Postal Address	
3.	Telephone, Fax Number, Email Address	
4.	Nature of activity	
5.	Holding company or parent company	
6.	Number of years in the business	
7.	Whether OEM or authorised partner	
8.	Website address (if applicable)	
9.	GST Registration No.	
10.	Number and List of Branch Offices	
11.	Name, address, telephone number, Email Id of the primary contact at your organization for this proposal	
Financial Information		
1.	Annual Turnover (2021-22) in INR Crore	
2.	Annual Turnover (2022-23) in INR Crore	
3.	Annual Turnover (2023-24) in INR Crore	
4.	Annual Turnover (2024-25) in INR Crore	
Earnest Money Deposit Details		
1.	EMD Details	Amount
		Transaction Details
2.	Whether Claiming Exemption from Submitting EMD (Mention Yes or No)	
	If Yes,	
a.	Please mention the details thereof (Relevant Act / Section) under which claiming EMD exemption	

b.	Attach Supporting Documents for the same claim	
c.	Submit Bid Security Declaration as per Annexure-XII	
Public Procurement (Preference to Make in India), Order 20124		
1.	Is the bidder claiming preference as per the Public Procurement (Preference to Make in India), Order 2017 (YES / No)	
2.	If Yes , then mention the respective category of the supplier/ service provider as per the Public Procurement (Preference to Make in India), Order 2017.	
3.	Also, mention the Percentage of Local content added in the proposed product/ services.	
4.	Attach Annexure XIII as supporting document	

Declaration:

I hereby declare that I / We have verified the details indicated above and also confirm that all the Information submitted is true to the best of my knowledge.

Authorised Signatory

Designation along with Bidder's name with seal

12.4Annexure III – Past Experience

Sr. No	Name of organization /	Brief details of scope of work	Order Quantity / Quantities supplied	Name of person in- charge from client side with contact no. and email id	Period		Supporting documents submitted
					From	To	

(Signature, name and designation of the authorised signatory)

Note: Appointment letter/Client letter/Contract with Client / Completion certificate in support of the information above should be submitted.

12.5 Annexure IV – Query Format

Queries:

Sr. No.	Page #	Point / Section #	Query	Banks Response (bidder Should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

12.6 Annexure V – Self-Declaration

(To be submitted on Bidder's letterhead)

Date:

I, on behalf of _____ <Bidder's Name> (Including our affiliates or subsidiaries or Contractors/ subcontractors for any part of the contract) declare the following:

- i. We are not declared insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of aforesaid reasons;
- ii. We are not declared ineligible/ blacklisted/ banned/ debarred by India Post Payments Bank or its Ministry/ Department from participation in its Tender Processes;
- iii. We are not convicted (within three years preceding the last date of bid submission) or declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for:
 - a. offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or
 - b. offences under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/or
 - c. suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
- iv. We have not changed our name or created a new "Allied Firm", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above.
- v. We do not have an association (as a bidder/ partner/ director/ employee in any capacity)
 - a. of any retired Manager (of Gazetted Rank) or any retired Gazetted Officer of the Central or State Government or its Public Sector Undertakings if such a retired person has not completed the cooling-off period of one year after his retirement. However, this shall not apply if such managers/ officers have obtained a waiver of the cooling-off period from their erstwhile organisation.
 - b. of the near relations of executives of Procuring Entity involved in this Tender Process
- vi. We do not have a conflict of interest, which substantially affects fair competition.
- vii. We declare that there are no legal proceedings/ inquiries/ investigations commenced/ pending against us by any statutory or regulatory or investigative

agencies, for which performance under the contract will get adversely affected / may get affected.

- viii. We are not in the negative/ caution repository of vendors published by IBA (Indian Banks Association)

Dated this _____ day of _____

For and on behalf of M/s. _____

Address:

Name & Signature

In the capacity of (Duly Authorized to Sign the Bid)

Seal of the company

12.7 Annexure VI – Pre-Bid Meeting Authorization letter

(To be submitted on company letterhead via email)

To,

The Manager,
 India Post Payments Bank
 Corporate Office, 2nd Floor,
 Speed Post Centre Building,
 Bhai Veer Singh Marg, Gole Market, New Delhi – 110 001.

Sir/Madam,

Sub: - Authorisation Letter – For attending Meeting – RFP _____

We, _____ (name of the company) hereby authorise the following executive(s) from our company to attend the pre bid meeting of the subject RFP. The details of the authorised personnel are as under;

Sr	Name	Designation	Mobile No	Email ID for VC invite

Yours faithfully,

Authorised Signatory

(Stamp & Sign)

Designation

(Bidder's corporate name)

12.8 Annexure VII – Power of Attorney for signing of application

(To be submitted on a INR 100 Stamp Paper only)

Know all men by these presents, we (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name), son/daughter/wife of and presently residing at, who is presently employed with us (the “Bidder”) and holding the position of, as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the ***** Project proposed or being developed by the ***** (the “Authority”) including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said engagement and/ or upon award thereof to us and/or till the entering into of the agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2.....

For	
Authorized Signature:	
Authorized Signatory Name:	
Title of Signatory:	
Address:	

Witnesses:
1.
2.

Accepted

Attorney's Signature:	
Attorney's Name:	
Attorney's Title:	
Address:	

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure

Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

12.9 Annexure VIII– Bank Guarantee for Earnest Money Deposit

(The non-judicial stamp paper should be in the name of issuing Bank)

Ref.....

Bank Guarantee No.....

Date.....

To

India Post Payments Bank
Post Office, Speed Post Centre Building
Market Road, New Delhi – 110001

Dear Sirs,

1. In accordance with Invitation to Bid under your Reference No....., M/s....., having its Registered / Head Office at..... (hereinafter called the 'Bidder') wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.
2. We, the Bank at (local address) having our Head office at , guarantee and undertake to pay immediately on demand by India Post Payments Bank, the amount of Rs. (in words & figures) without any reservation, protest, demur and recourse. Any such demand made by the valid holder of this Guarantee shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the issuing Bank or the Supplier(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is limited to Rs. (in words & figures).
 - (2) This Bank Guarantee will be valid up to; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of 20..... at

WITNESS

.....
(Signature)

.....
(Signature)

.....
(Name)

.....
(Name)

.....
(Official Address)

.....
(Designation with Bank Stamp)

Attorney as per Power of Attorney No.....

Dated.....

12.10 Annexure IX – Bank Guarantee for Performance Guarantee

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

India Post Payments Bank
 Post Office
 Speed Post Centre Building
 Market Road
 New Delhi – 110001
 India

Dear Sirs,

1. In consideration of the India Post Payments Bank, a scheduled bank registered under Reserve Bank of India (hereinafter referred to as the 'Bank' or 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at

..... (hereinafter referred to as the "Contractor" or "Vendor" or "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Letter of Intent or Purchase Order No..... dated and the same having been acknowledged by the Contractor / Vendor / Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Contractor / Vendor / Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).

2. We.....(Name & Address of Bank Branch) having its Head office at

(hereinafter referred to as the 'Issuing Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by

reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Issuing Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor / Vendor / Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Bank / Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank / Purchaser under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Bank / Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Bank / Purchaser and the Contractor or any other course or remedy or security available to the Bank / Purchaser. The

Issuing Bank shall not be released of its obligations under these presents by any exercise by the Bank / Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Bank / Purchaser or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Issuing Bank.

4. The Issuing Bank also agrees that the Bank / Purchaser at its option shall be entitled to enforce this Guarantee against the Issuing Bank as a principal debtor, in the first instance without proceeding against the Contractor / Vendor / Service Provider and notwithstanding any security or other guarantee the Bank / Purchaser may have in relation to the Contractor's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the

Contractor(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:

- (1) Our liability under this guarantee is limited to Rs. (in words & figures).
- (2) This Bank Guarantee will be valid upto; and
- (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Issuing Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....



WITNESS

.....
(Signature)

.....
(Signature)

.....
(Name)

..... (Name)

.....
Address)

..... (Official
(Designation with Bank Stamp)

12.11 Annexure X – Land Border Undertaking

Format for declaration (On Letter head of Bidder)

Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017

We certify as under:

We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered. We certify that:

1. we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). and;
2. we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

(Stamp and Signature of Authorized Person)

Name & Designation

Name of company

Date

Place

12.12 Annexure XI – Integrity Pact

(To be submitted by all bidders on normal paper and to be executed on stamp paper by successful bidder)

India Post Payments Bank Limited (CIN U74999DL2016GOI304561), having its Registered Office at Post Office, Speed Post Centre Building, Market Road, New Delhi – 110001, (hereinafter referred to as the “Principal”, “IPPB” or “Buyer”, as the case may be, which expression shall unless repugnant to the context thereof, include its successors, assigns) hereinafter referred to as **“The Principal,”** and _____ hereinafter referred to as **“The Bidder/ Contractor/Service Provider”**

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

To achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the abovementioned principles.

Section 1 – Commitments of the Principal

- 1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal shall treat all Bidder(s) with equity and reason during the tender process. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.
 - c. The Principal shall exclude from the process all known persons having conflict of interest.
- 2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

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

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

- a. The Bidder(s)/ Contractor(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.
 - c. The Bidder(s)/ Contractor(s) shall not commit any offence under the relevant IPC/PC Act;
 - d. Further, the Bidder(s)/ Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
 - e. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers," shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only.
 - f. The Bidder(s)/ Contractor(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
 - g. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.
- 2) The Bidder(s)/ Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

If the Bidder(s)/Contractor(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of the Government of India.

Section 4 – Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes an incorrect statement on this subject, the Principal shall act like para of Section 4 above.

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

In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

- a. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- b. The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

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

Section 8 – Independent External Monitors

- 1) The following panel has been appointed as Independent External Monitors (hereinafter referred to as Monitor) by IPPB with approval of Central Vigilance Commission for overseeing and implementation of this Pact in IPPB.

S. No.	IEM	Email ID
1	Smt Rashmi Goel, IRAS(Retd.)	rashmijaingoel1@gmail.com
2	Shri Muthiah Selvaraj	selvarajmdl@gmail.com

- 2) The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 3) The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have

access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders/Contractors as confidential. They report to the Management of the Principal.

- 4) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the Principal, including that provided by the Contractor. Upon their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Subcontractors.
- 5) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.
- 6) The Principal shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.
- 7) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- 8) The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 9) If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 10) The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

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

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

Section 10 – Other provisions

- a. This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.
- b. Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
- c. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- d. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
- e. Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
- f. In the event of any contradiction between the Integrity Pact and its Annex, the Clause in the Integrity Pact shall prevail.

Place ----- Date -----

For and on behalf of Principal

For and on behalf of Bidder/Contractor

INDIA POST PAYMENTS BANK,
 2nd floor, Speed Post Centre,
 Bhai Veer Singh Marg, Market Road
 New Delhi- 110001

M/s Bidder/Contractor Name,

WITNESSES:

1.
(Signature, name and address)
2.
(Signature, name and address)

WITNESSES:

1.
(Signature, name and address)
2.
(Signature, name and address)

Place:

Date:

12.13 Annexure XII – Bid Security Declaration

**Bid Securing Declaration – for Bidders exempted from submission of EMD
(on Company Letter-head)**

To
The Head of Procurement
India Post Payments Bank,
Corporate Office, New Delhi-110001

Ref: Tender No. _____; Tender Title: _____
Sir/ Madam

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organisation for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender, OR if we:

1. withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
2. being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
 - a) refuse to or fail to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
 - b) Fail or refuse to sign the contract.

We know that this Bid-Securing Declaration shall expire if the contract is not awarded to us upon:

- 1) receipt by us of your notification
 - (a) of cancellation of the entire tender process or rejection of all bids or
 - (b) of the name of the successful bidder or
- 2) forty-five days after the expiration of bid validity any extension to it.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of company]

Dated on day of [insert date of signing]

Place.....[insert place of signing]

12.14 Annexure XIII – Certificate of Local Content

(On Bidder's/Company's Letter Head)

Tender Reference No. _____

To,

Head Procurement,
India Post Payments Bank
Corporate Office
New Delhi – 110 001.

Sub: Self Certification as per clause 9(a) of Revised Public Procurement (Preference to Make in India Order, 2017 of DPIIT dated 19.07.2024)

Sir,

I.....(authorized signatory) for
M/s.....a 'Class I Local Supplier' / 'Class II Local
Supplier' (**Tick appropriate option & cut the other one**) 'at the time of tender, bidding or
solicitation hereby confirm that the item meets the Local Content requirement for Class I Local
Supplier' / 'Class II Local Supplier' (**Tick appropriate option & cut the other one**) and the Local
Content percentage is.....

I also certify that we, M/s..... have not been debarred by any
procuring entity from violation of this order.

The details of the location(s) at which the local value addition made is/ are as under:

[Factory Address]

.....
.....
.....

COUNTRY OF ORIGIN OF THE PRODUCT _____ -

For M/s.....
Authorized Signatory
(with company seal & Name)

**NOTE: All provisions of Make In India Policy (Preference to Make in India Order, 2017 of
DPIIT dated 19.07.2024 and its latest amendments are applicable on this tender**

12.15 Annexure XIV – Eligibility Criteria Compliance Sheet

Sr No	Criteria	Supporting documents required	Compliance (Yes/No) along with details of submission
1.	<p>Bidder should be a registered Firm/ Company/ Limited Liability Partnership/ Registered partnership established in India and should have been in existence for at least last three (3) years as on 31.07.2025.</p> <p>Startups are exempted from this criteria subject to submission of valid certificate.</p>	<p>Certificate of Incorporation/ Commencement of Business.</p> <p>For claiming Start-Up exemption, bidders have to submit DPIIT (Dept. of Promotion of Industry and Internal Trade) recognition certificate.</p>	
2.	<p>The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25).</p> <p>For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.</p>	<p>Certificate from the Chartered Accountant of the Company mentioning the annual turnover for each of the FYs.</p> <p>For claiming Start-Up exemption, bidders have to submit DPIIT (Dept. of Promotion of Industry and Internal Trade) recognition certificate for the offered product.</p>	
3.	<p>The bidder should be an Original Equipment Manufacturer (OEM) or their authorized representative in India.</p> <p>In case OEM participates in the tender process directly, authorized dealer will not be permitted to participate in the same tender process.</p> <p>In case both OEM and authorised dealer participate, only bid of OEM shall be considered valid and bids of all authorised partners of that OEM shall be rejected.</p>	<p>(iii) In case of OEM, undertaking on their letterhead mentioning that the firm is OEM for the proposed soundbox.</p> <p>In case of authorised partner, bidder is required to submit tender specific Manufacturer's Authorization Form (MAF) duly signed by OEM's authorized signatory for proposed soundbox. Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.</p>	
4.	<p>OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website.</p> <p>Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.</p>	<p>Two Purchase Orders/ Contracts along with Completion Certificates or Proof of installation certified by client department, to be submitted along with bid in support of having supplied the mentioned quantity. Additionally, in case of supply at private organisations, copy of tax invoices to be submitted for the entire supply.</p>	
7.	<p>The bidder must have successfully supplied soundboxes or similar items* in any Central Govt. organization/ Scheduled Commercial Bank/ PSU as per below details:</p> <p>One PO of supply of soundboxes or similar items* in minimum 10 locations across 10</p>	<p>Copies of relevant Purchase Orders/ Contracts along with Completion Certificate or Proof of installation certified by client department, to be submitted.</p>	

Sr No	Criteria	Supporting documents required	Compliance (Yes/No) along with details of submission
	<p>states of India in the last 3 years, ending Jun 2025.</p> <p>Bidders to note that:</p> <p>c. The authorized partner cannot claim the experience of the OEM for this criterion. The order should be in the name of the bidder only for claiming experience.</p> <p>d. If OEM is bidding, then OEM can claim the experience of its authorized partner for this criterion.</p> <p><i>* Similar items include smartphones/ printers/ laptops/ desktops/ biometric devices/ thermal printers.</i></p>		
8.	The offered sound box should have the same OEM for both software as well as hardware components of the soundbox.	Self-declaration from the OEM on their letterhead to be submitted	
9.	Bidder/ OEM should ensure to have services across pan India and should have authorized service center (or tie-up for providing services) in each of the state / UT. The UT may have a service centre in the nearest state.	Bidder to provide the list of the centres state/ UT wise on their letterhead.	
10.	Bidder should submit a Pre-contract integrity pact as per format provided in the RFP	Duly signed and stamped Integrity pact in the format as per Annexure-XI to be submitted by bidders on normal paper. The Pact shall be executed with the successful bidder on stamp paper.	
11.	Bidder to submit undertaking regarding non-blacklisting etc., on their letterhead.	Self-declaration as per Annexure-V duly signed by authorised signatory	
12.	The bidder needs to specify his Class and country of Origin of quoted product as per the Make In India Guidelines	Certificate as per Annexure XIII - Certificate of Local Content to be submitted	

12.16 Annexure XV-Price bid format

Please DO NOT submit this FILLED annexure along with Technical Bid document. If any price details are submitted in the TECHNICAL bid, then the bid will be rejected, and the bidder will be disqualified, without any representation.

Sr	Description	Qty (a)	Duration (b)	Unit rate excl taxes (c)	Tax (%)	Unit rate incl taxes (d)	Total cost = a*b*d
1.	Table Top Sound Box cost including 1-year warranty and delivery at bank locations	4,23,600	1				
2.	Pocket type Sound Box cost including 1-year warranty and delivery at bank locations	1,05,900	1				
3.	Monthly maintenance Cost (including Sim cost and Inventory management tool cost)	5,29,500	36				
4.	AMC Cost for 2 nd Year	5,29,500	1				
5.	AMC Cost for 3 rd Year	5,29,500	1				
Total Cost of Ownership (TCO) incl taxes							1+2+3+4+5

Bidders to note the following:

1. Minimum AMC cost for 2nd year (line item 4) should be **8%** of the average device cost (average of line items 1 & 2).
2. Minimum AMC cost for 3rd year (line item 5) should be **8%** of the average device cost (average of line items 1 & 2).
3. Monthly maintenance cost (line item 3) should be between **3-5%** of the average device cost (average of line items 1 & 2).

12.17 Annexure XVI – MSA

This Agreement is made at this day of _____, 202__ at New Delhi.

BY AND BETWEEN

INDIA POST PAYMENTS BANK LIMITED, a public limited company wholly owned by the Government of India through Department of Post under Ministry of Communication and set up under the Companies Act, 2013, and the Banking Regulation Act, 1949 as a Payments Bank under the Department of Posts and in line with relevant guidelines of the Reserve Bank of India, having its Registered & Corporate Office at Post Office, Speed Post Centre Building, Market Road, New Delhi – 110001 (hereinafter referred to as the **"Payments Bank" or "Bank" or "IPPB"** which expression shall unless repugnant to the context thereof, include its successors, assigns) and acting through(name) its(designation), of the **FIRST PART**;

AND

..... having its registered address at,
.....
....., (hereinafter referred to as the **"Service Provider" and/or "Vendor"**, which expression unless repugnant to the context herein shall mean and include its successors in business and permitted assigns) party of the **OTHER PART**.

(The IPPB and Service Provider shall hereinafter be individually referred to as a **"Party"** and collectively as the **"Parties"**.)

WHEREAS:

- I. India Post Payments Bank Limited (IPPB) is a company incorporated and registered under Companies Act, 2013, and issued a Request for Proposal No. dated (hereinafter referred to as **"RFP"**) for selection of a Service Provider for the Project.
- I. The Service Provider had submitted the Proposal in response to the RFP and with the intention of performing its obligation for..... **"the Project"** as per the scope of work detailed in the RFP and this Agreement collectively.
- II. The Service Provider shall do all such acts, as mentioned in this agreement and as per the requirement and upto the satisfaction of the IPPB.

NOW THEREFORE, in consideration of the mutual promises and covenants and conditions herein contained and other good and valuable consideration (the receipt and adequacy of which are hereby mutually acknowledged), the Parties with the intent to be legally bound hereby agree and confirm as under:

1. This Agreement establishes the contractual framework for providing the services for and/or such other services as agreed between the Service Provider and the IPPB from time to time in terms of this Agreement executed between the Service

Provider and the IPPB in accordance with the procedures set out in this Agreement and the RFP.

2. This Agreement shall operate as a legally binding Contract for service, specifying the terms which apply to the Parties under this Agreement and to the provision of the Services to be rendered by the Service Provider to the IPPB.
3. The purpose of this Agreement is to set out as follows:
 - a) Rights and obligations of the IPPB and the Service Provider in relation to services for or such other services as agreed between the Service Provider and the IPPB.
 - b) The manner in which the Services are to be provided by the Service Provider, which shall strictly be in accordance to this agreement.
4. In terms of this Agreement, the Service Provider shall, within the timelines provided in the RFP and under this Agreement:
 - a) Shall provide an unconditional and irrevocable Performance Bank Guarantee/performance security in the form of Insurance Surety Bonds, AC Payee Demand Draft, Fixed Deposit Receipt from a commercial Bank, Performance bank guarantee from a commercial bank or online payment in the account of IPPB amounting to% of the purchase order issued by IPPB from time to time, or as decided by the IPPB and valid for a period of 60 days beyond the date of completion of all contractual obligations of the service provider, to Perform its obligations.
 - b) Fulfil all other obligations of the Service Provider as specified under the RFP and this Agreement.
 - c) Undertake any/all repair, replacement, up-gradation and procurement of equipment necessary for providing the services, at its own cost.
 - d) Provide such suitably qualified, experienced and competent personnel and sub-contractors as may reasonably be required for the performance of the Services towards the execution of Project. If so requested by the IPPB, the Service Provider shall provide evidence of previous experience, qualifications and competence of the personnel engaged in the performance of such services.
 - e) Withdraw and/or bar its employee/s or agent/s from extending such Services, if, in the sole opinion of the IPPB:
 - 1) The quality of Service rendered by the said employee/agent of the Service Provider is not in accordance with the quality or the Scope of Work as per clause 9 of this agreement or upto the satisfaction of the IPPB.
 - 2) It is not in the interest of the IPPB that such employee/agent of the Service Provider continues to be involved in the provision of the Service in relation to the Project.

- f) Subject to the terms of this Agreement, the Service Provider shall ensure deployment of sufficient number of personnel to provide the required level of services, in a prompt and efficient manner.
- g) The Service Provider shall not knowingly engage or continue the engagement of any person with a criminal record/ conviction and shall bar any such person from participating directly or indirectly in the provision of Services under this Agreement.
- h) The Service Provider shall not exercise any lien on any of the assets, properties, documents, instruments, or material belongings to the IPPB and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from the IPPB.
- i) The Service Provider shall regularly provide updates to the IPPB with respect to the Services provided, and shall meet the designated personnel of the IPPB to discuss and review its performance at such intervals as may be agreed upon between the parties, or whenever called upon by the IPPB to do so.
- j) The Service Provider shall be responsible for compliance of all laws, rules, regulations and ordinances, applicable with respect to its employees, subcontractors and agents (including all labour laws but not limited to the Minimum wages Act, Provident Fund laws, Workmen's Compensation Act etc.) and shall establish and maintain all proper records as statutorily required as per the law of the land or by code/practice, including but not limited to accounting records, labour and payment records, corporate policy etc., as applicable from time to time, including records and returns etc. which are required to be filed by the Service Provider with the statutory authorities from time to time as per applicable laws.
- k) The Service Provider shall provide, access to its premises and records, being maintained in relation to the Project and with regard to the job being performed thereto as per this Agreement with the IPPB, to the authorized personnel of the IPPB / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel to carry out any kind of process of audit including that of its operations and records related to the IPPB's Management Services, as per the satisfaction of the aforesaid personnel/authority/Service Provider. In addition, the IPPB shall not disturb or prevent Service Provider's performance of activity.
- l) The Service Provider shall ensure that:
 - i) The Service Provider must ensure and confirm due diligence/KYC/verification of its own employees as well as the employees of its sub-contractors/agent and must be able to provide documentary evidence for the same if required.
 - ii) The Service Provider must build adequate safeguards to ensure that the information / documents / records / assets of the IPPB are maintained in a way that the same are safe and there is no sharing/co-mingling of similar data/ information, in any manner, with other organizations to which it may be providing services.
- m) The Service Provider shall ensure preservation of all documents / data in accordance with all legal / regulatory obligations.

- n) The Service Provider shall put in place a Business Continuity Plan (BCP) and share the same with the IPPB.

5. Conditions precedent:

This Agreement is conditional upon the Service Provider having fulfilled all of the Conditions Precedent, which are as follows:

- a. The Service Provider shall provide a Performance Bank Guarantee/Performance Security in the form of Insurance Surety Bonds, AC Payee Demand Draft, Fixed Deposit Receipt from a commercial Bank, Performance Bank Guarantee from a commercial bank or online payment in the account of IPPB, to IPPB amounting to% of the purchase order issued by IPPB from time to time, or as decided by the IPPB having validity for a period of 60 days beyond the date of completion of all contractual obligations of the service provider to Perform its obligations, years by way of security.
- b. The Service Provider shall provide to the IPPB, the certified true copies of its constitutional documents and Board resolutions or equivalent document authorizing the execution, delivery and performance of this Agreement.

6. Non-fulfilment of any Conditions Precedent:

- a. In the event that any of the Conditions Precedent relating to the Service Provider has not been fulfilled, this Agreement shall cease to have any effect as of that date and this Agreement can be terminated at the option of IPPB.
- b. In the event that the Agreement fails to come into effect on account of non-fulfilment of any of the Conditions Precedent, the IPPB shall not be liable in any manner whatsoever to the Service Provider and the IPPB shall notify the Service Provider in writing of such failure and may forfeit the Performance bank guarantee/performance security.
- c. In the event that possession of any facilities and/or data has been delivered to the Service Provider by or through the IPPB prior to the fulfilment in full of the Conditions Precedent, upon the termination of this Agreement, such facilities and data shall immediately revert to the IPPB, free and clear from any Encumbrances or claims.

7. Performance Bank Guarantee/Performance security:

The Service Provider shall at its own expense has deposited with the IPPB, an unconditional and irrevocable Performance Bank Guarantee /Performance Security(PBG) in the form of Insurance Surety Bonds, AC Payee Demand Draft, Fixed Deposit Receipt from a commercial Bank, Performance bank guarantee from a commercial bank or online payment in the account of IPPB. amounting to% of the purchase order issued from time to time, or as decided by the IPPB and valid for a period of 60 days beyond the date of completion of all contractual obligations of the service provider.

In the event of the Service Provider being unable to fulfil its obligation under the Agreement or cause delay in providing the requisite service for whatever reason, the IPPB reserves the

right to invoke and forfeit the Performance bank guarantee/performance security at its sole discretion.

Notwithstanding and without prejudice to any rights whatsoever of the IPPB under this Agreement, the proceeds of the Performance bank guarantee/performance security shall be payable to IPPB as compensation by the Service Provider for its failure to complete its obligations under this Agreement. The IPPB shall notify the Service Provider in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) with respect to which the Service Provider is in default.

The IPPB shall also be entitled to make recoveries from the Service Provider's bills, Performance bank guarantee/performance security, or any other amount due to the Service Provider, the equivalent value of any payment made to the Service Provider due to inadvertence, error, collusion, misconstruction or misstatement.

The Performance bank guarantee/performance security may be discharged/returned by IPPB upon being satisfied that there has been due performance of the obligations of the Service Provider under this Agreement. However, no interest shall be payable on the Performance bank guarantee/performance security.

8. Term of Agreement;

The tenure of this agreement will be for a period of ____ (____) years from the date of _____ (unless terminated by the IPPB as per the termination clause in this agreement).

However, the Purchase order, during the currency of the agreement, may be issued by IPPB from time to time.

9. Scope of Work:

The Service Provider shall perform its obligations and work as per **Schedule-A** to this agreement.

10. SLA & Timelines

The SLA & timelines shall be as per **Schedule-A** to this agreement.

11. Terms of Payment, Commercials and Service Credits and Debits

The term of payment & the Commercials shall be as per **Schedule-B** to this agreement.

Except as otherwise provided for herein or as agreed between the Parties in writing, IPPB shall not be required to make any payments in respect of the Services other than those covered by the terms of payment as stated under **Schedule-B**.

12. Invoicing, Settlement and Taxation

The Invoicing, Settlement and Taxation shall be as per Schedule-B to this agreement.

13. Representation and Warranty

- i) The Service Provider hereby represents and warrants that:
 - a) It has been duly incorporated in India and is valid as per the existing laws of India.
 - b) It has taken all required measures to authorize the execution and consummation of this Agreement and will furnish satisfactory evidence of the same upon request. An authenticated list of the officers of the Service Provider who are authorized to sign and / or execute this Agreement and / or other related documents, in writing and duly supported by Board Resolution, shall be provided to the IPPB.
 - c) The execution, delivery and performance of this Agreement by the Service Provider in accordance with its terms shall not violate or conflict with its Articles and/or memorandum of association and/or any other organizational documents.
 - d) That it shall comply with all the provisions of the Information Technology Act, 2000 and any other laws for protection of data of IPPB or any of its customers or any data provided by IPPB.
 - e) The Service Provider shall ensure that:
 - i. Nothing in this Agreement would be construed to mean the creation or imposition of any lien, charges or encumbrance upon the capital stock, properties or assets of the IPPB;
 - ii. That there are no judicial or administrative actions, proceedings or investigations pending to the best of its knowledge, which would have a material adverse effect on its capacity to perform its obligations under this Agreement or any of the other documents referred to in this Agreement to which it is a party.
- ii) The Service Provider hereby represents and warrants to the IPPB that it shall not violate any proprietary and/ or intellectual property rights of any third party, including without limitation, confidential relationships, patents, trade secrets, copyright and/or any other proprietary rights.
- iii) The Employees of the Service Provider shall continue to be the Employees of the Service Provider and work under its discretion and shall not claim any employment from the IPPB by the virtue of providing the services, irrespective of the location of their work.
- iv) At no time during the term of the agreement, employees of Service Provider will be treated as employees of the IPPB. The payment of salary, benefits and all related taxes for the employees of the Service Provider will be the sole responsibility of the Service Provider.
- v) The Service Provider agrees, represents and warrants that no officer of the IPPB, director, employee or immediate family member thereof has received or will receive anything of value of any kind from the Service Provider or its officers, directors, employees or agents in connection with this Agreement; and that none of them has a business relationship of any kind with the Service Provider, it's Personnel or any of its other officers.

The express warranties granted above are in addition to all other warranties, whether express or implied. The Service Provider warrants and represents to the IPPB in relation to this Agreement, that:

- i. It has the full legal right, capacity and authority to enter into this Agreement, to perform its obligations hereunder and this Agreement constitutes a legal, valid and binding obligation on the Service Provider. The Service Provider has the power and authority to execute and deliver the terms and provisions of this Agreement and has

taken all necessary action to authorise the execution and delivery by it of this Agreement and the transactions contemplated hereby.

- ii. This Agreement is executed by a duly authorised representative of Service Provider.
- iii. The Service Provider shall discharge its obligations under this Agreement with due skill, care and diligence so as to comply with the conditions stated in this Agreement.
- iv. The execution, delivery and performance by the Service Provider of this Agreement and the compliance by it with the terms and provisions hereof do not and will not: -
 - a) Contravene any provision of any law, statute, rule or regulation or any order, writ, injunction or decree of any court, governmental instrumentality or Governmental Authority to which it is subject; or
 - b) Conflict with or be inconsistent with or result in any breach of any of the terms, covenants, conditions or provisions of, or constitute a default under, or result in the creation or imposition of (or the obligation to create or impose) any Security Interest upon any of its property or assets pursuant to the terms of any indenture, mortgage, deed of trust, credit agreement, loan agreement or any other agreement, contract or instrument to which it is a party or by which it or any of its property or assets is bound or to which it may be subject; or
 - c) Violate any provision of its memorandum and articles of association or any other similar constitutional documents.
- v. There are no claims, investigations or proceedings before any court, tribunal, governmental body or Governmental Authority in progress or pending against or relating to the Service Provider, which could reasonably be expected to:
 - a) Enjoin, restrict or prohibit the transactions as contemplated by this Agreement; or
 - b) Prevent the Service Provider from fulfilling its obligations set out in this Agreement or arising from this Agreement or adversely affecting the validity or enforceability of this Agreement.
- vi. There is no existing ground on which any such claim, investigation or proceeding might be commenced with any reasonable likelihood of success.
- vii. The service provider undertakes to comply with all regulations/guidelines/directions issued by IPPB or the Reserve Bank of India (RBI), issued from time to time, in relation to the services performed under this agreement.
- viii. The service provider undertakes to co-operate with the relevant authorities in case of insolvency/ resolution of IPPB.
- ix. The Service Provider undertakes to provide details of data (related to IPPB and its customers) captured, processed and stored, under this agreement.
- x. The Service Provider understands that resources of service provider who provide core services are considered as "essential personnel" and the Service Provider undertakes to provide staff necessary to operate critical functions can work on-site during exigencies (including pandemic situations) as desired by IPPB;

- xi. The Service Provider shall not do or omit to do or cause or allow to be done or omitted to be done any act or thing which would result (or be likely to result) in a breach of this Agreement.
- xii. This Agreement constitutes a valid and binding obligation of Service Provider enforceable against it in accordance with its terms.
- xiii. No sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of the IPPB in connection therewith.
- xiv. The Service Provider undertakes to store all data, configurations, logs etc. pertaining to IPPB , within the territory of India as per regulatory requirement.

b. The Service Provider warrants and represents to the IPPB, that:

- i) The Service Provider is experienced in managing and providing works similar to the Services and that it shall perform the Services with all due skill, care and diligence so as to comply with the conditions as stated in this Agreement.
- ii) The Services shall be provided and rendered by appropriately qualified, trained and experienced personnel.
- iii) The Service Provider has and will have all necessary licenses, approvals, consents of third parties and all necessary technology, hardware and software to enable it to provide the Services.
- iv) The Services will be supplied in conformance with all applicable laws, enactments, orders and regulations.
- v) In the event that such warranties cannot be enforced by the IPPB, the Service Provider will enforce such warranties on behalf of the IPPB and pass on to the IPPB, the benefit of the same and any other remedy received in relation to such warranties.
- vi) IPPB shall have the right to seek information from the service provider about the third parties engaged by the Service Provider to provide services under this agreement.
- vii) IPPB reserves the right to recall data with Service Provider.
- viii) Service Providers agrees to take prior approvals for making changes in the application, if any.
- ix) The Service Provider undertakes to comply with Regulatory and Statutory guidelines and requirements.

Notwithstanding what has been stated elsewhere in this Agreement, in the event the Service Provider is unable to meet the obligations pursuant to this Agreement, the IPPB will have the option to invoke and forfeit the Performance bank guarantee/performance security.

14. COMPLIANCE WITH LAWS:

- i) Each Party to this Agreement accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all applicable laws, rules and regulations. For the avoidance of doubt, the obligations of the Parties to this Agreement are subject to their respective compliance with all applicable laws and regulations.
- ii) The Service Provider shall be responsible for ensuring that the Services comply with all applicable laws and regulations.
- iii) The Service Provider shall direct all enquiries from a Financial Regulator relating to this Agreement to the IPPB unless the enquiry is specifically addressed to the Service Provider by a Financial Regulator or otherwise agreed in writing by the parties.
- iv) Where the Service Provider is responsible for dealing with any enquiry by a Financial Regulator, in accordance with this clause, it shall, unless contrary to the Financial Regulator's directions, as soon as practicable notify and consult fully with the IPPB regarding such matters as are relevant to this Agreement prior to responding to the enquiry.
- v) Each Party shall provide to the other party all reasonable assistance in connection with any investigation by any Financial Regulator, the provision of any information relating to the Services reasonably requested by the other party or by the relevant Regulator which is in its possession or control, and shall use reasonable endeavors to ensure that its affiliates and agents do the same.

15. Vicarious Liability

The Service Provider shall be the principal employer of the employees, trainers, agents, contractors, subcontractors, etc., engaged by it and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the IPPB shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, trainers, contractors, sub-contractors etc., of the Service Provider shall be paid by the Service Provider alone and the IPPB shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Service Provider's employees, agents, trainers, contractors, subcontractors etc. The Service Provider shall agree to hold the IPPB, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the IPPB through the action of Service Provider 's employees, agents, trainers, contractors, subcontractors, etc.

16. INDEMNITIES AND OTHER PROVISIONS

- A. The Service Provider (the "Indemnifying Party") undertakes to indemnify IPPB (the "Indemnified Party") from and against all Losses, damages, bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's act, negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party notifies Indemnifying Party in writing of a third-party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a

copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party.

- B. Further, Indemnifying Party will indemnify the Indemnified Party, if the loss to the indemnified party is caused by:
- i. an act or omission of the Service Provider, director/ authorized signatory, its agents, employees, or partners of the firm, proprietor etc. in the performance of the services provided by the Service Provider,
 - ii. breach of any of the terms of this Request for Proposal or breach of any representation or warranty by the Service Provider, use of the deliverables and or services provided by the Service Provider,
 - iii. infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of the work herein Service Provider shall further indemnify the IPPB against any loss or damage to the IPPB's premises or property, IPPB's data, loss of life, etc., due to the acts of the Service Provider's employees, agents or representatives.
 - iv. The Service Provider shall further indemnify the IPPB against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property rights, and third-party claims on the IPPB deliverables at all points of time.
- C. The indemnities set out in point A above shall be subject to the following conditions:
- I. the Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - II. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defence;
 - III. if the Indemnifying Party does not assume full control over the defence of a claim as provided in this Clause, the Indemnified Party may participate in such defence at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be recoverable from the Indemnifying Party;
 - IV. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party, provided that such consent shall not be unreasonably withheld;
 - V. all settlements of claims subject to indemnification under this Clause will
 - a. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - b. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
 - v. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

- vi. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

17. INDEPENDENT SERVICE PROVIDER

This Agreement is on a principal-to-principal basis between the parties hereto. Nothing contained in this Agreement shall be construed or deemed to create any association, partnership or joint venture or employer-employee relationship or principal-agent relationship in any manner whatsoever between the parties. The Service Provider acknowledges that its rendering of services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee, agent or servant of the IPPB or any subsidiary or affiliate thereof.

18. ASSIGNMENT:

The Service Provider shall not assign its obligations to perform under this Agreement to a third party, in whole or in part.

19. SUB-CONTRACTORS

The Service Provider shall not outsource the supply or support to any subcontractor during the entire contract period.

20. INSPECTION AND RIGHT TO AUDIT

- i) The Service Provider shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the IPPB, to the authorized personnel of the IPPB / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to IPPB and to obtain the copy of the any audit or review reports and findings made about the service provider in conjunction with the services performed under this agreement.
- ii) All the clauses specified under this clauses 20 shall be applicable and extended to any entity to which the Service Provider has outsourced or sub-contracted. It shall be the responsibility of the Service Provider to ensure unrestricted access to the authorities/officials as mentioned above to the places where such services are outsourced, for inspection and verification. In accessing Service Provider's premises, the IPPB shall however comply with any and all rules, regulations, policies and procedures relating to the access, entry, safety and security of Service Provider's premises, subject to acceptance by the IPPB and a copy of the rules & regulations be provided to the IPPB prior to visit. In addition, the IPPB shall keep confidential any information in the possession or custody of Service Provider and shall not disturb or prevent Service Provider's performance of activity.
- iii) The Service Provider shall allow IPPB, Reserve Bank of India & other regulators and statutory authorities to access the documents, records of transaction or any other information given to, stored or processed by the Service Provider relating to this agreement, within a reasonable time failing which Service Provider will be liable to pay any charges/ penalty levied by RBI. The Service Provider shall allow the Reserve Bank of India to conduct audits or inspection of its Books and account with regard to this agreement by one or more of RBI officers or employees or other persons duly authorized by RBI.

21. SECURITY AND SAFETY

The Service Provider shall comply with the directions issued from time to time by the IPPB and follow the industry and statutory standards related to the security and safety, in so far as it applies to the provision of the Services relating to the Project defined as per RFP and this agreement.

Each party to this Agreement shall also comply with the policies in force from time to time at each location of the IPPB in so far as the same apply to the provision of the Services relating to the Project. The policies and standards will be made available to the Service Provider in advance by the IPPB. Any change in the policy shall have timelines as decided by the IPPB for implementation in cases where timelines are not governed by regulatory directives.

The Parties to this Agreement shall make reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the data, facilities or Confidential Information.

The Service Provider shall upon prior intimation by the IPPB or its nominee(s) participate in regular meetings where safety and information technology security matters are being reviewed.

The Parties under this Agreement shall promptly report in writing to each other any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and security.

22. Statutory/ Legal Compliances

The Service Provider agrees, undertakes and confirms absolutely, irrevocably, unconditionally that the entire obligation with regard to: (i) Payment of minimum wages; (ii) Payment of bonus; (iii) Payment of gratuity; and (iv) Any other statutory remittances, which may be applicable from time to time to the resources engaged by the Service Provider shall be principally with the Service Provider and the Service Provider shall also be liable for payment to the resources engaged by him/them any revision in aforesaid laws affected by appropriate Government and liability and duty of the IPPB shall be limited only to the extent of reimbursement of the bills properly raised and not otherwise. If any liability, obligation, burden, claim or cost are suffered or incurred by IPPB on account of breach by the Service Provider of the provisions of this clause, the Service Provider shall forthwith reimburse the same to the IPPB without any demur or protest whatsoever.

The Service Provider hereby indemnifies IPPB against any harm or cost or claim incurred or suffered by the IPPB due to breach of the Service Provider in terms of the obligations herein. The Service Provider will furnish proof of compliance of all labour laws requirements including obtaining licenses, filing of monthly/ quarterly and annual returns and any other statutory requirement within 15 days from the due date and furnish calculations and proof of payments made to all Government/Statutory Authorities under PF, ESIC, Labour Welfare Fund Act, Payment of Bonus Act, Minimum Wages Act, Payment of Wages Act, etc., within 15 days of the statutory time limit allowed under the respective Acts.

Notwithstanding anything contained in this AGREEMENT or in any other documents

- i) Under no circumstances shall IPPB be liable to the Service Provider for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Agreement, even if IPPB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business;

- ii) IPPB shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Service Provider or its Personnel or any other person engaged by the Service Provider in the course of performance of the Service Provider's obligations under this AGREEMENT

23. Taxes

The Service Provider, its directors and employees shall be solely liable for the payment of all taxes, duties, fines, penalties, etc., by whatever name called as may become due and payable under the local, State and / or central laws, rules and / or regulations as may be prevalent and as amended from time to time in relation to the Services rendered pursuant to this AGREEMENT.

Notwithstanding anything contained in this AGREEMENT, the IPPB shall not be liable nor responsible for collection and/ or payment of any such taxes, duties, fines, penalties etc., by whatever name called, that are due and payable by the Service Provider under the local, State and / or central laws, rules and / or regulations as may be prevalent and as amended from time to time.

24. Miscellaneous

- A. The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required for providing the services are valid during the entire period of the contract; failing to which shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider on demand.
- B. The IPPB shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the IPPB in case of any emergencies.
- C. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against IPPB.
- D. Solution provider other than OEM/OSD should be OEM's authorized vendor and have a back-to-back arrangement with the Original Equipment Manufacturer (OEM). Further, during the Annual Maintenance Contract/ Annual Technical Support Service period, if the authorized vendor is unable to fulfill any job or configuration as outlined in the RFP scope, then the vendor must get this particular task completed through the OEM at no additional cost to the Bank.

25. Penalties

The penalties shall be as per **Schedule-B** to this agreement.

26. PROPRIETARY RIGHTS:

- i) All deliverables and the intellectual property rights (whether registered or not) relating to the said services provided under this Agreement shall be the proprietary of IPPB and shall be subject to the confidentiality provisions of this Agreement.
- ii) This Agreement shall in no way be construed to grant any right, license or authorization nor shall it any way be deemed to create any interests, charge or lien in favour of the service provider to use the computer programs, software, and/ or related

documentation used or supplied by IPPB for any purpose except as permitted in this Agreement.

- iii) The IPPB master file as well as the transaction data file and related files, reports, studies supplied by the IPPB under this Agreement are subject to the proprietary rights of the IPPB, as well as the Confidentiality provision of this Agreement.

27. SUCCESSORS:

This Agreement binds the executors, administrators, successors and permitted assigns of the Service Provider with respect to all covenants herein.

28. NON-EXCLUSIVE AGREEMENT:

This Agreement is on non-exclusive basis and the Service Provider shall not have any exclusive right to provide the Services to the IPPB. The IPPB shall be free to engage any other Service Provider/s or may entrust services similar to the Services or any part thereof to any person/s or company or firm etc.

29. Relationship of the Parties:

This Agreement, which is a Contract for Service, shall not constitute the appointment of either Party as the legal representative or agent of the other Party. No Party to this Agreement shall have any right or authority to assume, create or incur any liability or any obligation of any kind, express or implied, against or in the name of or on behalf of the other Party to this Agreement except as may be specifically provided in this Agreement, neither party shall assume or be responsible for any liability or obligation that arises from any act or omission to act of, the other party however or whenever arising.

30. Termination of Contract

- IPPB shall have the option to terminate this agreement any time or at any stage in the scenarios listed below.
 - Non-delivery of services or non-performance by the service provider
 - Service levels committed not met with by the service provider
 - Breach of obligations of the service provider or any act of the service provider amounting to financial loss, damages, penalties levied on IPPB by regulator or any statutory authority
- It is clarified that the service provider shall not terminate this Agreement for convenience.
- IPPB reserves the right to recover any dues payable by the service provider from any amount outstanding to the credit of the service provider, including the pending bills and/or invoking & forfeiting the Performance bank guarantee/performance security, if any, under this agreement.

IPPB may also terminate this agreement, on convenience, at its own discretion by providing prior written notice of Ninety (90) days to the Service Provider without assigning any reasons.

31. BLACKLISTING

If the Service Provider fails to perform the obligations as per this agreement and the RFP or his/her performance is found to be unsatisfactory by the IPPB (India Post Payments Bank Ltd.), the IPPB may at its sole discretion blacklist the Service Provider from participating in any offer by the IPPB calling Bids, for a period of __ years.

32. MATERIAL BREACH

In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a ____ (__) days' notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the IPPB or the Service Provider, as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, and the termination will become effective.

33. EFFECTS OF TERMINATION

In the event that the IPPB terminates this Agreement pursuant to failure on the part of the Service Provider to comply with the conditions as contained in this agreement and depending on the event of default, Performance Guarantee furnished by Service Provider shall be invoked/forfeited.

34. Termination due to bankruptcy of Service Provider, if Service Provider files for declaration of bankruptcy before the appropriate forum.

The IPPB may serve written notice on the Service Provider at any time to terminate this Agreement with immediate effect in the event that the Service Provider reporting an apprehension of bankruptcy to the IPPB or its nominated agencies.

35. LIQUIDATED DAMAGES

If the Service provider fails to deliver any or all of the products and/or systems and/or services within the time period specified as per the Delivery & Installation Schedule, then IPPB shall, without prejudice to its other remedies under the agreement, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week or part thereof of Contract Price subject to maximum deduction of 10% of the total contract value for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in this agreement & the RFP. Once the maximum deduction is reached, IPPB may consider termination of the agreement at its discretion.

36. Fraud by Service Providers Personnel

The IPPB reserves its right to initiate criminal action against the agents/ employees of the Service Provider for fraud or misappropriation, besides stringent penalties Under the applicable laws, the IPPB may call for termination of this Agreement if the IPPB, in its sole discretion finds it necessary to do so. The Service Provider agrees that any decision of the IPPB in this respect shall be final and binding on the Service Provider.

37. Business Continuity Plan (BCP) Requirements

The Service Provider should have proper standards & business continuity plan with required disaster recovery in place to achieve the stipulated uptime & achieve the required SLA's.

Regular testing of the Business Continuity to be done by service provider and the report of the same to be shared with IPPB.

The business continuity plan shall be shared with IPPB by the Service Provider.

38. Force Majeure

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (natural calamity) or events such as a war, strike, riots, crimes. In case of a FM, the contract frees both parties (bank & the vendor) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding __ (_____) days, IPPB may at its option terminate the contract.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the service provider would not be liable for imposition of any such sanction so long as the delay and/or failure of the vendor in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

39. Intellectual Property Rights

The name, logo, design, and other intellectual property rights of IPPB is solely the property of the IPPB and in no case the Service Provider shall use the same, except for the purposes mentioned under this agreement and exclusively for the IPPB only.

40. Confidentiality

"Confidential Information" shall mean and includes, without limitation, any and all information, data (including but not limited to customer data/information of IPPB), knowledge, and know-how, whether pertaining to commercial, technical, scientific, operational, administrative, financial, marketing or business affairs, or intellectual property, or otherwise (in whatever form and however communicated) relating, directly or indirectly, to the Provider, which the Provider or its employees, directors, officers, agents, consultants etc., would have disclosed or delivered prior to the date of this Agreement, or is disclosed or delivered after the date of this Agreement, to the Recipient or to any third party on the request of the Recipient, in writing, electronically, verbally, or through visual means, either with the disclaimer of confidentiality or not, or which the Recipient (or such third party) learns, obtains or derives, orally, through observation or through analysis, interpretations, compilations, studies, or evaluations of such information, data, knowledge, or know-how; for clarity, the information, data, knowledge, and know-how includes, without limitation, those in the nature of, or pertaining to, business plans, marketing and financial plans, strategy, projections, policy details, client details, various products, details regarding pricing, technical know-how etc. in respect of such products, and also the documents,

registers, books, photographs, notes, renderings, journals, notebooks, computer programs, computer readable video, audio or sound files, and samples relating thereto;

- i) The Service Provider recognises that during the Term of this Agreement, data, documents and/or information, including but not limited to Proprietary Information ("Confidential Information") will be procured and made available to it. Disclosure or usage of the data by any such recipient may constitute a breach of applicable Laws causing harm to the concerned customers of the IPPB. The Service Provider hereby consents to, not disclose any such Confidential Information to any Third Party and demonstrate utmost care, sensitivity and strict confidentiality with regard to any such Confidential Information. Any breach of this Clause will result in the IPPB and its nominees receiving a right to seek injunctive relief and damages without any limit, from the and/or also seek termination, in its sole discretion.
- ii) Each Party agrees as to any Confidential Information disclosed by a Party to this Agreement ("Discloser") to the other Party to this Agreement ("Recipient"):
 - a) To take such steps necessary to protect the Discloser's Confidential Information from unauthorised use, reproduction and disclosure as the Recipient takes in relation to its own Confidential Information of the same type, but in no event less than reasonable care.
 - b) To use such Confidential Information only for the purposes of this Agreement or as otherwise expressly permitted or expressly required by this Agreement or as otherwise permitted by the Discloser in writing.
 - c) Not, without the Discloser's prior written consent, to copy the Confidential Information or cause or allow it to be copied, directly or indirectly, in whole or in part, except as otherwise expressly provided in this Agreement, or as required about Recipient's use as permitted under this Clause, or as needed for the purposes of this Agreement, provided that any proprietary legends and notices (whether of the Discloser or of a Third Party) are not removed or obscured.
 - d) Not, without the Discloser's prior written consent, to disclose, transfer, publish or communicate the Confidential Information in any manner to any person except as permitted under this Agreement.
 - e) Promptly destroy all Confidential Information in its possession, to the satisfaction of the Discloser, upon fulfilment of its obligations under this Agreement.
- iii) The restrictions of this clause shall not apply to Confidential Information that:
 - a) is or becomes generally available to the any Third Party through no breach of this Clause by the Recipient;
 - b) was in the Recipient's possession free of any obligation of confidence prior to the time of receipt of it by the Recipient hereunder, provided the same has been rightfully obtained;
 - c) is developed by the Recipient independently of any of Discloser's Confidential Information;

- d) is rightfully obtained by the Recipient from Third Parties authorised at that time to make such disclosure without restriction;
 - e) is identified in writing by the Discloser as no longer proprietary or confidential;
 - f) is required to be disclosed by Law, regulation or order of a court or any other regulatory authority in India or to be furnished to the Parliament and/or its Committees, provided that the Recipient gives prompt written notice to the Discloser of such legal and regulatory requirement to disclose so as to allow the Discloser reasonable opportunity to contest such disclosure.
- iv) To the extent that such disclosure is required for the purposes of this Agreement, either Party may disclose Confidential Information, with the prior written consent of the other Party, which shall not be unreasonably withheld, to:
- a. its employees, agents and independent contractors and to any of its Affiliates and their respective independent contractors or employees but all of them should in turn be bound to maintain the confidentiality referred to herein on their part; and
 - b. its professional advisors and auditors, who require access for the purposes of this Agreement, whom the relevant Party has informed of its obligations under this Clause and in respect of whom the relevant Party has used commercially reasonable efforts to ensure that they are contractually obliged to keep such Confidential Information confidential on terms substantially the same as set forth in this Article. Either Party may also disclose Confidential Information to any entity with the other Party's prior written consent.
- v) The provisions of this clause 40 shall survive the expiration or any earlier termination of this Agreement.
- vi) Confidential Information shall be and remain the property of the Discloser and nothing in this clause shall be construed to grant either Party any right or license with respect to the other Party's Confidential Information otherwise than as is expressly set out in this Agreement.
- vii) Subject as otherwise expressly provided in this Agreement all Confidential Information in tangible or electronic form under the control of the Recipient shall either be destroyed, erased or returned to the Discloser promptly upon the earlier of: (i) the written request of the Discloser, or, (ii) termination or expiry of this Agreement.
- viii) Both Parties agree that monetary damages would not be a sufficient remedy for any breach of this Clause by the other Party and that the IPPB and Service Provider, as appropriate, shall be entitled to equitable relief, including injunction and specific performance as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach by a Party of this Clause, but shall be in addition to all other remedies available at Law or equity to the damaged Party.

41. Personnel

- i) Personnel assigned by the Service Provider to perform the Services shall be employees/sub-contractors/consultants of the Service Provider, and under no circumstances will such personnel be considered employees of IPPB. The Service Provider shall have the sole responsibility for supervision and control of its personnel and for payment of such

personnel's entire compensation, including salary, withholding of income taxes and other applicable taxes, worker's compensation, employee and disability benefits and the like and shall be responsible for all IPPB obligations under all applicable laws.

- ii) Each Party shall be responsible for the performance of all its obligations under this Agreement and shall be liable for the acts and omissions of its employees and agents in connection therewith.

42. Change in constitution

Change in management and the key persons of the service provider monitoring the arrangements under this agreement are to be timely informed to Bank by Service Provider to ensure continuity of operations. Further, the deployed management/ resources should be in line with the expertise requirements to carry out the activities and as per the terms & conditions of this contract and the RFP.

43. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, the liability of the **Service Provider to IPPB**, (whether under the contract, in tort or otherwise), shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not apply to any obligation of the Service Provider, to indemnify the IPPB under clause 16 or security & safety under clause 21 or due to breach of Intellectual Property Rights under clause 26 & 39 or breach of confidentiality obligations under clause 40.

In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage (including but not limited to lost business, lost profits).

44. Performance Monitoring

The performance of the service provider shall be continuous monitored and assessed at a regular interval of ____ months/quarterly/half-yearly.

In case of any deficiency in services by the service provider or non-adherence to the timelines as mentioned under this agreement or the services provided by the Service Provider are not found to be satisfactory by IPPB, then IPPB may terminate this agreement at its own discretion and/or invoke & forfeit the performance bank guarantee/performance security.

45. Transition Requirement

In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, IPPB may at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor/ service provider. In such case, IPPB shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a New Service Provider or New Vendor completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by IPPB, at no extra cost to IPPB, for ensuring smooth switch over and continuity of services. If existing Service Provider breaches this obligation under clause 45, it shall be liable for paying a penalty of Rs. _____ on demand to IPPB, which may be settled from the payment of invoices for the contracted period or by forfeiture of Performance bank guarantee/performance security.

46. Notices

- i) Any notice or other document, which may be given by either Party under this Agreement to the other Party ("Notice"), shall be given in writing in person or by registered post or by facsimile transmission.
- ii) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address set forth below-

If to IPPB;**Name:**.....**Designation:****India Post Payments Bank Ltd., Corporate Office, 2nd Floor, Speed Post Centre, Market Road, Bhai Veer Singh Marg, New Delhi-110001****Telephone no.-** _____,**E-Mail ID:****If to Service Provider;****Name:**.....**Designation:****Address:**.....**Telephone:****Fax:****Email Id:**

- iii) Any notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 10.00 am and 5.00 pm on a working day at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter), or through e-mail with due acknowledgement of its receipt.
- iv) Either Party to this Agreement may change its representative, address, telephone number, facsimile number and nominated email for notification purposes by giving the other Party reasonable prior written notice of the new information and its effective date.

47. ENTIRE AGREEMENT

This Agreement along with Schedules constitutes the entire agreement between the parties hereto with respect to the subject matter of this Agreement and supersedes all prior agreements and undertakings, written or oral, with respect to the subject matter hereof except as otherwise expressly provided herein.

48. Order Cancellation

IPPB reserves its right to cancel the order (fully or partially) in the event of work not done per the mutually agreed terms & conditions. In addition to the cancellation of the purchase order, the IPPB also reserves the right to appropriate the damages from the performance bank guarantee/performance security (PBG) given by the Service Provider and/or foreclose the performance bank guarantee/performance security for damages / losses incurred by IPPB. The Service Provider shall continue to fulfil the contract to the extent not terminated.

49. COSTS

Each of the parties shall pay its own legal, accountancy and other costs and expenses incurred in relation to the negotiation, preparation and execution of this Agreement.

50. COUNTERPARTS

This Agreement may be executed in any number of counterparts and by the different parties on separate counterparts, each of which when so executed and delivered shall be an original, but all of which shall together constitute one and the same instrument. The English language text of this Agreement shall prevail over any translation thereof.

51. VARIATIONS AND FURTHER ASSURANCE

- i) No amendment, variation or other change to this Agreement shall be valid unless made in writing and signed by the duly authorised representatives of the Parties to this Agreement.
- ii) Each Party to this Agreement agrees to enter into or execute, without limitation, whatever other agreement, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in this Agreement.

52. SEVERABILITY AND WAIVER

- i) No waiver of any provision of this Agreement or consent to any departure from it by any party shall be effective unless it is in writing. A waiver or consent shall be effective only for the purpose for which it is given. No default or delay on the part of any Party in exercising any rights, powers or privileges operates a waiver of any right, nor does a single or partial exercise of a right preclude any exercise of other rights, powers or privileges
- ii) Failure or delays on the part of any party in exercising any right, power or privilege under this Agreement and no course of dealing between the Parties shall operate as a waiver thereof; nor shall any single or partial exercise of any right, power or privilege hereunder shall not preclude any other or further exercise thereof or the exercise of any other right, power and privilege hereunder. The rights, powers and remedies herein expressly provided are cumulative and not exclusive of any rights, powers or remedies, which the parties would otherwise have. No notice to or further notice or demand in similar or other circumstances or constitute a waiver of the rights of any of the other parties to any other or further action in any circumstances without notice or demand.
- iii) If any provision of this Agreement, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the

other provisions of this Agreement and the remainder of the provisions in question which shall remain in full force and effect.

- iv) No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this Agreement of any right, remedy or provision of this Agreement shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision. No waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing and duly executed by both the parties.

53. SURVIVAL

Cancellation, expiration or earlier termination of the Agreement (i) shall not relieve any Party of any obligations here under which expressly or by implication survive termination hereof; and (ii) except as otherwise provided in any provision of the Agreement expressly limiting the liability of either Party, shall not relieve either Party of any obligations or liabilities for (a) loss or damage to the other Party arising out of or caused by acts or omissions of such Party prior to the effectiveness of such termination or arising out of such termination; and (b) warranties, remedies, promises of indemnity and confidentiality.

54. PUBLICITY AND BRANDING

- i) The Service Provider shall not, without the prior written consent of the IPPB, which shall not be unreasonably withheld or delayed, make any press announcements or publicise this Agreement or any other contract with the IPPB or their respective contents or the business practices of the Parties in any way; or use the IPPB name or brand in any promotion or marketing or announcement of orders.
- ii) Each party acknowledges to the other that nothing in this Agreement either expressly or by implication constitutes an endorsement of any products or services of the other party and each party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

55. Arrangement between Service Provider & OEM

The service provider shall have back-to-back arrangement with the OEM for fulfilling the obligations under this agreement.

56. Precedence of Documents

If there is any inconsistency between the terms of this agreement & the RFP then, the terms of the RFP will prevail to the extent of any inconsistency.

57. Applicable law and jurisdiction of court

This agreement shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

58. PREVENTION OF CORRUPTION

- i) The Service Provider shall not:
- I. offer or agree to give any person working for or engaged by the IPPB any gift or other consideration, which could act as an inducement or a reward for any act or failure to act connected to this Agreement, or any other agreement between the Service Provider and the IPPB or any Governmental Authority; nor
 - II. enter into this Agreement if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by the IPPB or any other Governmental Authority by or for the Service Provider, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to the IPPB before execution of this Agreement.
- ii) If the Service Provider (including any employee, Partner, or agent, in all cases whether or not acting with the Service Provider's knowledge) breaches the above provisions of Clause 58(i) ,I & II and/or the Prevention of Corruption Act, 1988 in relation to this Agreement or any other contract with the IPPB, the IPPB may terminate this Agreement by written notice with immediate effect.
- iii) Any termination under the above clause 58 (i) & (ii) shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the IPPB.

Notwithstanding, what has been stated above, for the purpose of interpretation of the responsibilities of the Service Provider under this Agreement, all the terms & conditions of this agreement shall prevail and shall be binding upon the Service Provider.

IN WITNESS WHEREOF the Parties have by duly authorised representatives set their respective hands and seal on the date first above written in the presence of:

**IPPB
Signed**

**For and on behalf of the
India Post Payments Bank Limited**

**SERVICE PROVIDER
Signed**

**For and on behalf of the
.....**

(Name & Designation)_

(Name & Designation)_

WITNESSES:

1.

(Name, Designation, Organisation, and Signature)

2.

(Name, Designation, Organisation, and Signature)

SCHEDULE-A

The scope of Work, SLA & Timelines

SCHEDULE-B

Terms of Payment, Commercials and Service credits and debits,

Invoicing, Settlement & Taxation

Penalties

12.18 Annexure XVII – NDA

THIS AGREEMENT is made on this the <*> day of <*> 20--- at <*>, New Delhi.

BETWEEN

India Post Payments Bank Limited a public limited company wholly owned by the Government of India and set up under the Companies Act, 2013, and the Payment Banking Regulation Act, 1949 as a Payments Bank under the Department of Posts and in line with relevant guidelines of the Reserve Bank of India, having its Registered & Corporate Office at 2nd Floor, Speed Post Centre Building, Bhai Veer Singh Marg, Market Road, New Delhi – 110001 (hereinafter referred to as the "Payment Bank" or "Bank", which expression shall unless repugnant to the context thereof, include its successors, assigns) party of the First part;

AND

<*>, a incorporated under the, having its registered office at <*> (hereinafter referred to as the ".....", as the case may be (which expression shall, unless the context otherwise requires, include its permitted successors and assigns), party of the other part.

.

Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'.

WHEREAS:

- A. the, is a providingto the Payment Bank.
- B. The Confidential Information shall at all times belong to the Party providing ("Provider" or "Discloser" or "Disclosing Party") such information and shall be provided to the recipient Party ("Recipient" or "Receiving Party") for the specific purposes of achieving the objects of the Service Agreement.
- C. The Parties are executing these presents to set out their understanding with regard to the manner of dealing with the Confidential Information (as defined below).

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

1. DEFINITIONS AND INTERPRETATION

1.1. Definitions

- a) "Agreement" means this non-disclosure agreement, as amended from time to time, and includes all recitals, schedules, annexures or exhibits annexed hereto.
- b) "Agreed Purpose" mean the specific purpose for which the Provider has provided the Confidential Information to the Recipient;
- c) "Confidential Information" shall mean and includes, without limitation, any and all information, data, knowledge, and know-how, whether pertaining to commercial, technical, scientific, operational, administrative, financial, marketing or business affairs, or intellectual property, or otherwise (in whatever form and however communicated) relating, directly or indirectly, to the Provider, which the Provider or its employees, directors, officers, agents,

consultants etc., would have disclosed or delivered prior to the date of this Agreement, or is disclosed or delivered after the date of this Agreement, to the Recipient or to any third party on the request of the Recipient, in writing, electronically, verbally, or through visual means, either with the disclaimer of confidentiality or not, or which the Recipient (or such third party) learns, obtains or derives, orally, through observation or through analysis, interpretations, compilations, studies, or evaluations of such information, data, knowledge, or know-how; for clarity, the information, data, knowledge, and know-how includes, without limitation, those in the nature of, or pertaining to, business plans, marketing and financial plans, strategy, projections, policy details, client details, various products, details regarding pricing, technical know-how etc. in respect of such products, and also the documents, registers, books, photographs, notes, renderings, journals, notebooks, computer programs, computer readable video, audio or sound files, and samples relating thereto;;

d) "Parties" means the Payment Bank and for the purposes of this Agreement and "Party" shall be interpreted accordingly;

1.2. Interpretation

In this Agreement, unless otherwise specified:

- (i) references to Clauses, Sub-Clauses, Paragraphs and Schedules are to clauses, sub-clauses, paragraphs of and schedules to this Agreement;
- (ii) use of any gender includes the other genders;
- (iii) references to a 'company' shall be construed so as to include any company, corporation or other body corporate, wherever and however incorporated or established;
- (iv) references to a 'person' shall be construed so as to include any individual, firm, company, government, state or agency of a state, local or municipal authority or government body or any joint venture, association or partnership (whether or not having separate legal personality);
- (v) a reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified or re-enacted;
- (vi) any reference to a 'day' (including within the phrase 'business day') shall mean a period of 24 hours running from midnight to midnight;
- (vii) references to a 'business day' shall be construed as a reference to a day (other than 2nd and 4th Saturday, Sunday and other gazetted holidays) on which the Payment Bank is generally open for business;
- (viii) references to times are to Indian standard time;
- (ix) a reference to any other document referred to in this Agreement is a reference to that other document as amended, varied, novated or supplemented at any time; and
- (x) all headings and titles are inserted for convenience only. They are to be ignored in the interpretation of this Agreement.

2. TERM

This Agreement will remain in effect for _____ years from the date of execution of this Agreement or years from the date of the last disclosure of Confidential Information,

whichever is later ("Term"), at which time it will terminate, unless extended by the provider of information in writing.

3. TERMINATION

The parties to this agreement may terminate this agreement by providing prior notice of thirty (30) days in writing, without giving any reasons for the same. However, the confidentiality obligations of both the parties shall survive a term of (...) years from the date of termination or expiry of this Agreement

4. USE OF THE CONFIDENTIAL INFORMATION; NON-DISCLOSURE

The Recipient hereby agrees that it shall use the Confidential Information only for the Agreed Purpose. Further, the Recipient shall not, except with the prior written consent of the Provider or in accordance with this Agreement disclose, transfer, or use, to its financial or monetary advantage, any such Confidential Information. The obligation of the Recipient contained in this Clause shall not be limited in point in time save and except at such time as the exclusions contained hereof become applicable in respect thereof as per Clause 2 hereof. Also, the Recipient and its Representatives will not disclose to any person the fact that the Confidential Information has been made available to it or its Representatives or that Confidential Information has been provided by Provider to the Recipient and/or its representatives.

5. OBLIGATIONS OF THE RECEIVING PARTY

The Receiving Party shall:

- (a) use the Confidential Information only for the Agreed Purpose and shall hold the Confidential Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, considering the nature of the Confidential Information, and
- (b) grant access to Confidential Information only to its employees on a "need to know basis" and restrict such access as and when not necessary to carry out the Agreed Purpose.
- (c) cause its employees to comply with the provisions of this Agreement;
- (d) reproduce Confidential Information only to the extent essential to fulfilling the Agreed Purpose, and
- (e) prevent disclosure of Confidential Information to third parties;
- (f) disclose the Confidential Information to its consultants/contractors on a need to know basis; provided that by doing so, the Recipient agrees to bind such consultants/ contractors to terms at least as restrictive as those stated herein. The Recipient upon making a disclosure under this Clause shall:
 - (i) advise the consultants/contractors of the confidentiality obligations imposed on them by this Clause.
 - (ii) upon the Provider's request, the Recipient shall either return to the Provider all Confidential Information or shall certify to the Provider that all media containing Confidential Information have been destroyed.
 - (iii) not to remove any Confidential Information from the premises of the Provider without prior written approval of the Provider.
 - (iv) exercise extreme care in protecting the confidentiality of any Confidential Information which is removed, only with the Provider's prior written approval, from the Provider's premises.

Each Party agrees to comply with any and all terms and conditions the Provider may impose upon any such approved removal, such as conditions that the removed Confidential Information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.

(v) Upon the Provider's request, the Recipient shall promptly return to the Provider all tangible items containing or consisting of the Provider's Confidential Information all copies thereof.

The recipient of information agrees that the provider of information shall have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

6.EXCEPTIONS TO CONFIDENTIAL INFORMATION

The foregoing restrictions on each party's use or disclosure of Confidential Information shall not apply to the Confidential Information that the Recipient can demonstrate that such Confidential Information:

- (a) was independently developed by the Recipient; or
- (b) has become generally available to the public without breach of confidentiality obligations of the Recipient; or
- (c) was in the Recipient's possession without restriction or was known by the Recipient without restriction at the time of disclosure; or
- (d) is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the Recipient has given the Provider prompt notice of such demand for disclosure and the Recipient reasonably cooperates with the Provider's efforts to secure an appropriate protective order; or
- (e) is disclosed with the prior consent of the Provider; or
- (f) was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the Provider and was not previously acquired by the Recipient from the Provider under an obligation of confidence; or
- (g) the Recipient obtains or has received such information from a source other than the Provider without breach by the Recipient or such source of any obligation of confidentiality or non-use towards the Provider.

7. OWNERSHIP OF THE CONFIDENTIAL INFORMATION

(a) Each Party recognizes and agrees that all of the Provider's Confidential Information is owned solely by the Provider (or its licensors) and that the unauthorized disclosure or use of such Confidential Information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain.

(b) By disclosing the Confidential Information or executing this Agreement, the Provider does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The Provider disclaims all warranties regarding the information, including all warranties with respect to infringement of intellectual property rights and all warranties as to the accuracy or utility of such information.

(c) Access to Confidential Information hereunder shall not preclude an individual who has seen such Confidential Information for the purposes of this Agreement from working on future projects for the Provider which relate to similar subject matters, provided that such individual does not refer to the Confidential Information and does not copy the substance of the Confidential Information during the Term. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Recipient's disclosure or use of any general learning, skills or know-how developed by the Recipient's personnel under the Service Agreement.

(d) Execution of this Agreement and the disclosure of Confidential Information pursuant to this Agreement do not constitute or imply any commitment, promise, or inducement by either Party to make any purchase or sale, or to enter into any additional agreement of any kind.

8. Governing Law & Jurisdiction

This Agreement, the relationship between the Parties and all rights and obligations arising from any act done or required to be done under this Agreement and the terms herein shall be governed by and construed in accordance with the laws of India. The courts at New Delhi, India shall have exclusive jurisdiction over the subject matter.

9. MODIFICATION / AMENDMENT

No modification, amendment, or other change in this Agreement will be binding on any Party unless consented to in writing to by both Parties.

10. WAIVER

Waiver including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:-

- (a) shall be in writing
- (b) shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Agreement;
- (c) shall be executed by a duly authorized representative of the Party; and
- (d) shall not affect the validity or enforceability of this Agreement in any manner.

11. EXCLUSION OF IMPLIED WARRANTIES

This Agreement expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement, except the service agreement, if any, executed between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

12. ENTIRE AGREEMENT

This Agreement constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn.

13. SEVERABILITY

If for any reason whatever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.

14. NO PARTNERSHIP

This Agreement shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party, and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party except as expressly provided under the terms of this Agreement.

15. THIRD PARTIES

This Agreement is intended solely for the benefit of the Parties and their respective successors and permitted assigns, and nothing in this Agreement shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Agreement.

16. SUCCESSORS AND ASSIGNS

The Agreement shall be binding on and shall inure to the benefit of the Parties and their respective successors and permitted assigns.

17. NOTICES

Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Agreement shall be in writing and shall be given by hand delivery, recognized courier, registered post, email or facsimile transmission and delivered or transmitted to the Parties at their respective addresses set forth below:

If to the Payment Bank:

India Post Payments Bank Ltd.,

Corporate Office, 2nd Floor,

Speed Post Centre, Bhai Veer Singh Marg,

Market Road, New Delhi-110001

If to the:

Attn. <***>

Phone: <***>

Fax No. <***>

18. LANGUAGE

All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in the English language.

19. COUNTERPARTS

This Agreement may be executed in counterparts, each of which, when executed and delivered, shall constitute an original of this Agreement.

20. DAMAGES:

- a) Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage of the Disclosing Party.
- b) The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire loss and damages on account of such disclosure.
- c) Each party agrees to indemnify the other against loss suffered due to breach of contract and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.
- d) The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach may have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

21. MITIGATION

Without prejudice to any express provisions of this Agreement on any mitigation obligations of the Parties, each of the parties to this agreement i.e Payment Bank and the shall at all times take all reasonable steps to minimize and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to this Agreement.

22. REMOVAL OF DIFFICULTIES

The Parties acknowledge that it is conceivable that the Parties may encounter difficulties or problems in the course of implementation of the Project and the transactions envisaged under this Agreement. The Parties agree and covenant that they shall mutually discuss such difficulties and problems in good faith and take all reasonable steps necessary for removal or resolution of such difficulties or problems.



IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

WITNESSES:

- 1. (Name, Designation, Organisation, and Signature)
- 2. (Name, Designation, Organisation, and Signature)

Payment Bank	[.....]
Signed	Signed
For and on behalf of the	For and on behalf of the
India Post Payments Bank Limited	(Company name)
By: _(signature)_	By: _(signature)_
(Name and designation) _	(Name and designation) _

An authorized signatory duly nominated pursuant to Board Resolution No. dated of the



12.19 Annexure XVIII – Bank office locations for delivery

S.No	State	District	Branch Name	Branch Address
1	ANDHRA PRADESH	Ananthapur	ANANTAPUR BRANCH	India Post Payments Bank Ltd, C/o ANANTAPUR Head Post Office, NEAR CLOCK TOWER, SUBASH ROAD, ANANTAPUR-515001., Pincode -515001
2	ANDHRA PRADESH	West Godavari	BHIMAVARAM BRANCH	India Post Payments Bank Ltd, C/o BHIMAVARAM Head Post Office, Opposite Edward Tank, Pincode - 534201
3	ANDHRA PRADESH	Chittoor	CHITTOOR BRANCH	India Post Payments Bank Ltd, C/o CHITTOOR Head Post Office, Jail Khana Street, Mittoor, Chittoor, Andhra Pradesh 517001, India, Pincode -517001
4	ANDHRA PRADESH	Cuddapah	CUDDAPAH BRANCH	India Post Payments Bank Ltd, C/o CUDDAPAH Head Post Office, Cuddapah Head Post Office, Cuddapah, Pincode -516001
5	ANDHRA PRADESH	West Godavari	ELURU BRANCH	India Post Payments Bank Ltd, C/o ELURU Head Post Office, Head Post Office Rd, Main Bazar, Paidichintapadu, Eluru, Andhra Pradesh 534001, India, Pincode -534001
6	ANDHRA PRADESH	Krishna	GUDIVADA BRANCH	India Post Payments Bank Ltd, C/o GUDIVADA Head Post Office, Opp Area Hospital, Pincode -521301
7	ANDHRA PRADESH	Nellore	GUDUR BRANCH	India Post Payments Bank Ltd, C/o GUDUR Head Post Office, MRO OFFICE ROAD, HEAD POST OFFICE ,GUDUR, Pincode -524101
8	ANDHRA PRADESH	Ananthapur	HINDUPUR BRANCH	India Post Payments Bank Ltd, C/o HINDUPUR Head Post Office, Sri Vasavi Dharmashala Road Hindupur, Pincode -515201
9	ANDHRA PRADESH	East Godavari	KAKINADA BRANCH	India Post Payments Bank Ltd, C/o KAKINADA Head Post Office, Main Road, Opposite Tirumula Theatre , Kakinada, Pincode -533001
10	ANDHRA PRADESH	Kurnool	KURNOOL BRANCH	India Post Payments Bank Ltd, C/o KURNOOL Head Post Office, Coles College Rd, Opp.Konda Reddy Fort, Kurnool, Andhra Pradesh 518001, India, Pincode -518001
11	ANDHRA PRADESH	Prakasam	MARKAPUR BRANCH	India Post Payments Bank Ltd, C/o MARKAPUR Head Post Office, Near Court Road Markapur., Pincode - 523316
12	ANDHRA PRADESH	Kurnool	NANDYAL BRANCH	India Post Payments Bank Ltd, C/o NANDYAL Head Post Office, Near Gandhi Chowk Nandyal, Pincode - 518501
13	ANDHRA PRADESH	Guntur	NARASARAOPET BRANCH	India Post Payments Bank Ltd, C/o NARASARAOPET Head Post Office, Near Railway station, Pincode - 522601
14	ANDHRA PRADESH	Nellore	NELLORE BRANCH	India Post Payments Bank Ltd, C/o NELLORE Head Post Office, Achari Street, Pincode -524001
15	ANDHRA PRADESH	Prakasam	ONGOLE BRANCH	India Post Payments Bank Ltd, C/o ONGOLE Head Post Office, HEAD POST OFFICE , ONGOLE, Pincode - 523001
16	ANDHRA PRADESH	Vizianagaram	PARVATIPURAM BRANCH	India Post Payments Bank Ltd, C/o PARVATIPURAM Head Post Office, NEAR BUS STAND, BELAGAM, PARVATIPURAM, Pincode -535501

S.No	State	District	Branch Name	Branch Address
17	ANDHRA PRADESH	Cuddapah	PRODDATUR BRANCH	India Post Payments Bank Ltd, C/o PRODDATUR Head Post Office, Opp: Municipal Park, Vasanthapet, Proddatur, Pincode -516360
18	ANDHRA PRADESH	East Godavari	RAJAHMUNDY BRANCH	India Post Payments Bank Ltd, C/o RAJAHMUNDY Head Post Office, Near Innespeta Junction, Opposite-II Town Police Station, Rajahmundry, Pincode -533101
19	ANDHRA PRADESH	Srikakulam	SRIKAKULAM BRANCH	India Post Payments Bank Ltd, C/o SRIKAKULAM Head Post Office, 7 Road Junction, Opposite Police Station , Srikakulam , Pincode -532001
20	ANDHRA PRADESH	Guntur	TENALI BRANCH	India Post Payments Bank Ltd, C/o TENALI Head Post Office, Opp.Taluk Junior college, Ramalingeswarapet, Tenali, Pincode -522201
21	ANDHRA PRADESH	Chittoor	TIRUPATI BRANCH	India Post Payments Bank Ltd, C/o TIRUPATI Head Post Office, Head Post Office St, Mallaiah Gunta Katta, Tata Nagar, Tirupati, Andhra Pradesh 517501, India, Pincode -517501
22	ANDHRA PRADESH	Krishna	VIJAYAWADA BRANCH	India Post Payments Bank Ltd, C/o VIJAYAWADA Head Post Office, Hotel Krishna Residency Complex, 27-14-18, Rajagopalachari St, Governorpet, Vijayawada, Andhra Pradesh 520002, India, Pincode -520002
23	ANDHRA PRADESH	Visakhapatnam	VISAKHAPATNAM BRANCH	India Post Payments Bank Ltd, C/o VISAKHAPATNAM Sub Post Office, Postmaster General Buliding, Opposite MVP Rythu Bazar, MVP, Visakhapatnam, Pincode -530017
24	ANDHRA PRADESH	Vizianagaram	VIZIANAGARAM BRANCH	India Post Payments Bank Ltd, C/o VIZIANAGARAM Head Post Office, HASTHABAL ROAD, BACK SIDE OF PORT, Pincode -535002
25	ASSAM	Barpeta	BARPETA BRANCH	India Post Payments Bank Ltd, C/o BARPETA Head Post Office, Barpeta-Doulashal-Hajo Rd, Assam 781301, India, Pincode -781301
26	ASSAM	Bongaigaon	BONGAIGAON BRANCH	India Post Payments Bank Ltd, C/o BONGAIGAON Sub Post Office, Bongaigaon, Pincode -783380
27	ASSAM	Bishwanath[8]	CHARIALI BRANCH	India Post Payments Bank Ltd, C/o CHARIALI Sub Post Office, Biswanathghat-BiswanathChariali-Pavoi, Biswanath Charali, Assam 784176, India, Pincode -784176
28	ASSAM	Dhemaji	DHEMAJI BRANCH	India Post Payments Bank Ltd, C/o DHEMAJI Sub Post Office, STATION ROAD, NEAR SBI, Pincode -787057
29	ASSAM	Dhubri	DHUBRI BRANCH	India Post Payments Bank Ltd, C/o DHUBRI Head Post Office, Dhubri Taluk, Dhubri, Assam 783301, Pincode -783301
30	ASSAM	Dibrugarh	DIBRUGARH BRANCH	India Post Payments Bank Ltd, C/o DIBRUGARH Head Post Office, Dibrugarh Town, Pincode -786001
31	ASSAM	Karbi Anglong	DIPHU BRANCH	India Post Payments Bank Ltd, C/o DIPHU Head Post Office, Diphu, Assam 782460, India, Pincode -782460
32	ASSAM	Goalpara	GOALPARA BRANCH	India Post Payments Bank Ltd, C/o GOALPARA Sub Post Office, Bhalukdubi, Goalpara, Pincode -783101
33	ASSAM	Golaghat	GOLAGHAT BRANCH	India Post Payments Bank Ltd, C/o GOLAGHAT Head Post Office, GF Rd, Golaghat, Assam 785621, Pincode -785621
34	ASSAM	North Cachar Hills	HAFLONG BRANCH	India Post Payments Bank Ltd, C/o HAFLONG MDG, Main Road, Haflong, Dima Hasao, Assam., Pincode -788819
35	ASSAM	Hailakandi	HAILAKANDI BRANCH	India Post Payments Bank Ltd, C/o HAILAKANDI Head Post Office, Ward No-IX, Hailakandi, Pincode -788151

S.No	State	District	Branch Name	Branch Address
36	ASSAM	Hojai	HOJAI BRANCH	India Post Payments Bank Ltd, C/o HOJAI Sub Post Office, Hojai Town, Pincode -782435
37	ASSAM	Jorhat	JORHAT BRANCH	India Post Payments Bank Ltd, C/o JORHAT Head Post Office, Jorhat Town, Pincode -785001
38	ASSAM	Karimganj	KARIMGANJ BRANCH	India Post Payments Bank Ltd, C/o KARIMGANJ Head Post Office, Karimganj Town, Pincode -788710
39	ASSAM	Kokrajhar	KOKRAJHAR BRANCH	India Post Payments Bank Ltd, C/o KOKRAJHAR Head Post Office, KOKRAJHAR, Pincode -783370
40	ASSAM	Darrang	MANGALDOI BRANCH	India Post Payments Bank Ltd, C/o MANGALDOI Head Post Office, NH15, Mangaldoi, Assam 784125, Pincode -784125
41	ASSAM	Kamrup	MEGHDOOT BHAWAN BRANCH	India Post Payments Bank Ltd, C/o MEGHDOOT BHAWAN Head Post Office, M.G Road, Panbazar, Pincode -781001
42	ASSAM	Marigaon	MORIGAON BRANCH	India Post Payments Bank Ltd, C/o MORIGAON Sub Post Office, PO-Morigaon, Dist-Morigaon, Pincode -782105
43	ASSAM	Nagaon	NAGAON BRANCH	India Post Payments Bank Ltd, C/o NAGAON Head Post Office, Near Nagaon College, Pincode -782001
44	ASSAM	Nalbari	NALBARI BRANCH	India Post Payments Bank Ltd, C/o NALBARI Head Post Office, Nalbari, Pincode -781335
45	ASSAM	Lakhimpur	NORTH LAKHIMPUR BRANCH	India Post Payments Bank Ltd, C/o NORTH LAKHIMPUR Head Post Office, North Lakhimpur Town, Pincode -787001
46	ASSAM	Cachar	SILCHAR BRANCH	India Post Payments Bank Ltd, C/o SILCHAR Head Post Office, Near Silchar Court, Pincode -788001
47	ASSAM	Sibsagar	SIVASAGAR BRANCH	India Post Payments Bank Ltd, C/o SIVASAGAR Head Post Office, Near Siva Dou, PO & Dist- Sivasagar, Pincode -785640
48	ASSAM	Sonitpur	TEZPUR BRANCH	India Post Payments Bank Ltd, C/o TEZPUR Head Post Office, O/o the Postmaster, Tezpur HO. , Pincode -784001
49	ASSAM	Tinsukia	TINSUKIA BRANCH	India Post Payments Bank Ltd, C/o TINSUKIA Head Post Office, Tinsukia Town, Pincode -786125
50	ASSAM	Udalguri	UDALGURI BRANCH	India Post Payments Bank Ltd, C/o UDALGURI Sub Post Office, Udalguri - 784509, Pincode -784509
51	BIHAR	Bhojpur	ARARIA BRANCH	India Post Payments Bank Ltd, C/o ARARIA Sub Post Office, Chandani Chowk Araria , Pincode -854311
52	BIHAR	Araria	ARRAH BRANCH	India Post Payments Bank Ltd, C/o ARRAH Head Post Office, Station road , Ara - 802301, Pincode -802301
53	BIHAR	Arwal	ARWAL BRANCH	India Post Payments Bank Ltd, C/o ARWAL Sub Post Office, NH33, Arwal, Bihar 804401, India, Pincode -804401
54	BIHAR	Banka	BANKA BRANCH	India Post Payments Bank Ltd, C/o BANKA Head Post Office, Main Road, Banka, Bihar, Pincode -813102
55	BIHAR	Begusarai	BEGUSARAI BRANCH	India Post Payments Bank Ltd, C/o BEGUSARAI Head Post Office, Kachahari Rd, Tilak Nagar, Vishnupur, Chitragupta Nagar, Begusarai, Bihar 851101, India, Pincode -851101
56	BIHAR	West Champaran	BETTIAH BRANCH	India Post Payments Bank Ltd, C/o BETTIAH Head Post Office, Ujain Tola Bettiah, Pincode -845438
57	BIHAR	Bhagalpur	BHAGALPUR BRANCH	India Post Payments Bank Ltd, C/o BHAGALPUR Head Post Office, M.G. Road, Bhagalpur Pincode -812001
58	BIHAR	Nalanda	BIHARSHARIF BRANCH	India Post Payments Bank Ltd, C/o BIHARSHARIF Head Post Office, Mahatma Gandhi Road, Bihar Sharif (Nalanda), Pincode -803101

S.No	State	District	Branch Name	Branch Address
59	BIHAR	Buxar	BUXAR BRANCH	India Post Payments Bank Ltd, C/o BUXAR Head Post Office, Munim Chowk, Buxar, Bihar Pincode - 802101
60	BIHAR	Saran	CHAPRA BRANCH	India Post Payments Bank Ltd, C/o CHAPRA Head Post Office, In the campus of Chapra H.O., Sahebganj, Chapra, Pincode -841301
61	BIHAR	Darbhanga	DARBHANGA BRANCH	India Post Payments Bank Ltd, C/o DARBHANGA Head Post Office, Darbhanga Head Post Office , Lal Bag Pin Code-846004, Pincode -846004
62	BIHAR	Gaya	GAYA BRANCH	India Post Payments Bank Ltd, C/o GAYA Head Post Office, G.B. Road, Gaya, Bihar, Pincode -823001
63	BIHAR	Gopalganj	GOPALGANJ BRANCH	India Post Payments Bank Ltd, C/o GOPALGANJ Head Post Office, Post Office Chowk , Gopalganj, Bihar, Pincode -841428
64	BIHAR	Vaishali	HAJIPUR BRANCH	India Post Payments Bank Ltd, C/o HAJIPUR Head Post Office, Rajendra Chowk, Kachehari Road, Pincode - 844101
65	BIHAR	Jamui	JAMUI BRANCH	India Post Payments Bank Ltd, C/o JAMUI Head Post Office, Maharajganj, Jamui, Bihar 811307, Pincode - 811307
66	BIHAR	Jehanabad	JEHANABAD BRANCH	India Post Payments Bank Ltd, C/o JEHANABAD Head Post Office, JEHANABAD BAZAR, Pincode -804408
67	BIHAR	Katihar	KATIHAR BRANCH	India Post Payments Bank Ltd, C/o KATIHAR Head Post Office, R P PATH, NEW MARKET, KATIHAR, Pincode -854105
68	BIHAR	Khagaria	KHAGARIA BRANCH	India Post Payments Bank Ltd, C/o KHAGARIA MUKHYA DAKGHAR Sub Post Office, Town Thana Rd, Gandhi Nagar, Kalibari, Khagaria, Bihar 851204, India, Pincode -851204
69	BIHAR	Kishanganj	KISHANGANJ BRANCH	India Post Payments Bank Ltd, C/o Kishanganj MDGSub Post Office, Postmaster, Kishanganj MDG, Kishanganj , Bihar, Pincode -855107
70	BIHAR	Lakhisarai	LAKHISARAI BRANCH	India Post Payments Bank Ltd, C/o LAKHISARAI Sub Post Office, lakhisarai post Office Naya Bazar, Pin code-811311, Pincode -811311
71	BIHAR	Madhepura	MADHEPURA BRANCH	India Post Payments Bank Ltd, C/o MADHEPURA COLLECTORATE S.OSub Post Office, Madhepura , Pincode -852113
72	BIHAR	Madhubani	MADHUBANI BRANCH	India Post Payments Bank Ltd, C/o MADHUBANI Head Post Office, Ward No. 8, Surat Ganj, Madhubani, Bihar, Pincode -847211
73	BIHAR	East Champaran	MOTIHARI BRANCH	India Post Payments Bank Ltd, C/o MOTIHARI Head Post Office, Station Road, Motihari, Pincode -845401
74	BIHAR	Munger	MUNGER BRANCH	India Post Payments Bank Ltd, C/o MUNGER Head Post Office, NEAR BHAGAT SINGH CHOWK, Pincode - 811201
75	BIHAR	Muzaffarpur	MUZAFFARPUR BRANCH	India Post Payments Bank Ltd, C/o MUZAFFARPUR Head Post Office, Companybagh, Pincode -842001
76	BIHAR	Nawada	NAWADHA BRANCH	India Post Payments Bank Ltd, C/o NAWADHA Head Post Office, HOSPITAL ROAD, Pincode -805110
77	BIHAR	Patna	PATNA BRANCH	India Post Payments Bank Ltd, C/o PATNA Head Post Office, Patna GPO, Pincode -800001

S.No	State	District	Branch Name	Branch Address
78	BIHAR	Purnia	PURNEA BRANCH	India Post Payments Bank Ltd, C/o PURNEA Head Post Office, 4100 - 4255 Campus Dr, Irvine, CA 92612, USA, Pincode -854301
79	BIHAR	Saharsa	SAHARSA BRANCH	India Post Payments Bank Ltd, C/o SAHARSA Head Post Office, Thana Chowk Gandhipath Saharsa , Pincode -852201
80	BIHAR	Samastipur	SAMASTIPUR BRANCH	India Post Payments Bank Ltd, C/o SAMASTIPUR Head Post Office, Near SBI Main Branch, Samastipur, Pincode -848101
81	BIHAR	Rohtas	SASARAM BRANCH	India Post Payments Bank Ltd, C/o SASARAM Head Post Office, Sasaram HO-821115, Rohtas Division, Distt.-Rohtas, State-Bihar, Pincode -821115
82	BIHAR	Sheikhpura	SHEIKHPURA BRANCH	India Post Payments Bank Ltd, C/o SHEIKHPURA Sub Post Office, Sheikhpura Sub post Office, Jamal Bigha, Pin code-811105, Pincode -811105
83	BIHAR	Sheohar	SHEOHAR BRANCH	India Post Payments Bank Ltd, C/o SHEOHAR Sub Post Office, Sheohar MDG, Sheohar, Bihar, Pincode -843329
84	BIHAR	Sitamarhi	SITAMARHI BRANCH	India Post Payments Bank Ltd, C/o SITAMARHI Head Post Office, Maryada Path Dumra, Sitamarhi, Bihar, Pincode -843301
85	BIHAR	Siwan	SIWAN BRANCH	India Post Payments Bank Ltd, C/o SIWAN Head Post Office, J.P. Chowk Siwan, Bihar, Pincode -841226
86	BIHAR	Supaul	SUPAUL BRANCH	India Post Payments Bank Ltd, C/o SUPAUL Sub Post Office, Station Road ,Supaul, 852131, Pincode -852131
87	BIHAR	Kaimur (Bhabua)	RAMGARH BRANCH(BH)	India Post Payments Bank Ltd, C/o RAMGARH Sub Post Office, RAMGARH (KAIMUR), Pincode -821110
88	BIHAR	Aurangabad (BH)	AURANGABAD BRANCH	India Post Payments Bank Ltd, C/o AURANGABAD Head Post Office, Old G.T.Road, Pincode -824101
89	CHHATTISGARH	Raipur	RAIPUR BRANCH	India Post Payments Bank Ltd, C/o RAIPUR Head Post Office, Raipur - Jagdalpur - Vishakhapatnam road, Byron Bazar, Raipur, Chhattisgarh 492001, India, Pincode -492001
90	CHHATTISGARH	Dhamtari	DHAMTARI BRANCH	India Post Payments Bank Ltd, C/o DHAMTARI Sub Post Office, Shalhewar Para Rd, Brahmanpara, Itwari Bazar, Dhamtari, Chhattisgarh 493773, India, Pincode -493773
91	CHHATTISGARH	Surguja	AMBIKAPUR BRANCH	India Post Payments Bank Ltd, C/o AMBIKAPUR Head Post Office, Bramha Path, Ambikapur, Chhattisgarh 497001, India, Pincode -497001
92	CHHATTISGARH	Koriya	BAIKUNTHPUR BRANCH	India Post Payments Bank Ltd, C/o BAIKUNTHPUR Sub Post Office, Jail Rd, Bazarpara, Jampara, Baikunthpur, Chhattisgarh 497335, India, Pincode -497335
93	CHHATTISGARH	Balod	BALOD BRANCH	India Post Payments Bank Ltd, C/o BALOD Sub Post Office, Balod Lohara Rd, Balod, Chhattisgarh 491226, India, Pincode -491226
94	CHHATTISGARH	Baloda Bazar	BALODA BAZAR BRANCH	India Post Payments Bank Ltd, C/o BALODA BAZAR Sub Post Office, Basna - Bilaigarh Road, Bilaigarh, Chhattisgarh 493338, India, Pincode -493332
95	CHHATTISGARH	Bemetara	BEMETARA BRANCH	India Post Payments Bank Ltd, C/o BEMETARA Sub Post Office, Simga - Kawardha Rd, Berla, Bemetara, Chhattisgarh 491335, India, Pincode -491335
96	CHHATTISGARH	Bijapur(CGH)	BIJAPUR BRANCH	India Post Payments Bank Ltd, C/o BIJAPUR Sub Post Office, Jaistambh Bijapur, Pincode -494444

S.No	State	District	Branch Name	Branch Address
97	CHHATTISGARH	Bilaspur (CG)	BILASPUR BRANCH	India Post Payments Bank Ltd, C/o BILASPUR Head Post Office, Bilaspur Post Office, Civil Lines, Masanganj, Bilaspur, Chhattisgarh 495001, India, Pincode -495001
98	CHHATTISGARH	Janjgir-Champa	CHAMPA BRANCH	India Post Payments Bank Ltd, C/o CHAMPA Sub Post Office, Rani Rd, Champa Basti, Champa, Chhattisgarh 495671, India, Pincode -495671
99	CHHATTISGARH	Durg	BHILAI BRANCH	India Post Payments Bank Ltd, C/o CIVIC CENTRE BHILAI Sub Post Office, Civic Centre Area Rd, Civic Center Area, Sector 5, Bhilai, Chhattisgarh 490006, India, Pincode -490006
100	CHHATTISGARH	Dantewada	DANTEWADA BRANCH	India Post Payments Bank Ltd, C/o DANTEWADA Sub Post Office, 155, NH30, Tongpal, Chhattisgarh 494115, India, Pincode -494449
101	CHHATTISGARH	Gariaband	GARIABAND BRANCH	India Post Payments Bank Ltd, C/o GARIABAND Sub Post Office, Rajim - Gariaband Rd, Gariaband, Chhattisgarh 493889, India, Pincode -493889
102	CHHATTISGARH	Bastar	JAGDALPUR BRANCH	India Post Payments Bank Ltd, C/o JAGDALPUR Head Post Office, Jama Masjid Rd, Civil Line, Jagdalpur, Chhattisgarh 494001, India, Pincode -494001
103	CHHATTISGARH	Jashpur	JASHPURNAGAR BRANCH	India Post Payments Bank Ltd, C/o Jashpurnagar Sub Post Office, Police Wireless Road, Jashpur Nagar, Chhattisgarh 496331, India, Pincode -496331
104	CHHATTISGARH	Kanker	KANKER BRANCH	India Post Payments Bank Ltd, C/o KANKER Head Post Office, Raipur - Jagdalpur - Vishakhapatnam road, Govindpur, Kanker, Chhattisgarh 494334, India, Pincode -494334
105	CHHATTISGARH	Kawardha	KAWARDHA BRANCH	India Post Payments Bank Ltd, C/o KAWARDHA Sub Post Office, Proffessor Colony Rd, Professor Colony, Kawardha, Chhattisgarh 491995, India, Pincode -491995
106	CHHATTISGARH	Kondagaon	KONDAGAON BRANCH	India Post Payments Bank Ltd, C/o KONDAGAON Sub Post Office, Raipur - Jagdalpur - Vishakhapatnam road, Kondagaon, Chhattisgarh 494226, India, Pincode -494226
107	CHHATTISGARH	Korba	KORBA BRANCH	India Post Payments Bank Ltd, C/o KORBA Head Post Office, 886, Kosabadi - Niharika Rd, Ghantaghar, Ram Nagar, R P Nagar 1, Korba, Chhattisgarh 495677, India, Pincode -495677
108	CHHATTISGARH	Mahasamund	MAHASAMUND BRANCH	India Post Payments Bank Ltd, C/o MAHASAMUND Sub Post Office, 2nd Cross Gross Bazar, Mahasamund, Chhattisgarh 493445, India, Pincode -493445
109	CHHATTISGARH	Mungeli	MUNGELI BRANCH	India Post Payments Bank Ltd, C/o MUNGELI Sub Post Office, Mungeli Rd, Mungeli, Chhattisgarh 495334, India, Pincode -495334
110	CHHATTISGARH	Narayanpur	NARAYANPUR BRANCH	India Post Payments Bank Ltd, C/o NARAYANPUR Sub Post Office, Antagarh Narayanpur Rd, Narayanpur, Chhattisgarh 494661, India, Pincode -494661
111	CHHATTISGARH	Raigarh (CG)	RAIGARH BRANCH	India Post Payments Bank Ltd, C/o RAIGARH Head Post Office, SH 1, Nayaganj, Raigarh, Chhattisgarh 496001, India, Pincode -496001
112	CHHATTISGARH	Rajnandgaon	RAJNANDGAON BRANCH	India Post Payments Bank Ltd, C/o RAJNANDGAON Head Post Office, Kamptee Line, Bharka Para, Rajnandgaon, Chhattisgarh 491441, India, Pincode -491441
113	CHHATTISGARH	Sukma	SUKMA BRANCH	India Post Payments Bank Ltd, C/o SUKMA Sub Post Office, ITI Rd, Sukma, Chhattisgarh 494111, India, Pincode -494111

S.No	State	District	Branch Name	Branch Address
114	CHHATTISGARH	Surajpur	SURAJPUR BRANCH	India Post Payments Bank Ltd, C/o SURAJPUR Sub Post Office, Jail Road, Bangali Para, Surajpur, Chhattisgarh 497229, India, Pincode -497229
115	NCT OF DELHI	North Delhi	DELHI - KASHMERE GATE BRANCH	India Post Payments Bank Ltd, C/o DELHI - KASHMERE GATE Head Post Office, Netaji Subhash Marg, Priyadarshini Colony, Kashmere Gate, New Delhi, Delhi 110006, India, Pincode -110006
116	NCT OF DELHI	South Delhi	DELHI - SRINIWASPURI BRANCH	India Post Payments Bank Ltd, C/o DELHI - SRINIWASPURI Sub Post Office, G Block, Srinivaspuri, New Delhi, Delhi 110065, Pincode -110065
117	NCT OF DELHI	West Delhi	DELHI - VIKAS PURI BRANCH	India Post Payments Bank Ltd, C/o DELHI - VIKAS PURI Sub Post Office, Commercial Complex, 303, AK Market, Vikaspuri, Delhi, 110018, India, Pincode -110018
118	DADRA & NAGAR HAVELI	Dadra & Nagar Haveli	SILVASSA BRANCH	India Post Payments Bank Ltd, C/o SILVASSA Sub Post Office, POST OFFICE SILVASSA, Pincode -396230
119	GUJARAT	Ahmedabad	AHMEDABAD BRANCH	India Post Payments Bank Ltd, C/o AHMEDABAD Head Post Office, GPO Rd, Gheekanta, Bhadra, Ahmedabad, Gujarat 380001, India, Pincode -380001
120	GUJARAT	The Dangs	AHWADANGS BRANCH	India Post Payments Bank Ltd, C/o AHWADANGS Sub Post Office, MAIN ROAD, Pincode -394710
121	GUJARAT	Amreli	AMRELI BRANCH	India Post Payments Bank Ltd, C/o AMRELI Head Post Office, Main Bazar Road, Opp: Dena Bank, Near: BSNL, Amreli , Pincode -365601
122	GUJARAT	Anand	ANAND BRANCH	India Post Payments Bank Ltd, C/o ANAND Head Post Office, Anand Head Post Office Building Nr. Old Bus Stand, Anand, Pincode -388001
123	GUJARAT	Surat	BARDOLI BRANCH	India Post Payments Bank Ltd, C/o BARDOLI Head Post Office, UPALI BAJAR , Pincode -394601
124	GUJARAT	Bharuch	BHARUCH BRANCH	India Post Payments Bank Ltd, C/o BHARUCH Head Post Office, Yusuf Manjil, Nr GPO, Lal Bazar, B1820, Kothi Rd, Old Town, Bharuch, Gujarat 392001, India, Pincode -392001
125	GUJARAT	Bhavnagar	BHAVNAGAR BRANCH	India Post Payments Bank Ltd, C/o BHAVNAGAR Head Post Office, Bhavnagar Head Post office, Nr Haluriya Chowk , Court Road, Bhanvar, Pincode -364001
126	GUJARAT	Kachchh	BHUJ BRANCH	India Post Payments Bank Ltd, C/o BHUJ Head Post Office, Head Post Office, Pincode -370001
127	GUJARAT	Botad	BOTAD BRANCH	India Post Payments Bank Ltd, C/o BOTAD Sub Post Office, Office Botad MDG Post office building, Botad, Pincode -364710
128	GUJARAT	Dahod	DAHOD BRANCH	India Post Payments Bank Ltd, C/o DAHOD Head Post Office, Near Nagar Seva Sadan, Pincode -389151
129	GUJARAT	Devbhoomi Dwarka	DWARKA BRANCH	India Post Payments Bank Ltd, C/o DWARKA Sub Post Office, Dwarka Sub Office, Nr Rabari Gate, Dwarka, Pincode -361335
130	GUJARAT	Gandhi Nagar	GANDHINAGAR BRANCH	India Post Payments Bank Ltd, C/o GANDHINAGAR Sub Post Office, 411, GH Rd, Sector 16, Gandhinagar, Gujarat 382016, India, Pincode -382016
131	GUJARAT	Panch Mahals	GODHRA BRANCH	India Post Payments Bank Ltd, C/o GODHRA Head Post Office, Nr, Old Bus Station, Jahurpura Market, Pincode -389001
132	GUJARAT	Sabarkantha	HIMATNAGAR BRANCH	India Post Payments Bank Ltd, C/o HIMATNAGAR Head Post Office, Nr. Civil Circle, Opp. A Division, Police Station , Pincode -383001

S.No	State	District	Branch Name	Branch Address
133	GUJARAT	Jamnagar	JAMNAGAR BRANCH	India Post Payments Bank Ltd, C/o JAMNAGAR Head Post Office, Jamnagar Head Post office, Chandi bazar, In front of Jain Derasar, Jamnagar, Pincode -361001
134	GUJARAT	Junagadh	JUNAGADH BRANCH	India Post Payments Bank Ltd, C/o JUNAGADH Head Post Office, HPO Building, Gandhigram, Junagadh., Pincode -362001
135	GUJARAT	Mahesana	MAHESANA BRANCH	India Post Payments Bank Ltd, C/o MAHESANA Head Post Office, Behind GEB, Visnagar Road, Balark Park Society, Gujarat 384001, India, Pincode -384001
136	GUJARAT	Aravalli	MODASA BRANCH	India Post Payments Bank Ltd, C/o MODASA Sub Post Office, KHALAK KANGAN STORES, 1, Deep Rd, Modasa, Gujarat 383315, India, Pincode -383315
137	GUJARAT	Morbi	MORBI BRANCH	India Post Payments Bank Ltd, C/o MORBI Sub Post Office, Para bazar road, old Morbi, Pincode -363641
138	GUJARAT	Kheda	NADIAD BRANCH	India Post Payments Bank Ltd, C/o NADIAD Head Post Office, Amdawadi Bazar, Nadiad., Pincode -387001
139	GUJARAT	Navsari	NAVSARI BRANCH	India Post Payments Bank Ltd, C/o NAVSARI Head Post Office, Opp. Reliance Mall Navsari Head Post Office, Maneklal Road, Pincode -396445
140	GUJARAT	Banaskantha	PALANPUR BRANCH	India Post Payments Bank Ltd, C/o PALANPUR Head Post Office, JORAVAR PALACE COMPOUND , NEAR JILLA PANCHAYAT , PALANPUR , Pincode -385001
141	GUJARAT	Patan	PATAN BRANCH	India Post Payments Bank Ltd, C/o PATAN Head Post Office, Near Railway Station, Patan-384265, Pincode -384265
142	GUJARAT	Porbandar	PORBANDAR BRANCH	India Post Payments Bank Ltd, C/o PORBANDAR Head Post Office, Porbandar Head Post office, Arya Samaj Road, Nr. Telephone Exchange, Porbandar, Pincode -360575
143	GUJARAT	Rajkot	RAJKOT BRANCH	India Post Payments Bank Ltd, C/o RAJKOT Head Post Office, MG Rd, Panchnath Plot, Sadar, Rajkot, Gujarat 360001, India, Pincode -360001
144	GUJARAT	Narmada	RAJPIPLA BRANCH	India Post Payments Bank Ltd, C/o RAJPIPLA MDG, GJ SH 160, Renton Village, Rajpipla, Gujarat 393145, India, Pincode -393145
145	GUJARAT	Surat	SURAT BRANCH	India Post Payments Bank Ltd, C/o SURAT Head Post Office, SURAT HEAD POST OFFICE, NEAR MAHIDHARPURA POLICE STATION, Pincode -395003
146	GUJARAT	Surendra Nagar	SURENDRANAGAR BRANCH	India Post Payments Bank Ltd, C/o SURENDRANAGAR Head Post Office, NEAR AJRAMAR TOWER, , Pincode -363001
147	GUJARAT	Vadodara	VADODARA BRANCH	India Post Payments Bank Ltd, C/o VADODARA Head Post Office, opp suryanarayan mandir, Pincode -390001
148	GUJARAT	Valsad	VALSAD BRANCH	India Post Payments Bank Ltd, C/o VALSAD Head Post Office, Halar cross road, Pincode -396001
149	GUJARAT	Gir Somnath	VERAVAL BRANCH	India Post Payments Bank Ltd, C/o VERAVAL Sub Post Office, Opp - Laxmi Bakery, Koli vada, Veraval. , Pincode -362265
150	HARYANA	Ambala	AMBALA G.P.O. BRANCH	India Post Payments Bank Ltd, C/o AMBALA G.P.O. Head Post Office, Staff Road GPO Compound , Ambala Cantt Haryana 133001, India, Pincode -133001

S.No	State	District	Branch Name	Branch Address
151	HARYANA	Jhajjar	BAHADURGARH BRANCH	India Post Payments Bank Ltd, C/o BAHADURGARH Head Post Office, Head Post office, Jhajjar Road, Opposite Court., Pincode -124507
152	HARYANA	Bhiwani	BHIWANI BRANCH	India Post Payments Bank Ltd, C/o BHIWANI Head Post Office, Bhiwani, Pincode -127021
153	HARYANA	Faridabad	FARIDABAD BRANCH	India Post Payments Bank Ltd, C/o FARIDABAD Head Post Office, Faridabad Head Post Office NIT, Faridabad-121001, Pincode -121001
154	HARYANA	Fatehabad	FATEHABAD BRANCH	India Post Payments Bank Ltd, C/o FATEHABAD Sub Post Office, Fatehabad MDG, Model Town-125050, Pincode -125050
155	HARYANA	Gurgaon	GURGAON BRANCH	India Post Payments Bank Ltd, C/o GURGAON Sub Post Office, Industrial estate Sector-14, Pincode -122007
156	HARYANA	Hisar	HISAR BRANCH	India Post Payments Bank Ltd, C/o HISAR Head Post Office, Hisar Head Post Office-125001, Pincode -125001
157	HARYANA	Jind	JIND BRANCH	India Post Payments Bank Ltd, C/o JIND Head Post Office, HPO JIND, Pincode -126102
158	HARYANA	Kaithal	KAITHAL BRANCH	India Post Payments Bank Ltd, C/o KAITHAL Sub Post Office, Kaithal MDG-136027, Pincode -136027
159	HARYANA	Karnal	KARNAL BRANCH	India Post Payments Bank Ltd, C/o KARNAL Head Post Office, Kunjpura Rd Sector Karnal, Haryana 132001, India, Pincode -132001
160	HARYANA	Kurukshetra	KURUKSHETRA BRANCH	India Post Payments Bank Ltd, C/o KURUKSHETRA Head Post Office, Railway Road, Pincode -136118
161	HARYANA	Mahendragarh	NARNAUL BRANCH	India Post Payments Bank Ltd, C/o NARNAUL Head Post Office, Narnaul head Post Office Compound, Rajiiv Chowk, Narnaul-123001, Pincode -123001
162	HARYANA	Palwal	PALWAL BRANCH	India Post Payments Bank Ltd, C/o PALWAL Sub Post Office, Palwal Post Office Main Market Minar Gate-121102, Pincode -121102
163	HARYANA	Panchkula	PANCHKULA BRANCH	India Post Payments Bank Ltd, C/o PANCHKULA Sub Post Office, 82, Sector 4, Panchkula, Haryana, 134109, India, Pincode -134112
164	HARYANA	Panipat	PANIPAT BRANCH	India Post Payments Bank Ltd, C/o PANIPAT Head Post Office, Post Office Rd, Industrial Area, Panipat, Haryana 132103, India, Pincode -132103
165	HARYANA	Rewari	REWARI BRANCH	India Post Payments Bank Ltd, C/o REWARI Sub Post Office, Jhajjar Chowk, Pincode -123401
166	HARYANA	Rohtak	ROHTAK BRANCH	India Post Payments Bank Ltd, C/o ROHTAK Head Post Office, Rohtak HO Civil Road-124001, Pincode -124001
167	HARYANA	Sirsa	SIRSA BRANCH	India Post Payments Bank Ltd, C/o SIRSA Head Post Office, NEAR TELEPHONE EXCHANGE, Pincode -125055
168	HARYANA	Sonipat	SONIPAT BRANCH	India Post Payments Bank Ltd, C/o SONIPAT Head Post Office, Sonipat Head Post Office-131001, Pincode -131001
169	HARYANA	Yamuna Nagar	YAMUNANAGAR BRANCH	India Post Payments Bank Ltd, C/o YAMUNANAGAR Head Post Office, Yamunanagar HO First floor Sarojini Colony -135001, Pincode -135001

S.No	State	District	Branch Name	Branch Address
170	HIMACHAL PRADESH	Bilaspur (HP)	BILASPUR BRANCH	India Post Payments Bank Ltd, C/o BILASPUR Head Post Office, Post office bilaspur, near gurudwara bilaspur -174001, Pincode -174001
171	HIMACHAL PRADESH	Chamba	CHAMBA BRANCH	India Post Payments Bank Ltd, C/o CHAMBA Head Post Office, Chamba head Post Office, Chowgan Mohalla,Chamba -176310, Pincode -176310
172	HIMACHAL PRADESH	Kangra	DEHRA BRANCH	India Post Payments Bank Ltd, C/o DEHRA Head Post Office, PO DEHRA, Pincode -177101
173	HIMACHAL PRADESH	Kangra	DHARAMSALA BRANCH	India Post Payments Bank Ltd, C/o DHARAMSALA Div Post Office, O/o Supdt. Post Offices, Dharamshala Division, Pincode -176215
174	HIMACHAL PRADESH	Kullu	KULLU BRANCH	India Post Payments Bank Ltd, C/o KULLU Head Post Office, Kullu head post office, Near BSNL Office, , Dhalpur -175101, Pincode -175101
175	HIMACHAL PRADESH	Mandi	MANDI BRANCH	India Post Payments Bank Ltd, C/o MANDI Head Post Office, Mandi head Post Office, Near DC Office, Mandi-175001, Pincode -175001
176	HIMACHAL PRADESH	Sirmaur	NAHAN BRANCH	India Post Payments Bank Ltd, C/o NAHAN Head Post Office, Nahan head Post Office , Gunnu ghat , Near Police chowki, Nahan-173001, Pincode -173001
177	HIMACHAL PRADESH	Kinnaur	RECKONG PEO BRANCH	India Post Payments Bank Ltd, C/o RECKONG PEO Head Post Office, Reckong Peo head post office, District court , Main Bazar, sabzi mohalla, shudarang, Distt industrial centre, opposite busstand, Reckong Peo-172107, Pincode -172107
178	HIMACHAL PRADESH	Shimla	SHIMLA BRANCH	India Post Payments Bank Ltd, C/o SHIMLA Sub Post Office, S.D.A. COMPLEX, Pincode -171009
179	HIMACHAL PRADESH	Solan	SOLAN BRANCH	India Post Payments Bank Ltd, C/o SOLAN Head Post Office, Near Police Station Saproon, Pincode -173211
180	HIMACHAL PRADESH	Una	UNA BRANCH	India Post Payments Bank Ltd, C/o UNA Head Post Office, Una head Post Office, Opposite Jeevan Market ,Arvind Marg , Una - 174303, Pincode -174303
181	HIMACHAL PRADESH	Hamirpur(HP)	HAMIRPUR BRANCH	India Post Payments Bank Ltd, C/o HAMIRPUR Head Post Office, Hamipur head post office , Near Bhota chowk-177001, Pincode -177001
182	JAMMU & KASHMIR	Ananthnag	ANANTNAG BRANCH	India Post Payments Bank Ltd, C/o ANANTNAG Head Post Office, K.P. Road Anantnag , Pincode -192101
183	JAMMU & KASHMIR	Baramulla	BARAMULLA BRANCH	India Post Payments Bank Ltd, C/o BARAMULLA Head Post Office, Opp. Saint Joseph , Hr. Sec. School, Baramulla, Pincode -193101
184	JAMMU & KASHMIR	Kathua	KATHUA BRANCH	India Post Payments Bank Ltd, C/o KATHUA Head Post Office, Opposite Ram Lila Ground, Kathua, Pincode -184101
185	Ladakh	Leh	LEH BRANCH	India Post Payments Bank Ltd, C/o LEH Head Post Office, Airport Road Leh, Pincode -194101
186	JAMMU & KASHMIR	Jammu	JAMMU BRANCH	India Post Payments Bank Ltd, C/o MUBARAK MANDI Sub Post Office, Near Old Court, Mubarak Mandi, Jammu, Pincode -180001

S.No	State	District	Branch Name	Branch Address
187	JAMMU & KASHMIR	Rajauri	RAJOURI BRANCH	India Post Payments Bank Ltd, C/o RAJOURI Head Post Office, NEAR HIGH COURT , Pincode -185131
188	JAMMU & KASHMIR	Srinagar	SRINAGAR BRANCH	India Post Payments Bank Ltd, C/o SRINAGAR Head Post Office, The Bund Near Kashmir Arts Amporium Srinagar , Pincode -190001
189	JAMMU & KASHMIR	Udhampur	UDHAMPUR BRANCH	India Post Payments Bank Ltd, C/o UDHAMPUR Head Post Office, Opp. District Hospital , Dhar Road Udhampur , Pincode -182101
190	JHARKHAND	Ranchi	RANCHI BRANCH	India Post Payments Bank Ltd, C/o RANCHI Head Post Office, Saheed Chowk, Ranchi GPO, 834001, Pincode -834001
191	JHARKHAND	Deoghar	DEOGHAR BRANCH	India Post Payments Bank Ltd, C/o B.DEOGHAR Head Post Office, Near Tower Chowk,Deoghar 814112, Pincode -814112
192	JHARKHAND	Bokaro	BOKARO STEEL CITY BRANCH	India Post Payments Bank Ltd, C/o BOKARO STEEL CITY Head Post Office, sector II, near telephone exchange, 827001, Pincode -827001
193	JHARKHAND	West Singhbhum	CHAIBASA BRANCH	India Post Payments Bank Ltd, C/o CHAIBASA Head Post Office, Chaibasa Rd, Chaibasa, Jharkhand 833201, India, Pincode -833201
194	JHARKHAND	Chatra	CHATRA BRANCH	India Post Payments Bank Ltd, C/o CHATRA Sub Post Office, Ambedkar chowk, chatra, Jharkhand 825401, Pincode -825401
195	JHARKHAND	Palamau	DALTONGANJ BRANCH	India Post Payments Bank Ltd, C/o DALTONGANJ Head Post Office, NH39, Daltenganj, Daltonganj, Jharkhand 822101, India, Pincode -822101
196	JHARKHAND	Dhanbad	DHANBAD BRANCH	India Post Payments Bank Ltd, C/o DHANBAD Head Post Office, court road, near senior superintendent of police office, 826001, Pincode -826001
197	JHARKHAND	Dumka	DUMKA BRANCH	India Post Payments Bank Ltd, C/o DUMKA Head Post Office, thana road, dumka, 814101, Pincode -814101
198	JHARKHAND	Garhwa	GARHWA BRANCH	India Post Payments Bank Ltd, C/o GARHWA Sub Post Office, Garhwa kutchery road, Jharkhand 822125, , Pincode -822114
199	JHARKHAND	Giridih	GIRIDIH BRANCH	India Post Payments Bank Ltd, C/o GIRIDIH Head Post Office, Gandhi Chowk, Pincode -815301
200	JHARKHAND	Godda	GODDA BRANCH	India Post Payments Bank Ltd, C/o GODDA Sub Post Office, Deoghar Pirpainti Rd, Professor Colony, Godda, Jharkhand 814133, India, Pincode -814133
201	JHARKHAND	Gumla	GUMLA BRANCH	India Post Payments Bank Ltd, C/o GUMLA Head Post Office, Lohardagga Rd, Gumla, Jharkhand 835207, , Pincode -835207
202	JHARKHAND	Hazaribag	HAZARIBAGH BRANCH	India Post Payments Bank Ltd, C/o HAZARIBAGH Head Post Office, Sadanand Rd, Suresh Colony, Hazaribagh, Jharkhand 82530, Pincode -825301
203	JHARKHAND	East Singhbhum	JAMSHEDPUR BRANCH	India Post Payments Bank Ltd, C/o JAMSHEDPUR Head Post Office, near bistupur police station, 831001, Pincode -831001

S.No	State	District	Branch Name	Branch Address
204	JHARKHAND	Khunti	KHUNTI BRANCH	India Post Payments Bank Ltd, C/o KHUNTI Sub Post Office, behind SDO office, Kutchery campus, khunti 835210, Pincode -835210
205	JHARKHAND	Koderma	KODERMA BRANCH	India Post Payments Bank Ltd, C/o KODERMA Sub Post Office, Koderma Sub-Post Office under Hazaribagh Postal Division, Jharkhand, Pincode -825410
206	JHARKHAND	Latehar	LATEHAR BRANCH	India Post Payments Bank Ltd, C/o LATEHAR MDG, latehar MDG, infront of sadar hospital, 829206, Pincode -829206
207	JHARKHAND	Lohardaga	LOHARDAGA BRANCH	India Post Payments Bank Ltd, C/o LOHARDAGA Sub Post Office, Lohardaga MDG, near powerganj, 835302, Pincode -835302
208	JHARKHAND	Pakur	PAKUR BRANCH	India Post Payments Bank Ltd, C/o PAKUR Sub Post Office, post office road (Bhagatpara), Dist-Pakur, Pin code-816107, Pincode -816107
209	JHARKHAND	Ramgarh (JH)	RAMGARH BRANCH(JH)	India Post Payments Bank Ltd, C/o RAMGARH Head Post Office, Near Thana Chowk, Ramgarh Cantt Ho, 829122, Pincode -829122
210	JHARKHAND	Sahibganj	SAHIBGANJ BRANCH	India Post Payments Bank Ltd, C/o SAHIBGANJ Sub Post Office, chowk bazar, near sahebganj thana, telegram road, sahibganj , 816109, Pincode -816109
211	JHARKHAND	Simdega	SIMDEGA BRANCH	India Post Payments Bank Ltd, C/o SIMDEGA Sub Post Office, Telephone Office Simdega, Thana Tolli, Baraik, Simdega, Jharkhand 835223,, Pincode -835223
212	KARNATAKA	Uttara Kannada	ANKOLA BRANCH	India Post Payments Bank Ltd, C/o ANKOLA Sub Post Office, Near KSRTC Bus Stand, Ankola-581314, Pincode -581314
213	KARNATAKA	Bagalkot	BAGALKOT BRANCH	India Post Payments Bank Ltd, C/o BAGALKOT Head Post Office, 10, Station Rd, Kaulpet, Bagalkot, Karnataka 587101, India, Pincode -587101
214	KARNATAKA	Belgaum	BELGAUM BRANCH	India Post Payments Bank Ltd, C/o BELGAUM TILAKWADI MDG, 375, Nehru Rd, Shivaji Colony, Tilakwadi, Belagavi, Karnataka 590006, India, Pincode -590006
215	KARNATAKA	Bellary	BELLARY BRANCH	India Post Payments Bank Ltd, C/o BELLARY Head Post Office, Station Rd, BSNL Colony, Cowl Bazaar, Ballari, Karnataka 583101, India, Pincode -583101
216	KARNATAKA	Bidar	BIDAR BRANCH	India Post Payments Bank Ltd, C/o BIDAR Head Post Office, Railway Station Road, Nandi Colony, Bidar, Karnataka 585401, India, Pincode -585401
217	KARNATAKA	Chamrajnagar	CHAMARAJANAGARA BRANCH	India Post Payments Bank Ltd, C/o CHAMARAJANAGARA Sub Post Office, Near Santhemarahalli Circle, Chamarajanagar-571313, Pincode -571313
218	KARNATAKA	Chikkaballapur	CHICKBALLAPUR BRANCH	India Post Payments Bank Ltd, C/o CHICKBALLAPUR Head Post Office, Nelamangala - Chikkaballapura, Chikkaballapura, Karnataka 562101, India, Pincode -562101
219	KARNATAKA	Chikmagalur	CHIKMAGALUR BRANCH	India Post Payments Bank Ltd, C/o CHIKMAGALUR Head Post Office, Near Azad Park, Naidu Street, Chikmagalur, Pincode -577101
220	KARNATAKA	Belgaum	CHIKODI BRANCH	India Post Payments Bank Ltd, C/o CHIKODI Head Post Office, Near Basav Circle, Pincode -591201

S.No	State	District	Branch Name	Branch Address
221	KARNATAKA	Chitradurga	CHITRADURGA BRANCH	India Post Payments Bank Ltd, C/o CHITRADURGA Head Post Office, Head post office , HPO Road,Near KSRTC Bus Stand, Chitradurga, Pincode -577501
222	KARNATAKA	Davangere	DAVANGERE BRANCH	India Post Payments Bank Ltd, C/o DAVANGERE Head Post Office, Near Railway Station, Pincode -577001
223	KARNATAKA	Dharwad	DHARWAD BRANCH	India Post Payments Bank Ltd, C/o DHARWAD Head Post Office, Shri Sadashiva Wodeyar Rd, UB Hills, Malmaddi, Dharwad, Karnataka 580001, India, Pincode -580001
224	KARNATAKA	Bangalore Rural	DODDABALLAPURA BRANCH	India Post Payments Bank Ltd, C/o DODDABALLAPURA Sub Post Office, Someshwara Extn., Main Post Office , Near Govt. Busstand, Behind Junior College, Doddaballapura, Pincode -561204
225	KARNATAKA	Gadag	GADAG BRANCH	India Post Payments Bank Ltd, C/o GADAG Head Post Office, Near Gandhi Circle, Gadag, Pincode -582101
226	KARNATAKA	Gulbarga	GULBARGA BRANCH	India Post Payments Bank Ltd, C/o GULBARGA Sub Post Office, Kalburgi Jagat SO, Opp. BSNL Office, Jagat Circle, Kalburgi, Pincode -585101
227	KARNATAKA	Hassan	HASSAN BRANCH	India Post Payments Bank Ltd, C/o HASSAN Head Post Office, Old Bus Stand Road, Near City Bus Stand, Hassan Taluk,Hassan Ditrect-573201,Karnataka,India, Pincode -573201
228	KARNATAKA	Haveri	HAVERI BRANCH	India Post Payments Bank Ltd, C/o HAVERI Head Post Office, HAVERI, Pincode -581110
229	KARNATAKA	Mysore	ITTIGEGUD BRANCH	India Post Payments Bank Ltd, C/o ITTIGEGUD Sub Post Office, No.179, Manasara Road, Ittigegud , Mysore-570010, Pincode -570010
230	KARNATAKA	Kolar	KOLAR BRANCH	India Post Payments Bank Ltd, C/o KOLAR Head Post Office, GOWRIPET, KOLAR-563101, KARNATAKA, Pincode -563101
231	KARNATAKA	Koppal	KOPPAL BRANCH	India Post Payments Bank Ltd, C/o KOPPAL Head Post Office, Jawahar Road, Koppal, Pincode -583231
232	KARNATAKA	Kodagu	MADIKERI BRANCH	India Post Payments Bank Ltd, C/o MADIKERI Head Post Office, Main Road, Pincode -571201
233	KARNATAKA	Mandya	MANDYA BRANCH	India Post Payments Bank Ltd, C/o MANDYA Head Post Office, V V Road Mandya, Pincode -571401
234	KARNATAKA	Dakshina Kannada	MANGALORE BRANCH	India Post Payments Bank Ltd, C/o MANGALORE Sub Post Office, ANCHE BHAVANA, BALMATTA PO COMPLEX, BALMATTA ROAD, MANGALORE-575002, Pincode -575002
235	KARNATAKA	Bangalore	BANGALORE BRANCH	India Post Payments Bank Ltd, C/o MUSEUM ROAD Sub Post Office, Museum Road PO, Pincode -560025
236	KARNATAKA	Raichur	RAICHUR NAYA BAZAR BRANCH	India Post Payments Bank Ltd, C/o RAICHUR NAYA BAZAR Sub Post Office, Kati Darwaza Road, Arab Mohalla, Androon Quilla, Raichur, Karnataka 584101, India, Pincode -584101
237	KARNATAKA	Ramanagar	RAMANAGARAM BRANCH	India Post Payments Bank Ltd, C/o RAMANAGARAM Sub Post Office, Railway Staion Road, Near Railway Staion, Oppt to BESCO Office, Ramangaram, Pincode -562159
238	KARNATAKA	Shimoga	SHIMOGA BRANCH	India Post Payments Bank Ltd, C/o SHIMOGA Head Post Office, Balaraj Urs Road Near Gopi Circle, Pincode -577201
239	KARNATAKA	Tumkur	TUMKUR BRANCH	India Post Payments Bank Ltd, C/o TUMKUR Head Post Office, SH 33, Ward No. 18, Tumkur, Tumakuru, Karnataka 572101, India, Pincode -572101
240	KARNATAKA	Udupi	UDUPI BRANCH	India Post Payments Bank Ltd, C/o UDUPI Head Post Office, Head post office Udupi, Udupi district , Karnataka- 576101, Pincode -576101

Procurement of Merchant Soundboxes under Capex Model



S.No	State	District	Branch Name	Branch Address
241	KARNATAKA	Bijapur(KAR)	VIJAYAPUR BRANCH	India Post Payments Bank Ltd, C/o VIJAYAPUR Head Post Office, M G ROAD, Pincode -586101
242	KARNATAKA	Yadgir	YADGIRI BRANCH	India Post Payments Bank Ltd, C/o YADGIRI Sub Post Office, Yadgiri Station SO, Beside DC Office, Yadgiri, Pincode -585201
243	KERALA	Alappuzha	ALAPPUZHA BRANCH	India Post Payments Bank Ltd, C/o ALAPPUZHA Sub Post Office, Alappuzha Iron Bridge S O, Alappuzha, Pincode -688011
244	KERALA	Ernakulam	EDAPALLY BRANCH	India Post Payments Bank Ltd, C/o EDAPALLY Sub Post Office, Palarivattom - Edappally Rd, Edappally, Ernakulam, Kerala 682024, India, Pincode -682024
245	KERALA	Kannur	KANNUR BRANCH	India Post Payments Bank Ltd, C/o KANNUR Head Post Office, ippb kannur branch, kannur 670001, Pincode -670001
246	KERALA	Idukki	KATTAPPANA BRANCH	India Post Payments Bank Ltd, C/o KATTAPPANA Head Post Office, Kattappana Head Post Office building, Pincode -685508
247	KERALA	Kollam	KOLLAM BRANCH	India Post Payments Bank Ltd, C/o KOLLAM Head Post Office, Chinnakada, Pincode -691001
248	KERALA	Kottayam	KOTTAYAM BRANCH	India Post Payments Bank Ltd, C/o KOTTAYAM Head Post Office, Sreenivasa Iyer Rd, Thirunakara, Kottayam, Kerala 686001, India, Pincode -686001
249	KERALA	Wayanad	MANANTHAVADY BRANCH	India Post Payments Bank Ltd, C/o MANANTHAVADY Sub Post Office, MANANTHAVADY, Pincode -670645
250	KERALA	Palakkad	PALAKKAD BRANCH	India Post Payments Bank Ltd, C/o PALAKKAD Head Post Office, FIRST FLOOR, HEAD POST OFFICE BUILDING PALAKKAD, Pincode -678001
251	KERALA	Malappuram	PERINTALMANNA BRANCH	India Post Payments Bank Ltd, C/o PERINTALMANNA Sub Post Office, PERINTALMANNA MDG, Pattambi road, Perinthalmanna - 679322, Pincode -679322
252	KERALA	Pathanamthitta	RANNY BRANCH	India Post Payments Bank Ltd, C/o RANNY Sub Post Office, Ranny post office, Ranny, Pathanamthitta - 689672, Pincode -689672
253	KERALA	Thiruvananthapuram	THIRUVANANTHAPURAM BRANCH	India Post Payments Bank Ltd, C/o THIRUVANANTHAPURAM Head Post Office, Thiruvananthapuram GPO Pulimood , Pincode -695001
254	KERALA	Thrissur	THRISSUR BRANCH	India Post Payments Bank Ltd, C/o THRISSUR Head Post Office, Thrissur Head Post Office, Sakthan Thampuran municipal bus stand, Thrissur - 680001, Pincode -680001
255	KERALA	Kasargod	UPPALA BRANCH	India Post Payments Bank Ltd, C/o UPPALA Sub Post Office, Mak Flora, Uppala Town Masjid Rd, Uppala, Kerala 671322, India, Pincode -671322
256	KERALA	Kozhikode	KOZHIKODE BRANCH	India Post Payments Bank Ltd, C/o WEST HILL Sub Post Office, Kannur Road, Westhill, Calicut, Kerala-673005, Pincode -673005
257	LAKSHADWEEP	Lakshadweep	KAVARATTI BRANCH	India Post Payments Bank Ltd, C/o KAVARATTI Sub Post Office, KAVARATTI Sub Post office, Kavaratti, Lakshadweep - 682555, Pincode -682555
258	MADHYA PRADESH	Ashok Nagar	ASHOKNAGAR BRANCH	India Post Payments Bank Ltd, C/o ASHOKNAGAR Head Post Office, Station Road Ashoknagar, Pincode -473331

S.No	State	District	Branch Name	Branch Address
259	MADHYA PRADESH	Balaghat	BALAGHAT BRANCH	India Post Payments Bank Ltd, C/o BALAGHAT Head Post Office, Opposite Bus Stand Balaghat, Pincode - 481001
260	MADHYA PRADESH	Betul	BETUL BRANCH	India Post Payments Bank Ltd, C/o BETUL Head Post Office, Head Post Office , Infront of District Hospital, Betul MP-460001 Mob-7587598297, Pincode -460001
261	MADHYA PRADESH	Bhind	BHIND BRANCH	India Post Payments Bank Ltd, C/o BHIND Head Post Office, bajariya road , bhind, Pincode -477001
262	MADHYA PRADESH	Bhopal	BHOPAL BRANCH	India Post Payments Bank Ltd, C/o BHOPAL Head Post Office, TT Nagar Square, TT Nagar, TT Nagar, Bhopal, Madhya Pradesh 462003, India, Pincode -462003
263	MADHYA PRADESH	Chhatarpur	CHHATARPUR BRANCH	India Post Payments Bank Ltd, C/o CHHATARPUR Head Post Office, Head Post Office Chhatrasal chowk panna road chhatarpur MP 471001, Pincode -471001
264	MADHYA PRADESH	Chhindwara	CHHINDWARA BRANCH	India Post Payments Bank Ltd, C/o CHHINDWARA Head Post Office, Head Post Office , Infront of District Hospital, Chhindwara MP -480001 Mob-7587598296, Pincode -480001
265	MADHYA PRADESH	Damoh	DAMOH BRANCH	India Post Payments Bank Ltd, C/o DAMOH Head Post Office, NEAR BSNL DAMOH , Pincode -470661
266	MADHYA PRADESH	Datia	DATIA BRANCH	India Post Payments Bank Ltd, C/o DATIA Sub Post Office, Opposite Govt. HS School Nazyia Bazar Datia MP 475661, Pincode -475661
267	MADHYA PRADESH	Dewas	DEWAS BRANCH	India Post Payments Bank Ltd, C/o DEWAS Head Post Office, PETROL PUMP TIRAHA,DEWAS, Pincode - 455001
268	MADHYA PRADESH	Dhar	DHAR BRANCH	India Post Payments Bank Ltd, C/o DHAR Head Post Office, GHODA CHOPATI ,DHAR, Pincode -454001
269	MADHYA PRADESH	Dindori	DINDORI BRANCH	India Post Payments Bank Ltd, C/o DINDORI Sub Post Office, At Post - Dindori S.O (Dindori), Tehsil, Pincode -481880
270	MADHYA PRADESH	Guna	GUNA BRANCH	India Post Payments Bank Ltd, C/o GUNA Head Post Office, Kernel Ganj Guna, Pincode -473001
271	MADHYA PRADESH	Harda	HARDA BRANCH	India Post Payments Bank Ltd, C/o HARDA Sub Post Office, Chandak Chouk Harda MP-461331, Pincode - 461331
272	MADHYA PRADESH	Hoshangabad	HOSHANGABAD BRANCH	India Post Payments Bank Ltd, C/o HOSHANGABAD Head Post Office, kothi bazar collectrate office Road Hoshangabad MP-461001, Pincode -461001
273	MADHYA PRADESH	Indore	INDORE BRANCH	India Post Payments Bank Ltd, C/o INDORE Head Post Office, A B ROAD INDORE, Pincode -452001
274	MADHYA PRADESH	Jabalpur	JABALPUR BRANCH	India Post Payments Bank Ltd, C/o JABALPUR Head Post Office, CIVIL LINES, Pincode -482001
275	MADHYA PRADESH	Jhabua	JHABUA BRANCH	India Post Payments Bank Ltd, C/o JHABUA Head Post Office, NEAR BUS STAND , Pincode -457661

S.No	State	District	Branch Name	Branch Address
276	MADHYA PRADESH	Katni	KATNI BRANCH	India Post Payments Bank Ltd, C/o KATNI Head Post Office, Near Kotwali, Katni - 483501, Pincode - 483501
277	MADHYA PRADESH	East Nimar	KHANDWA BRANCH	India Post Payments Bank Ltd, C/o KHANDWA Head Post Office, M.G. ROAD KHANDWA, Pincode -450001
278	MADHYA PRADESH	Khargone	KHARGONE BRANCH	India Post Payments Bank Ltd, C/o KHARGONE Head Post Office, M.G. ROAD, POST OFFICE CHOURAHA, Pincode -451001
279	MADHYA PRADESH	Gwalior	GWALIOR BRANCH	India Post Payments Bank Ltd, C/o LASHKAR Head Post Office, Jiwaji Chowk Maharaj Bada Lashkar Gwalior , Pincode -474001
280	MADHYA PRADESH	Mandla	MANDLA BRANCH	India Post Payments Bank Ltd, C/o MANDLA Head Post Office, Civil line, Pincode -481661
281	MADHYA PRADESH	Mandsaur	MANDSAUR BRANCH	India Post Payments Bank Ltd, C/o MANDSAUR Head Post Office, OPIUM GODOWN ROAD, NAI ABADI MANDSAUR MP-458001, Pincode -458001
282	MADHYA PRADESH	Morena	MORENA BRANCH	India Post Payments Bank Ltd, C/o MORENA Head Post Office, RAILWAY STATION ROAD ,BESIDE POLICE KOTWALI, MORENA, Pincode -476001
283	MADHYA PRADESH	Narsinghpur	NARSINGHPUR BRANCH	India Post Payments Bank Ltd, C/o NARSINGHPUR Head Post Office, Near civil court Narsinghpur HO MP-487001, Pincode -487001
284	MADHYA PRADESH	Neemuch	NEEMUCH BRANCH	India Post Payments Bank Ltd, C/o NEEMUCH Head Post Office, DASHARA MAIDAN NEEMUCH, Pincode - 458441
285	MADHYA PRADESH	Raisen	RAISEN BRANCH	India Post Payments Bank Ltd, C/o RAISEN Head Post Office, Bhopal Sagar Main Road Raisen Head Post Office ,Raisen-464551, Pincode -464551
286	MADHYA PRADESH	Rajgarh	RAJGARH BRANCH	India Post Payments Bank Ltd, C/o RAJGARH Head Post Office, Head Post Office Naka No.03 Near Main Bus Stand Rajgarh(Bia.) 465661, Pincode -465661
287	MADHYA PRADESH	Ratlam	RATLAM BRANCH	India Post Payments Bank Ltd, C/o RATLAM Head Post Office, SAILANA BUS STAND, Pincode -457001
288	MADHYA PRADESH	Rewa	REWA BRANCH	India Post Payments Bank Ltd, C/o REWA Head Post Office, Sirmour Chouraha nh-7, Rewa, Madhya Pradesh 486001, India, Pincode -486001
289	MADHYA PRADESH	Sagar	SAGAR BRANCH	India Post Payments Bank Ltd, C/o SAGAR Head Post Office, MALL ROAD SAGAR CANTT, Pincode -470001
290	MADHYA PRADESH	Satna	SATNA BRANCH	India Post Payments Bank Ltd, C/o SATNA Head Post Office, Jaistambh Chowk , Pincode -485001
291	MADHYA PRADESH	Sehore	SEHORE BRANCH	India Post Payments Bank Ltd, C/o SEHORE Head Post Office, Head Post Office Near New Bus Stand Sehore (M.P.) 466001, Pincode -466001
292	MADHYA PRADESH	Seoni	SEONI BRANCH	India Post Payments Bank Ltd, C/o SEONI Head Post Office, In front of Dal Sagar, Pincode -480661

S.No	State	District	Branch Name	Branch Address
293	MADHYA PRADESH	Shahdol	SHAHDOL BRANCH	India Post Payments Bank Ltd, C/o SHAHDOL Head Post Office, in front of collector house, Head Post Office Shahdol MP-484001, Pincode -484001
294	MADHYA PRADESH	Shajapur	SHAJAPUR BRANCH	India Post Payments Bank Ltd, C/o SHAJAPUR Head Post Office, Nai Sadak Shajapur Head Post Office Shajapur MP-465001, Pincode -465001
295	MADHYA PRADESH	Shivpuri	SHIVPURI BRANCH	India Post Payments Bank Ltd, C/o SHIVPURI Head Post Office, Infront of Kotwali, Shivpuri - 473551, Pincode -473551
296	MADHYA PRADESH	Sidhi	SIDHI BRANCH	India Post Payments Bank Ltd, C/o SIDHI Head Post Office, Beside telephone Exchange, Head Post Office Sidhi MP-486001, Pincode -486661
297	MADHYA PRADESH	Tikamgarh	TIKAMGARH BRANCH	India Post Payments Bank Ltd, C/o TIKAMGARH Head Post Office, Jail Road, Tikamgarh, Pincode -472001
298	MADHYA PRADESH	Ujjain	UJJAIN BRANCH	India Post Payments Bank Ltd, C/o UJJAIN Head Post Office, beside Dewas gate bus stand ujjain head office Ujjain MP- 456001, Pincode -456001
299	MADHYA PRADESH	Vidisha	VIDISHA BRANCH	India Post Payments Bank Ltd, C/o VIDISHA Head Post Office, Nikasha Road In fron of Lotwali Vidisha Head Post Office Vidisha-464001, Pincode -464001
300	GOA	South Goa	MARGAO BRANCH	India Post Payments Bank Ltd, C/o MARGAO Head Post Office, Opp Municipal Garden, Pincode -403601
301	GOA	North Goa	PANAJI BRANCH	India Post Payments Bank Ltd, C/o PANAJI Head Post Office, Nr. Patto Bridge, Pincode -403001
302	MAHARASHTRA	Ahmed Nagar	AHMEDNAGAR BRANCH	India Post Payments Bank Ltd, C/o AHMEDNAGAR Head Post Office, Aurangabad - Ahmednagar - Pune Hwy, Ahmednagar, Ahmednagar, Maharashtra 414001, India, Pincode -414001
303	MAHARASHTRA	Akola	AKOLA BRANCH	India Post Payments Bank Ltd, C/o AKOLA Head Post Office, Near Bus Stand Akola, Pincode -444001
304	MAHARASHTRA	Raigarh (MH)	ALIBAG BRANCH	India Post Payments Bank Ltd, C/o ALIBAG Head Post Office, Sea Shor Road, opposite of civil Hospital, Pincode -402201
305	MAHARASHTRA	Amravati	AMRAVATI BRANCH	India Post Payments Bank Ltd, C/o AMRAVATI HOHead Post Office, Near SBI ,Shyam Chowk Amravati, Pincode -444601
306	MAHARASHTRA	Aurangabad (MH)	AURANGABAD BRANCH	India Post Payments Bank Ltd, C/o AURANGABAD Head Post Office, Juna Bazar, Head Post Office Building, Pincode -431001
307	MAHARASHTRA	Pune	BARAMATI BRANCH	India Post Payments Bank Ltd, C/o BARAMATI Head Post Office, MH SH 221, Samarth Nagar, Baramati, Maharashtra 413102, India, Pincode -413102
308	MAHARASHTRA	Beed	BEED BRANCH	India Post Payments Bank Ltd, C/o BEED Head Post Office, Opposite to Beed DCC Bank, Rajuri Ves, Bashirgunj, Beed, Pincode -431122
309	MAHARASHTRA	Bhandara	BHANDARA BRANCH	India Post Payments Bank Ltd, C/o BHANDARA Head Post Office, Near Bus Stop, Sabji Mandi Chowk, Bhandara, Pincode -441904
310	MAHARASHTRA	Buldhana	BULDANA BRANCH	India Post Payments Bank Ltd, C/o BULDANA Head Post Office, Head Post Office Buldana, Karanja Square, Buldana - 443001, Pincode -443001

S.No	State	District	Branch Name	Branch Address
311	MAHARASHTRA	#N/A	CHANDRAPUR BRANCH	India Post Payments Bank Ltd, C/o CHANDRAPUR Head Post Office, Chandrapur - Anchaleshwar Gate Rd, Bazar Ward, Chandrapur, Maharashtra 442402, India, Pincode -442401
312	MAHARASHTRA	Dhule	DHULE BRANCH	India Post Payments Bank Ltd, C/o DHULE Head Post Office, Lane no 01 Dhule Head Post Office Building Dhule 424001, Pincode -424001
313	MAHARASHTRA	Gadchiroli	GADCHIROLI BRANCH	India Post Payments Bank Ltd, C/o GADCHIROLI Sub Post Office, Chamorshi Rd, Rampuri, Gadchiroli, Maharashtra 442605, India, Pincode -442605
314	MAHARASHTRA	Gondia	GONDIA BRANCH	India Post Payments Bank Ltd, C/o GONDIA Head Post Office, Civil line, Near ShriGi Lown, Gondia, Pincode -441601
315	MAHARASHTRA	Hingoli	HINGOLI BRANCH	India Post Payments Bank Ltd, C/o HINGOLI Sub Post Office, Shastri Nagar Hingoli, Pincode -431513
316	MAHARASHTRA	Jalgaon	JALGAON BRANCH	India Post Payments Bank Ltd, C/o JALGAON Head Post Office, Postal staff quarter No C-1 Baliram Peth , Near Baliram Peth Post office Jalgaon, Maharashtra 425001, India, Pincode -425001
317	MAHARASHTRA	Jalna	JALNA BRANCH	India Post Payments Bank Ltd, C/o JALNA Head Post Office, Near Shivaji Chowk, Pincode -431203
318	MAHARASHTRA	Kolhapur	KOLHAPUR BRANCH	India Post Payments Bank Ltd, C/o KOLHAPUR Head Post Office, Ramanmala, Kasaba Bawada Main Rd, Kolhapur, Maharashtra 416003, India, Pincode -416003
319	MAHARASHTRA	Latur	LATUR BRANCH	India Post Payments Bank Ltd, C/o LATUR Head Post Office, Old MIDC Road, Vishal Nagar (East), Deep Jyoti Nagar, Latur, Maharashtra 413531, India, Pincode -413512
320	MAHARASHTRA	Nashik	MALEGAON CAMP BRANCH	India Post Payments Bank Ltd, C/o MALEGAON CAMP Sub Post Office, Near Ravalgaon Naka Malegaon Camp, Pincode -423105
321	MAHARASHTRA	Sindhudurg	MALVAN BRANCH	India Post Payments Bank Ltd, C/o MALVAN Head Post Office, Malvan Head post Office , Pincode -416606
322	MAHARASHTRA	Mumbai Suburban	MUMBAI - ANDHERI BRANCH	India Post Payments Bank Ltd, C/o MUMBAI - ANDHERI Head Post Office, D.N.Nagar, Andheri (W) Mumbai, Pincode -400053
323	MAHARASHTRA	Mumbai	MUMBAI - GIRGAON BRANCH	India Post Payments Bank Ltd, C/o MUMBAI - GIRGAON Sub Post Office, Girgaon Post Office Building, Vitthalbhai Patel Rd, Khandiwadi, Ambewadi, Girgaon, Mumbai, Maharashtra 400004, India, Pincode -400004
324	MAHARASHTRA	Nagpur	NAGPUR BRANCH	India Post Payments Bank Ltd, C/o NAGPUR Head Post Office, Civil Lines, Nagpur, Pincode -440001
325	MAHARASHTRA	Nanded	NANDED BRANCH	India Post Payments Bank Ltd, C/o NANDED Head Post Office, Nanded, Maharashtra 431601, India, Pincode -431601
326	MAHARASHTRA	Nashik	NASHIK BRANCH	India Post Payments Bank Ltd, C/o NASHIK Head Post Office, Nashik GPO. In front of B D Bhalekar High School, N D Patel Road, Nashik 422001, Pincode -422001
327	MAHARASHTRA	Nandurbar	NAVAPUR BRANCH	India Post Payments Bank Ltd, C/o NAVAPUR Sub Post Office, Near BSNL Office, Opp ICE Factory, Navapur, Pincode -425418
328	MAHARASHTRA	Osmanabad	OSMANABAD BRANCH	India Post Payments Bank Ltd, C/o OSMANABAD Head Post Office, Kokate Galli, Nehru Chowk, Osmanabad, Maharashtra 413501, India, Pincode -413501

S.No	State	District	Branch Name	Branch Address
329	MAHARASHTRA	Palghar	PALGHAR BRANCH	India Post Payments Bank Ltd, C/o PALGHAR Head Post Office, Kamath Building ,Dist - Palghar , ,401404 ,India , Pincode -401404
330	MAHARASHTRA	Raigarh (MH)	PANVEL BRANCH	India Post Payments Bank Ltd, C/o PANVEL Head Post Office, Sector 19, New Panvel East, Panvel, Navi Mumbai, Maharashtra 410206, India, Pincode -410206
331	MAHARASHTRA	Parbhani	PARBHANI BRANCH	India Post Payments Bank Ltd, C/o PARBHANI Head Post Office, Shaniwar Bazar, Nanalpeth, Opposite Govt. Eye Hospital, Pincode -431401
332	MAHARASHTRA	Pune	PUNE BRANCH	India Post Payments Bank Ltd, C/o PUNE Head Post Office, 592, Laxmi Rd, Budhwar Peth, Pune, Maharashtra 411002, India, Pincode -411002
333	MAHARASHTRA	Ratnagiri	RATNAGIRI BRANCH	India Post Payments Bank Ltd, C/o RATNAGIRI Head Post Office, subhash Road, Pincode -415612
334	MAHARASHTRA	Sangli	SANGLI BRANCH	India Post Payments Bank Ltd, C/o SANGLI Head Post Office, Rajwada Chowk, Pincode -416416
335	MAHARASHTRA	Satara	SATARA BRANCH	India Post Payments Bank Ltd, C/o SATARA Head Post Office, 512/C, SH 58, Sadar Bazar, Satara, Maharashtra 415001, India, Pincode -415001
336	MAHARASHTRA	Ahmed Nagar	SHRIRAMPUR BRANCH	India Post Payments Bank Ltd, C/o SHRIRAMPUR Head Post Office, Near S T Stand, Newasa Road, Pincode -413709
337	MAHARASHTRA	Solapur	SOLAPUR BRANCH	India Post Payments Bank Ltd, C/o SOLAPUR Head Post Office, Near Railway Station, Pincode -413001
338	MAHARASHTRA	Thane	THANE BRANCH	India Post Payments Bank Ltd, C/o THANE Sub Post Office, Thane RS Post office Building, 1st Floor , Pincode -400601
339	MAHARASHTRA	Wardha	WARDHA BRANCH	India Post Payments Bank Ltd, C/o WARDHA Head Post Office, Near Zhansi Rani Square, Civil Lines, Wardha, Pincode -442001
340	MAHARASHTRA	Washim	WASHIM BRANCH	India Post Payments Bank Ltd, C/o WASHIM Sub Post Office, Near Police Station Washim, Pincode -444505
341	MAHARASHTRA	Yavatmal	YAVATMAL BRANCH	India Post Payments Bank Ltd, C/o YAVATMAL Head Post Office, City Post Office, Pangari, Yavatmal, Maharashtra 445001, India, Pincode -445001
342	ARUNACHAL PRADESH	West Siang	ALONG BRANCH	India Post Payments Bank Ltd, C/o ALONG Sub Post Office, Nehru Chowk, Paktu, West Siang District, Along, Pincode -791001
343	ARUNACHAL PRADESH	West Kameng	BOMDILA BRANCH	India Post Payments Bank Ltd, C/o BOMDILA Sub Post Office, Hospital Road, Bomdila, West Kameng District, Pincode -790001
344	ARUNACHAL PRADESH	Changlang	CHANGLANG BRANCH	India Post Payments Bank Ltd, C/o CHANGLANG Sub Post Office, Margherita-Changlang Road, Changlang District, Changlang, Pincode -792120
345	ARUNACHAL PRADESH	Papum Pare	ITANAGAR BRANCH	India Post Payments Bank Ltd, C/o ITANAGAR Head Post Office, Bank Tinali, Tadar Tang Marg, Itanagar, Pincode -791111
346	ARUNACHAL PRADESH	Tirap	KHONSA BRANCH	India Post Payments Bank Ltd, C/o KHONSA Sub Post Office, Khonsa, Tirap District, Pincode -792130

S.No	State	District	Branch Name	Branch Address
347	ARUNACHAL PRADESH	Namsai	NAMSAI BRANCH	India Post Payments Bank Ltd, C/o NAMSAI Sub Post Office, Jaipur Road, Minister Market, Namsai District, Namsai, Pincode -792103
348	ARUNACHAL PRADESH	East Siang	PASIGHAT BRANCH	India Post Payments Bank Ltd, C/o Passighat Sub Post Office, Passighat MDG, East Siang District, Arunachal Pradesh, Pincode -791102
349	ARUNACHAL PRADESH	Lower Dibang Valley	ROING BRANCH	India Post Payments Bank Ltd, C/o ROING Sub Post Office, Main Road, Lower Dibang Valley, Near Liitle Rose School, Pincode -792110
350	ARUNACHAL PRADESH	Tawang	TAWANG BRANCH	India Post Payments Bank Ltd, C/o TAWANG Sub Post Office, Nehru Market, Tawang District, Tawang, Pincode -790104
351	ARUNACHAL PRADESH	Lower Subansiri	ZIRO BRANCH	India Post Payments Bank Ltd, C/o ZIRO Sub Post Office, Hapoli, Lower Subansiri District, Pincode -791120
352	MANIPUR	Chandel	CHANDEL BRANCH	India Post Payments Bank Ltd, C/o CHANDEL Sub Post Office, Chandel SO near Chandel Bazar, Pincode -795127
353	MANIPUR	Churachandpur	CHURACHANDPUR BRANCH	India Post Payments Bank Ltd, C/o CHURACHANDPUR Sub Post Office, Tuibong, Pincode -795128
354	MANIPUR	Imphal West	IMPHAL BRANCH	India Post Payments Bank Ltd, C/o IMPHAL Head Post Office, Imphal Head Post Office Babupara -795001, Pincode -795001
355	MANIPUR	Imphal East	JIRIBAM BAZAR BRANCH	India Post Payments Bank Ltd, C/o JIRIBAM BAZAR Sub Post Office, Babupara, Pincode -795116
356	MANIPUR	Bishnupur	MOIRANG BRANCH	India Post Payments Bank Ltd, C/o MOIRANG Sub Post Office, Moirang Bazar, Pincode -795133
357	MANIPUR	Senapati	SENAPATI BRANCH	India Post Payments Bank Ltd, C/o SENAPATI Sub Post Office, Makhreliu, Pincode -795106
358	MANIPUR	Tamenglong	TAMENGLONG BRANCH	India Post Payments Bank Ltd, C/o TAMENGLONG Sub Post Office, Tamenglong SO, Ward No. – 5 Thingkhiulong, Pincode -795141
359	MANIPUR	Thoubal	THOUBAL BRANCH	India Post Payments Bank Ltd, C/o THOUBAL Sub Post Office, Thoubal Bazar, Pincode -795138
360	MANIPUR	Ukhrul	UKHRUL BRANCH	India Post Payments Bank Ltd, C/o UKHRUL Sub Post Office, Wino Bazar, Pincode -795142
361	MEGHALAYA	West Jaintia Hills	JOWAI BRANCH	India Post Payments Bank Ltd, C/o JOWAI Sub Post Office, Jowai MDG, East Jaintia Hills, Meghalaya -793150, Pincode -793150
362	MEGHALAYA	East Jaintia Hills	KHLIEHRIAT BRANCH	India Post Payments Bank Ltd, C/o KHLIEHRIAT Sub Post Office, Khliehriat SO, East Jaintia Hills, Meghalaya -793200, Pincode -793200
363	MEGHALAYA	South West Garo Hills	MAHENDRAGANJ BRANCH	India Post Payments Bank Ltd, C/o MAHENDRAGANJ Sub Post Office, Mahendraganj SO, West garo Hills, Meghalaya -794106, Pincode -794106
364	MEGHALAYA	Ri Bhoi	NONGPOH BRANCH	India Post Payments Bank Ltd, C/o NONGPOH Sub Post Office, Nongpoh SO, Ri-Bhoi, Meghalaya -793102, Pincode -793102
365	MEGHALAYA	West Khasi Hills	NONGSTOIN BRANCH	India Post Payments Bank Ltd, C/o NONGSTOIN Sub Post Office, Nongstoin SO, West Khasi Hills, Meghalaya -793119, Pincode -793119

S.No	State	District	Branch Name	Branch Address
366	MEGHALAYA	East Khasi Hills	SHILLONG BRANCH	India Post Payments Bank Ltd, C/o SHILLONG Head Post Office, Shillong GPO, East Khasi Hills, Meghalaya - 793001, Pincode -793001
367	MEGHALAYA	West Garo Hills	TURA BRANCH	India Post Payments Bank Ltd, C/o TURA Head Post Office, Tura HO, West Garo Hills, Meghalaya, Pincode -794001
368	MEGHALAYA	East Garo Hills	WILLIAMNAGAR BRANCH	India Post Payments Bank Ltd, C/o WILLIAMNAGAR Sub Post Office, Williamnagar SO, East Garo Hills, Meghalaya - 794111, Pincode -794111
369	MIZORAM	Aizawl	AIZAWL BRANCH	India Post Payments Bank Ltd, C/o AIZAWL Head Post Office, Opp DC Office, Treasury Square, Aizawl, Mizoram 796001, India, Pincode -796001
370	MIZORAM	Champhai	CHAMPHAI BRANCH	India Post Payments Bank Ltd, C/o CHAMPHAI Sub Post Office, KAHRAWT VENG, Pincode -796321
371	MIZORAM	Kolasib	KOLASIB BRANCH	India Post Payments Bank Ltd, C/o KOLASIB Sub Post Office, Tumpui Veng, Near Tumpui Field, Pincode -796081
372	MIZORAM	Lawngtlai	LAWNGTLAI BRANCH	India Post Payments Bank Ltd, C/o LAWNGTLAI Sub Post Office, NH2, Lawngtlai, Mizoram 796891, India, Pincode -796891
373	MIZORAM	Lunglei	LUNGLEI BRANCH	India Post Payments Bank Ltd, C/o LUNGLEI Sub Post Office, Near Lunglei Police Station, Pincode -796701
374	MIZORAM	Serchhip	SERCHHIP BRANCH	India Post Payments Bank Ltd, C/o SERCHHIP Sub Post Office, Near State Bank of India, Serchhip, Mizoram 796181, India, Pincode -796181
375	NAGALAND	Dimapur	DIMAPUR BRANCH	India Post Payments Bank Ltd, C/o DIMAPUR Sub Post Office, DAN Building, Pincode -797112
376	NAGALAND	Kohima	KOHIMA BRANCH	India Post Payments Bank Ltd, C/o KOHIMA Head Post Office, Near Local Ground, Pincode -797001
377	NAGALAND	Mokokchung	MOKOKCHUNG BRANCH	India Post Payments Bank Ltd, C/o MOKOKCHUNG Sub Post Office, Sangtemla Ward, Pincode -798601
378	NAGALAND	Mon	MON BRANCH	India Post Payments Bank Ltd, C/o MON Sub Post Office, Near Private Bus Station, Pincode -798621
379	NAGALAND	Phek	PHEK BRANCH	India Post Payments Bank Ltd, C/o PHEK Sub Post Office, Bethany II Colony, Pincode -797108
380	NAGALAND	Tuensang	TUENSANG BRANCH	India Post Payments Bank Ltd, C/o TUENSANG Sub Post Office, Below PHE Office, Pincode -798612
381	NAGALAND	Wokha	WOKHA BRANCH	India Post Payments Bank Ltd, C/o WOKHA Sub Post Office, Near DC Office, Pincode -797111
382	NAGALAND	Peren	ZALUKIE BRANCH	India Post Payments Bank Ltd, C/o ZALUKIE Sub Post Office, Opp Police Station,, Pincode -797110
383	NAGALAND	Zunheboto	ZUNHEBOTO BRANCH	India Post Payments Bank Ltd, C/o ZUNHEBOTO Sub Post Office, Centre Point, Project Coolny, Pincode -798620
384	TRIPURA	West Tripura	AGARTALA BRANCH	India Post Payments Bank Ltd, C/o AGARTALA Head Post Office, Jagannath Bari Rd, Indranagar, Agartala, Tripura 799002, India, Pincode -799001
385	TRIPURA	North Tripura	DHARMANAGAR BRANCH	India Post Payments Bank Ltd, C/o DHARMANAGAR Head Post Office, Algapur Rd, Algapur, Dharmanagar, Tripura 799253, India, Pincode -799250
386	TRIPURA	Unakoti[12]	KAILASHAHAR BRANCH	India Post Payments Bank Ltd, C/o KAILASHAHAR Sub Post Office, Kailasahar SO, Unakoti District, Tripura, Pincode -799277

S.No	State	District	Branch Name	Branch Address
387	TRIPURA	Khowai	KHOWAI BRANCH	India Post Payments Bank Ltd, C/o KHOWAI Sub Post Office, Khowai SO, Khowai District, Tripura, Pincode -799201
388	TRIPURA	South Tripura	RADHAKISHOREPUR BRANCH	India Post Payments Bank Ltd, C/o RADHAKISHOREPUR Head Post Office, Radhakishorepur HO, East Bank of Jagannath Dighi, Gomati Udaipur.Pin-799120, Pincode -799120
389	ORISSA	Angul	ANGUL BRANCH	India Post Payments Bank Ltd, C/o ANGUL Head Post Office, ANGUL HEAD POST OFFICE,ANGUL-759122, Pincode -759122
390	ORISSA	Balangir	BALANGIR BRANCH	India Post Payments Bank Ltd, C/o BALANGIR Head Post Office, BALANGIR HEAD POST OFFICE,BALANGIR -767001, Pincode -767001
391	ORISSA	Baleswar	BALASORE BRANCH	India Post Payments Bank Ltd, C/o BALASORE Head Post Office, BALASORE HEAD POST OFFICE,BALASORE -756001, Pincode -756001
392	ORISSA	Bargarh	BARGARH BRANCH	India Post Payments Bank Ltd, C/o BARGARH Head Post Office, BARGARH HEAD POST OFFICE,BARGARH-768028, Pincode -768028
393	ORISSA	Mayurbhanj	BARIPADA BRANCH	India Post Payments Bank Ltd, C/o BARIPADA Head Post Office, Kacheri Road, , Baripada, Odisha 757001, India, Pincode -757001
394	ORISSA	Ganjam	BERHAMPUR BRANCH	India Post Payments Bank Ltd, C/o BERHAMPUR Head Post Office, Indira Gandhi Statue, Gandhi Nagar, Brahmapur, Odisha 760001, India, Pincode -760001
395	ORISSA	Bhadrak	BHADRAK BRANCH	India Post Payments Bank Ltd, C/o BHADRAK Head Post Office, BHADRAK HEAD POST OFFICE,BHADRAK-756100, Pincode -756100
396	ORISSA	Ganjam	BHANJANAGAR BRANCH	India Post Payments Bank Ltd, C/o BHANJANAGAR Head Post Office, BHANJANAGAR HEAD POST OFFICE,BHANJANAGAR -761126, Pincode -761126
397	ORISSA	Kalahandi	BHAWANIPATNA BRANCH	India Post Payments Bank Ltd, C/o BHAWANIPATNA Head Post Office, BHAWANIPATNA HEAD POST OFFICE,BHAWANIPATNA-766001, Pincode -766001
398	ORISSA	Khorda	BHUBANESWAR BRANCH	India Post Payments Bank Ltd, C/o BHUBANESWAR Head Post Office, Sachivalaya Marg, Unit 3, Bhauma Nagar, Bhubaneswar, Odisha 751001, India, Pincode -751001
399	ORISSA	Boudh	BOUDHRAJ BRANCH	India Post Payments Bank Ltd, C/o BOUDHRAJ Sub Post Office, Stadium Rd, Bazarpada, Bhawanipatna, Odisha 766001, India, Pincode -762014
400	ORISSA	Cuttack	CUTTACK BRANCH	India Post Payments Bank Ltd, C/o CUTTACK Head Post Office, Cuttack GPO, Pincode -753001
401	ORISSA	Deogarh	DEOGARH BRANCH	India Post Payments Bank Ltd, C/o DEOGARH Sub Post Office, Deogarh MDG, Pincode -768108
402	ORISSA	Dhenkanal	DHENKANAL BRANCH	India Post Payments Bank Ltd, C/o DHENKANAL Head Post Office, DHENKANAL HEAD POST OFFICE, DHENKANAL -759001, Pincode -759001
403	ORISSA	Jagatsinghapur	JAGATSINGHPUR BRANCH	India Post Payments Bank Ltd, C/o JAGATSINGHPUR Head Post Office, JAGATSINGHPUR HEAD POST OFFICE, JAGATSINGHPUR -754103, Pincode -754103
404	ORISSA	Jajapur	JAJPUR BRANCH	India Post Payments Bank Ltd, C/o JAJPUR Head Post Office, JAJPUR HEAD POST OFFICE, JAJPUR-755001, Pincode -755001

S.No	State	District	Branch Name	Branch Address
405	ORISSA	Koraput	JEYPORE BRANCH	India Post Payments Bank Ltd, C/o JEYPORE Head Post Office, Lal St, Ganga Nagar, Jeypore, Odisha 764001, India, Pincode -764001
406	ORISSA	Jharsuguda	JHARSUGUDA BRANCH	India Post Payments Bank Ltd, C/o JHARSUGUDA Head Post Office, JHARSUGUDA H.O, Pincode -768201
407	ORISSA	Kendrapara	KENDRAPARA BRANCH	India Post Payments Bank Ltd, C/o KENDRAPARA Head Post Office, Main Rd, Kendrapara, Odisha 754211, India, Pincode -754211
408	ORISSA	Kendujhar	KEONJHARGARH BRANCH	India Post Payments Bank Ltd, C/o KEONJHARGARH Head Post Office, Keonjhar H.O, Pincode -758001
409	ORISSA	Malkangiri	MALKANGIRI BRANCH	India Post Payments Bank Ltd, C/o MALKANGIRI Sub Post Office, NH326, Malkangiri, Odisha 764045, India, Pincode -764045
410	ORISSA	Nabarangapur	NABARANGPUR BRANCH	India Post Payments Bank Ltd, C/o NABARANGPUR Sub Post Office, NABARANGPUR MDG, NABARANGPUR-764059, Pincode -764059
411	ORISSA	Nuapada	NAWAPARA TANWAT BRANCH	India Post Payments Bank Ltd, C/o NAWAPARA TANWAT Sub Post Office, NAWAPARA TANWAT, Pincode -766105
412	ORISSA	Nayagarh	NAYAGARH BRANCH	India Post Payments Bank Ltd, C/o NAYAGARH Head Post Office, nayagarh, Pincode -752069
413	ORISSA	Gajapati	PARLAKHEMUNDI BRANCH	India Post Payments Bank Ltd, C/o PARLAKHEMUNDI Head Post Office, Parlakhemundi - Narasannapeta Rd, Paralakhemundi, Odisha 761200, India, Pincode -761200
414	ORISSA	Kandhamal	PHULBANI BRANCH	India Post Payments Bank Ltd, C/o PHULBANI Head Post Office, Phulbani, Pincode -762001
415	ORISSA	Puri	PURI BRANCH	India Post Payments Bank Ltd, C/o PURI Head Post Office, Ramakrishna Mission Rd, Puri, Odisha 752001, India, Pincode -752001
416	ORISSA	Mayurbhanj	RAIRANGPUR BRANCH	India Post Payments Bank Ltd, C/o RAIRANGPUR Head Post Office, RAIRANGPUR HEAD POST OFFICE, RAIRANGPUR-757043, Pincode -757043
417	ORISSA	Rayagada	RAYAGADA BRANCH	India Post Payments Bank Ltd, C/o RAYAGADA Head Post Office, Rayagada, 765001, Pincode -765001
418	ORISSA	Sundergarh	ROURKELA BRANCH	India Post Payments Bank Ltd, C/o ROURKELA Head Post Office, At PO Rourkela Head Post Office, Pincode -769001
419	ORISSA	Sambalpur	SAMBALPUR BRANCH	India Post Payments Bank Ltd, C/o SAMBALPUR Head Post Office, Sambalpur, Pincode -768001
420	ORISSA	SONAPUR	SONEPUR BRANCH	India Post Payments Bank Ltd, C/o SONEPUR Sub Post Office, SONEPUR MDG, SONEPUR-767017, Pincode -767017
421	ORISSA	Sundergarh	SUNDARGARH BRANCH	India Post Payments Bank Ltd, C/o SUNDARGARH Head Post Office, Hospital Rd, Sundargarh, Odisha 770001, India, Pincode -770001
422	CHANDIGARH	Chandigarh	CHANDIGARH BRANCH	India Post Payments Bank Ltd, C/o CHANDIGARH SECTOR 29 Sub Post Office, SCF - 58,59 Sector 29 D chandigarh, Pincode -160030
423	PUNJAB	Fazilka	ABOHAR BRANCH	India Post Payments Bank Ltd, C/o ABOHAR Sub Post Office, Back Side Bus Stand, Abohar, Pincode -152116

S.No	State	District	Branch Name	Branch Address
424	PUNJAB	Amritsar	AMRITSAR BRANCH	India Post Payments Bank Ltd, C/o AMRITSAR Head Post Office, GPO Complex, Court Road, Pincode - 143001
425	PUNJAB	Barnala	BARNALA BRANCH	India Post Payments Bank Ltd, C/o BARNALA Sub Post Office, Barnala Sub Post Office ,Near Railway Station, Barnala-148101 Distt Sangrur, Pincode -148101
426	PUNJAB	Bathinda	BATHINDA BRANCH	India Post Payments Bank Ltd, C/o BATHINDA Head Post Office, Bathinda Head Post office , Pincode - 151001
427	PUNJAB	Mohali	MOHALI BRANCH	India Post Payments Bank Ltd, C/o CHANDIGARH SECTOR 55 Sub Post Office, SCO-19 Sec-55, Phase-I Mohali-160055, Pincode -160055
428	PUNJAB	Faridkot	FARIDKOT BRANCH	India Post Payments Bank Ltd, C/o FARIDKOT Head Post Office, Near Railway Station, Faridkot, Pincode - 151203
429	PUNJAB	Firozpur	FEROZEPUR BRANCH	India Post Payments Bank Ltd, C/o FEROZEPUR Head Post Office, Near Sher Shah Wali Chowk Ferozepur Cantt, Pincode -152001
430	PUNJAB	Gurdaspur	GURDASPUR BRANCH	India Post Payments Bank Ltd, C/o GURDASPUR Head Post Office, Post office chowk gurdaspur, Pincode - 143521
431	PUNJAB	Hoshiarpur	HOSHIARPUR BRANCH	India Post Payments Bank Ltd, C/o HOSHIARPUR Head Post Office, Opposite Indoor Stadium ,civil Lines Hoshiarpur, Pincode -146001
432	PUNJAB	Jalandhar	JALANDHAR BRANCH	India Post Payments Bank Ltd, C/o JALANDHAR Head Post Office, GPO Building, nehru garden road, near nam dev chowk, Jalandhar, Pincode -144001
433	PUNJAB	Kapurthala	KAPURTHALA BRANCH	India Post Payments Bank Ltd, C/o KAPURTHALA Head Post Office, 3, Mall Rd, Rabbit Avenue, Kapurthala, Punjab 144602, India, Pincode -144601
434	PUNJAB	Ludhiana	LUDHIANA BRANCH	India Post Payments Bank Ltd, C/o LUDHIANA Head Post Office, Near Bharat Nagar Chowk, Ferozepur Road, Adjoining New Courts Ludhiana, Pincode -141001
435	PUNJAB	Sangrur	MALERKOTLA BRANCH	India Post Payments Bank Ltd, C/o MALERKOTLA Sub Post Office, Malerkotla Sub Post Office, Sadar Bazar ,Malerkotla-148023 Distt Sangrur, Pincode -148023
436	PUNJAB	Mansa	MANSA BRANCH	India Post Payments Bank Ltd, C/o MANSA Sub Post Office, Mansa MDG Post office, Pincode -151505
437	PUNJAB	Moga	MOGA BRANCH	India Post Payments Bank Ltd, C/o MOGA Head Post Office, Chamber Road, Moga, Pincode -142001
438	PUNJAB	Muktsar	MALOUT BRANCH	India Post Payments Bank Ltd, C/o MALOUT Sub Post Office, Main Bazar, Malout, Pincode -152107
439	PUNJAB	Nawanshahr	NAWANSHAHAR	India Post Payments Bank Ltd, C/o NAWANSHAHAR MDG, opp D.C. Office , Pincode -144514
440	PUNJAB	Pathankot	PATHANKOT BRANCH	India Post Payments Bank Ltd, C/o PATHANKOT Sub Post Office, Pathankot MDG, Near Gandhi Chowk, Pathankot, Pincode -145001
441	PUNJAB	Patiala	PATIALA BRANCH	India Post Payments Bank Ltd, C/o PATIALA Head Post Office, Leela Bhawan Patiala, Pincode -147001
442	PUNJAB	Ropar	ROPAR BRANCH	India Post Payments Bank Ltd, C/o ROPAR Head Post Office, Ropar Head Post Office-140001, Pincode - 140001

S.No	State	District	Branch Name	Branch Address
443	PUNJAB	Fatehgarh Sahib	SIRHIND BRANCH	India Post Payments Bank Ltd, C/o SIRHIND Sub Post Office, Jattपुरा Mohalla Sirhind, Pincode -140406
444	PUNJAB	Tarn Taran	TARN TARAN BRANCH	India Post Payments Bank Ltd, C/o TARN TARAN Head Post Office, Char Khamba Chowk, Railway Road, Tarn Taran, Pincode -143401
445	RAJASTHAN	Ajmer	AJMER BRANCH	India Post Payments Bank Ltd, C/o AJMER Head Post Office, Gandhi Bhawan Circle, Prithvi Raj Marg, Ajmer, Pincode -305001
446	RAJASTHAN	Banswara	BANSWARA BRANCH	India Post Payments Bank Ltd, C/o BANSWARA Head Post Office, near New bus stand Banswara, Pincode -327001
447	RAJASTHAN	Baran	BARAN BRANCH	India Post Payments Bank Ltd, C/o BARAN Sub Post Office, Station Road Baran, Pincode -325205
448	RAJASTHAN	Barmer	BARMER BRANCH	India Post Payments Bank Ltd, C/o BARMER Head Post Office, Mahaveer Nagar Near Sindhari Circle, Barmer, Rajasthan 344001, India, Pincode -344001
449	RAJASTHAN	Bharatpur	BHARATPUR BRANCH	India Post Payments Bank Ltd, C/o BHARATPUR Head Post Office, OPP GANDHI PARK, PAI BAGH , Pincode -321001
450	RAJASTHAN	Bhilwara	BHILWARA BRANCH	India Post Payments Bank Ltd, C/o BHILWARA Head Post Office, Near Gol Piyau Circle , Pincode -311001
451	RAJASTHAN	Bikaner	BIKANER BRANCH	India Post Payments Bank Ltd, C/o BIKANER Head Post Office, Behind Junagarh Fort , Pincode -334001
452	RAJASTHAN	Bundi	BUNDI BRANCH	India Post Payments Bank Ltd, C/o BUNDI Head Post Office, BahadurSingh Circle , Nainwan Road , Bundi, Rajasthan 323001, India, Pincode -323001
453	RAJASTHAN	Chittorgarh	CHITTORGARH BRANCH	India Post Payments Bank Ltd, C/o CHITTORGARH Head Post Office, Maharana Pratap Setu Marg, Kailash Nagar, Chittorgarh, Rajasthan 312001, India, Pincode -312001
454	RAJASTHAN	Churu	CHURU CITY BRANCH	India Post Payments Bank Ltd, C/o CHURU CITY Sub Post Office, Gudri Bazar Road, Agunaa Mohalla, Churu, Rajasthan 331001, India, Pincode -331001
455	RAJASTHAN	Dausa	DAUSA BRANCH	India Post Payments Bank Ltd, C/o DAUSA Head Post Office, Main Market, Lalsot Road, Pincode -303303
456	RAJASTHAN	Dholpur	DHOLPUR BRANCH	India Post Payments Bank Ltd, C/o DHOLPUR Head Post Office, Hardev Nagar near Govt. Hospital, Pincode -328001
457	RAJASTHAN	Dungarpur	DUNGARPUR BRANCH	India Post Payments Bank Ltd, C/o DUNGARPUR Head Post Office, New Colony Dungarpur,314001, Pincode -314001
458	RAJASTHAN	Hanumangarh	HANUMANGARH JN. HO	India Post Payments Bank Ltd, C/o HANUMANGARH JN. HOHead Post Office, NR ROADWAYS DEPOT, Pincode -335512
459	RAJASTHAN	Jaipur	JAIPUR BRANCH	India Post Payments Bank Ltd, C/o JAIPUR Head Post Office, 8, MI Road, Ashok Nagar, Jaipur, Rajasthan 302001, India, Pincode -302001
460	RAJASTHAN	Jaisalmer	JAISALMER BRANCH	India Post Payments Bank Ltd, C/o JAISALMER Head Post Office, Behind Poonam Stadium, Pincode -345001
461	RAJASTHAN	Jalor	JALORE BRANCH	India Post Payments Bank Ltd, C/o JALORE Head Post Office, Shivaji Nagar Jalore, Pincode -343001
462	RAJASTHAN	Jhalawar	JHALAWAR BRANCH	India Post Payments Bank Ltd, C/o JHALAWAR Head Post Office, Bus Stand Road, Pincode -326001

S.No	State	District	Branch Name	Branch Address
463	RAJASTHAN	Jhujhunu	JHUNJHUNU BRANCH	India Post Payments Bank Ltd, C/o JHUNJHUNU Head Post Office, HEAD POST OFFICE ,NEAR SAHID JP JANU SCHOOL ,ROAD NO. 1, JHUNJHUNU, Pincode -333001
464	RAJASTHAN	Jodhpur	JODHPUR BRANCH	India Post Payments Bank Ltd, C/o JODHPUR Head Post Office, Near Railway Station , Reservation Office , Jodhpur 342001, Pincode -342001
465	RAJASTHAN	Rajsamand	KANKROLI BRANCH	India Post Payments Bank Ltd, C/o KANKROLI Head Post Office, Head Post Office Kankroli HO, Pincode - 313324
466	RAJASTHAN	Karauli	KARAULI BRANCH	India Post Payments Bank Ltd, C/o KARAULI Sub Post Office, Indra Colony, Pincode -322241
467	RAJASTHAN	Kota	KOTA BRANCH	India Post Payments Bank Ltd, C/o KOTA Head Post Office, Near aerodrome Circle, Pincode -324007
468	RAJASTHAN	Alwar	ALWAR BRANCH	India Post Payments Bank Ltd, C/o MOTIDOONGRI Sub Post Office, Moti Doongri, Alwar, Pincode - 301002
469	RAJASTHAN	Nagaur	NAGAUER BRANCH	India Post Payments Bank Ltd, C/o NAGAUER Head Post Office, Nakas Gate, Nagaur head post office, Nagaur-341001, Pincode -341001
470	RAJASTHAN	Pali	PALI MARWAR BRANCH	India Post Payments Bank Ltd, C/o PALI MARWAR Head Post Office, MDR13, Mahaveer Nagar, Pali, Rajasthan 306401, India, Pincode -306401
471	RAJASTHAN	Pratapgarh (RJ)	PRATAPGARH BRANCH	India Post Payments Bank Ltd, C/o PRATAP GARH Sub Post Office, Nandwano Ki Gali, Gopal Ganj, Pratapgarh, Rajasthan 312605, India, Pincode -312605
472	RAJASTHAN	Sawai Madhopur	SAWAIMADHOPUR BRANCH	India Post Payments Bank Ltd, C/o SAWAIMADHOPUR Head Post Office, Near Indra Circle , Bazaria, Sawaimadhupur , Pincode -322001
473	RAJASTHAN	Sikar	SIKAR BRANCH	India Post Payments Bank Ltd, C/o SIKAR Head Post Office, Station Rd, Mohalla Qureshi, Sikar, Rajasthan 332001, India, Pincode -332001
474	RAJASTHAN	Sirohi	SIROHI BRANCH	India Post Payments Bank Ltd, C/o SIROHI Head Post Office, HEAD POST OFFICE SIROHI, Pincode -307001
475	RAJASTHAN	Ganganagar	SRIGANGANAGAR BRANCH	India Post Payments Bank Ltd, C/o SRIGANGANAGAR Head Post Office, Collector Rd, Pincode -335001
476	RAJASTHAN	Tonk	TONK RAJ BRANCH	India Post Payments Bank Ltd, C/o TONK RAJ Head Post Office, SAWAI MADHOPUR CHOURAHA KE PAS TONK 304001, Pincode -304001
477	RAJASTHAN	Udaipur	UDAIPUR BRANCH	India Post Payments Bank Ltd, C/o UDAIPUR Sub Post Office, Udaipur Shastri Circle Post Office, Pincode - 313001
478	PUDUCHERRY	Karaikal	KARAIKAL BRANCH	India Post Payments Bank Ltd, C/o KARAIKAL Sub Post Office, Masthan Pallivasal St, Karaikal, Puducherry 609602, India, Pincode -609602
479	PUDUCHERRY	Pondicherry	PONDICHERRY BRANCH	India Post Payments Bank Ltd, C/o PONDICHERRY Head Post Office, No.8,Rangapillai street,Pondicherry, Pincode -605001
480	TAMIL NADU	Chennai	CHENNAI BRANCH	India Post Payments Bank Ltd, C/o ANNA ROAD Head Post Office, 80,Anna Salai, Chennai 2, Pincode - 600002

S.No	State	District	Branch Name	Branch Address
481	TAMIL NADU	Nilgiris	KODAIKANAL BRANCH	India Post Payments Bank Ltd, C/o CHARING CROSS Sub Post Office, 32/166, Ettines Road, charring Cross, Pincode -643001
482	TAMIL NADU	Cuddalore	CHIDAMBARAM BRANCH	India Post Payments Bank Ltd, C/o CHIDAMBARAM Head Post Office, 98 North car street, Pincode - 608001
483	TAMIL NADU	Coimbatore	COIMBATORE BRANCH	India Post Payments Bank Ltd, C/o COIMBATORE Head Post Office, goodshed road, coimbatore, Pincode - 641001
484	TAMIL NADU	Cuddalore	CUDDALORE BRANCH	India Post Payments Bank Ltd, C/o CUDDALORE Head Post Office, Cuddalore Head Post Office Bharathi Rd Manjakuppam Cuddalore, Tamil Nadu 607001 India, Pincode -607001
485	TAMIL NADU	Dharmapuri	DHARMAPURI BRANCH	India Post Payments Bank Ltd, C/o DHARMAPURI Head Post Office, Nachiappa Gounder street, Pincode - 636701
486	TAMIL NADU	Dindigul	DINDIGUL BRANCH	India Post Payments Bank Ltd, C/o DINDIGUL Head Post Office, YMRPATTI SCHEMEROAD AMC SALAI, Pincode -624001
487	TAMIL NADU	Erode	ERODE BRANCH	India Post Payments Bank Ltd, C/o ERODE Head Post Office, 76 GANDHIJI ROAD, Pincode -638001
488	TAMIL NADU	Kanchipuram	KANCHIPURAM BRANCH	India Post Payments Bank Ltd, C/o KANCHIPURAM Head Post Office, 46, Railway road, Kanchipuram, 631501, Pincode -631501
489	TAMIL NADU	Karur	KARUR BRANCH	India Post Payments Bank Ltd, C/o KARUR Head Post Office, Jawahar Bazaar Rd, Bunglaw Street, Karur, Tamil Nadu 639001, India, Pincode -639001
490	TAMIL NADU	Tuticorin	KOVILPATTI BRANCH	India Post Payments Bank Ltd, C/o KOVILPATTI Head Post Office, 204, Ettayapuram Road, Kovilpatti-628501, Pincode -628501
491	TAMIL NADU	Krishnagiri	KRISHNAGIRI BRANCH	India Post Payments Bank Ltd, C/o KRISHNAGIRI Head Post Office, Dharmaraja Kovil St, Old Pet, Krishnagiri, Tamil Nadu 635001, India, Pincode -635001
492	TAMIL NADU	Thanjavur	KUMBAKONAM BRANCH	India Post Payments Bank Ltd, C/o KUMBAKONAM Head Post Office, 1,HPO ROAD,KUMBAKONAM, Pincode -612001
493	TAMIL NADU	Sivaganga	MANAMADURAI BRANCH	India Post Payments Bank Ltd, C/o MANAMADURAI Head Post Office, MDR627, Manamadurai, Tamil Nadu 630606, India, Pincode -630606
494	TAMIL NADU	Nagapattinam	MAYILADUTHURAI BRANCH	India Post Payments Bank Ltd, C/o MAYILADUTHURAI Head Post Office, Cutcherry Rd, Pasupathi Street, Koranad, Mayiladuthurai, Tamil Nadu 609001, India, Pincode -609001
495	TAMIL NADU	Kanyakumari	NAGERCOIL TOWN BRANCH	India Post Payments Bank Ltd, C/o NAGERCOIL TOWN S.OSub Post Office, Tower Junction, Victoria Press Rd, Vadiveeswaram Village, Vettunimadam, Nagercoil, Tamil Nadu 629001, India, Pincode -629001
496	TAMIL NADU	Tirunelveli	PALAYANKOTTAI BRANCH	India Post Payments Bank Ltd, C/o PALAYANKOTTAI Head Post Office, 1 ENGLISH CHURCH STREET PALAYANKOTTAI -627002, Pincode -627002
497	TAMIL NADU	Perambalur	PERAMBALUR BRANCH	India Post Payments Bank Ltd, C/o PERAMBALUR Head Post Office, 85, Bazaar street, Perambalur, Tamil Nadu 621212, India, Pincode -621212

S.No	State	District	Branch Name	Branch Address
498	TAMIL NADU	Pudukkottai	PUDUKKOTTAI BRANCH	India Post Payments Bank Ltd, C/o PUDUKKOTTAI Head Post Office, 2419 & 2420, West Main Street, Pudukkottai, Tamil Nadu 622001, India, Pincode -622001
499	TAMIL NADU	Ramanathapuram	RAMANATHAPURAM BRANCH	India Post Payments Bank Ltd, C/o RAMANATHAPURAM Head Post Office, No.4 Post office Street, Ramanathapuram, Pincode -623501
500	TAMIL NADU	Salem	SALEM BRANCH	India Post Payments Bank Ltd, C/o SALEM Head Post Office, 143, V.Market Road, Salem 636 001, Pincode -636001
501	TAMIL NADU	Madurai	MADURAI BRANCH	India Post Payments Bank Ltd, C/o TALLAKULAM Head Post Office, HAQ Road, Tallakulam, Pincode - 625002
502	TAMIL NADU	Thanjavur	THANJAVUR BRANCH	India Post Payments Bank Ltd, C/o THANJAVUR Head Post Office, 2903, MK Moopnar Road, Pincode - 613001
503	TAMIL NADU	Theni	THENI BRANCH	India Post Payments Bank Ltd, C/o THENI Sub Post Office, No. 1, Pincode -625531
504	TAMIL NADU	Tiruchirappalli	TIRUCHIRAPPALLI BRANCH	India Post Payments Bank Ltd, C/o TIRUCHIRAPPALLI Head Post Office, Bharathiyar Salai, Cantonment, Tiruchirappalli 620001., Pincode -620001
505	TAMIL NADU	Vellore	TIRUPATTUR BRANCH	India Post Payments Bank Ltd, C/o TIRUPATTUR Head Post Office, No.55, Government Gardens, Tirupattur, Pincode -635601
506	TAMIL NADU	Tirupur	TIRUPUR BRANCH	India Post Payments Bank Ltd, C/o TIRUPUR Head Post Office, No.1 RAILWAY FEEDER ROAD, Pincode - 641601
507	TAMIL NADU	Tiruvallur	TIRUVALLUR BRANCH	India Post Payments Bank Ltd, C/o TIRUVALLUR Head Post Office, No.24,JN Road, Tiruvallur 602001, Pincode -602001
508	TAMIL NADU	Tiruvannamalai	TIRUVANNAMALAI BRANCH	India Post Payments Bank Ltd, C/o TIRUVANNAMALAI Head Post Office, 100/139, Thiyagi Annamalai Nagar, Tiruvannamalai 606601, Pincode -606601
509	TAMIL NADU	Tiruvarur	TIRUVARUR BRANCH	India Post Payments Bank Ltd, C/o TIRUVARUR Head Post Office, 6B THANJAVUR ROAD , Pincode - 610001
510	TAMIL NADU	Tuticorin	TUTICORIN BRANCH	India Post Payments Bank Ltd, C/o TUTICORIN Head Post Office, SH 176, CGE Colony, Thoothukudi, Tamil Nadu 628003, India, Pincode -628001
511	TAMIL NADU	Ariyalur	UDAYARPALAYAM BRANCH	India Post Payments Bank Ltd, C/o UDAYARPALAYAM Sub Post Office, Sendurai Main Road, Near Bus Stand, Udayarpalayam 621 804., Pincode -621804
512	TAMIL NADU	Namakkal	VELUR BRANCH	India Post Payments Bank Ltd, C/o VELUR Sub Post Office, 27, Tiruvalluvar salai, Velur -638182, Pincode - 638182
513	TAMIL NADU	Villupuram	VILLUPURAM BRANCH	India Post Payments Bank Ltd, C/o VILLUPURAM Head Post Office, 161, Kamaraj Salai, Villupuram 605602, Pincode -605602
514	TAMIL NADU	Virudhunagar	VIRUDHUNAGAR BRANCH	India Post Payments Bank Ltd, C/o VIRUDHUNAGAR Head Post Office, 15, AA Road, Virudhunagar - 626001, Pincode -626001

S.No	State	District	Branch Name	Branch Address
515	TELANGANA	Adilabad	ADILABAD BRANCH	India Post Payments Bank Ltd, C/o ADILABAD Head Post Office, Beside 1 Town Police Station, Near Old Bus stand, Adilabad., Pincode -504001
516	TELANGANA	Bhuvanagiri Yadadri	BHONGIR BRANCH	India Post Payments Bank Ltd, C/o BHONGIR Head Post Office, Near Old Busstand, Main Road Bhongir, Pincode -508116
517	TELANGANA	Warangal Urban	WARANGAL BRANCH	India Post Payments Bank Ltd, C/o DHS HANAMKONDA Sub Post Office, India post deval hazar sutton, WARANGAL - 506011, Pincode -506011
518	TELANGANA	Khammam	KHAMMAM BRANCH	India Post Payments Bank Ltd, C/o GANDHI CHOWK Sub Post Office, 5-7-200/11-138, Rd Number 6, Ramachandra Nagar Colony, Moti Nagar, Khammam, Telangana 507003, India, Pincode -507003
519	TELANGANA	Suryapet	SURYAPET BRANCH	India Post Payments Bank Ltd, C/o HUZURNAGAR Sub Post Office, Huzurnagar SO , Opposite Old Bus Stand , Huzurnagar., Pincode -508204
520	TELANGANA	Hyderabad	HYDERABAD BRANCH	India Post Payments Bank Ltd, C/o HYDERABAD Head Post Office, Abids, Hyderabad 500001, Pincode -500001
521	TELANGANA	Jangaon	JANGAON BRANCH	India Post Payments Bank Ltd, C/o JANGAON Head Post Office, Jangaon Head Post Office, Pincode -506167
522	TELANGANA	Kamareddy	KAMAREDDY BRANCH	India Post Payments Bank Ltd, C/o KAMAREDDY Head Post Office, BESIDE GOVT HIGH SCHOOL, Pincode -503111
523	TELANGANA	Karim Nagar	KARIMNAGAR BRANCH	India Post Payments Bank Ltd, C/o KARIMNAGAR Head Post Office, Near Tower Circle, Office Road, Karimnagar, Pincode -505001
524	TELANGANA	Mahabubabad	MAHABUBABAD BRANCH	India Post Payments Bank Ltd, C/o MAHABUBABAD Head Post Office, Near Railway Station, Main Road, Mahabubabad., Pincode -506101
525	TELANGANA	Mahabub Nagar	MAHABUBNAGAR BRANCH	India Post Payments Bank Ltd, C/o MAHABUBNAGAR Head Post Office, Mahabubnagar, Pincode -509001
526	TELANGANA	Mancherial	MANCHERIAL BRANCH	India Post Payments Bank Ltd, C/o MANCHERIAL Head Post Office, Old Post office Building, Near Railway Station, Mancherial -504208, Pincode -504208
527	TELANGANA	Medak	MEDAK BRANCH	India Post Payments Bank Ltd, C/o MEDAK Head Post Office, Post Office Rd, Jambikunta, Mission Compound, Medak, Medak, Telangana 502110, India, Pincode -502110
528	TELANGANA	Nagarkurnool	NAGARKURNOOL BRANCH	India Post Payments Bank Ltd, C/o NAGARKURNOOL Sub Post Office, Beside Nagarkurnool District Govt. Hospital, Nagarkurnool Main Road, Pincode -509209
529	TELANGANA	Nalgonda	NALGONDA BRANCH	India Post Payments Bank Ltd, C/o NALGONDA Head Post Office, Azad Rd, Rahman Bagh, Nalgonda, Telangana 508001, India, Pincode -508001
530	TELANGANA	Nirmal	NIRMAL BRANCH	India Post Payments Bank Ltd, C/o NIRMAL Sub Post Office, Nirmal LSG SO, Nirmal, Pincode -504106
531	TELANGANA	Nizamabad	NIZAMABAD BRANCH	India Post Payments Bank Ltd, C/o NIZAMABAD Head Post Office, Shivaji Nagar Rd, Bada Bazar, Shivaji Nagar, Nizamabad, Telangana 503001, India, Pincode -503001

S.No	State	District	Branch Name	Branch Address
532	TELANGANA	Peddapalli	PEDDAPALLI BRANCH	India Post Payments Bank Ltd, C/o PEDDAPALLI Head Post Office, Near Janda Chowrastha, Peddapalli, Telangana 505172, India, Pincode -505172
533	TELANGANA	Sangareddy	SANGAREDDY BRANCH	India Post Payments Bank Ltd, C/o SANGAREDDY Head Post Office, Degloor - Hyderabad Rd, Tadlapalle, Sangareddy, Telangana 502001, India, Pincode -502001
534	TELANGANA	Siddipet	SIDDIPET BRANCH	India Post Payments Bank Ltd, C/o SIDDIPET Head Post Office, opposite Reliance Smart, Medak Road, Pincode -502103
535	TELANGANA	Sircilla	SIRSILLA BRANCH	India Post Payments Bank Ltd, C/o SIRSILLA Sub Post Office, Sircilla - Nimmapalli - Sirikonda - Nizamabad Rd, Malkapet, Telangana 505301, India, Pincode -505301
536	TELANGANA	Vikarabad	VIKARABAD BRANCH	India Post Payments Bank Ltd, C/o VIKARABAD Head Post Office, 4-7-89 Railway station road vikarabad hyderabad 501101, Pincode -501101
537	TELANGANA	Wanaparthy	WANAPARTHY BRANCH	India Post Payments Bank Ltd, C/o WANAPARTHY Head Post Office, Besides Govt. Hospital, Wanaparthy, Near Old Bus Stand, Pincode -509103
538	CHATTISGARH	Balrampur(CG)	BALRAMPUR BRANCH	India Post Payments Bank Ltd, C/o BALRAMPUR Sub Post Office, Shankarpur Balrampur Road., Balrampur, Chhattisgarh 497119, India, Pincode -497119
539	UTTAR PRADESH	Agra	AGRA FORT BRANCH	India Post Payments Bank Ltd, C/o AGRA FORT Head Post Office, Nala Kazi Paba Rd, Chhipitola, Rakabganj, Agra, Uttar Pradesh 282003, India, Pincode -282003
540	UTTAR PRADESH	Kanpur Dehat	KANPUR DEHAT BRANCH	India Post Payments Bank Ltd, C/o AKBARPUR Sub Post Office, Akbarpur Kanpur Dehat , Pincode - 209101
541	UTTAR PRADESH	Ambedkar Nagar	AKBARPUR BRANCH	India Post Payments Bank Ltd, C/o AKBARPUR Head Post Office, Akbarpur HEad Post office, Pincode - 224122
542	UTTAR PRADESH	Aligarh	ALIGARH BRANCH	India Post Payments Bank Ltd, C/o ALIGARH Head Post Office, NH509, Civil Lines, Aligarh, Uttar Pradesh 202001, India, Pincode -202001
543	UTTAR PRADESH	Allahabad	ALLAHABAD BRANCH	India Post Payments Bank Ltd, C/o ALLAHABAD Head Post Office, Mahatma Gandhi Marg, Pincode - 211001
544	UTTAR PRADESH	Amethi (Chhatrapati Shahuji Maharaj Nagar)[13]	AMETHI BRANCH	India Post Payments Bank Ltd, C/o AMETHI Head Post Office, Amethi Head Post Office, Amethi 227405, Pincode -227405
545	UTTAR PRADESH	Jyotiba Phule Nagar	AMROHA BRANCH	India Post Payments Bank Ltd, C/o AMROHA Head Post Office, Amroha H.O Post Office, Amroha, JYOTIBA PHULE NAGAR, U.P.-244221, Pincode -244221
546	UTTAR PRADESH	Azamgarh	AZAMGARH BRANCH	India Post Payments Bank Ltd, C/o AZAMGARH Head Post Office, Civil Line Azamgarh, Pincode -276001
547	UTTAR PRADESH	Bagpat	BAGHPAT BRANCH	India Post Payments Bank Ltd, C/o BAGHPAT Sub Post Office, Baghpat MDG Baghpat, Pincode -250609
548	UTTAR PRADESH	Bahraich	BAHRAICH BRANCH	India Post Payments Bank Ltd, C/o BAHRAICH Head Post Office, In Campus of Head Post office Bahraich, Kutchery Road, City - Bahraich, Distt Bahraich State UP Pin271801, Pincode -271801

S.No	State	District	Branch Name	Branch Address
549	UTTAR PRADESH	Ballia	BALLIA BRANCH	India Post Payments Bank Ltd, C/o BALLIA Head Post Office, Ballia Head Post Office, MIDHI Cauraha Ballia, Pincode -277001
550	UTTAR PRADESH	Balrampur(UP)	BALRAMPUR BRANCH	India Post Payments Bank Ltd, C/o BALRAMPUR Head Post Office, Near Veer Vinay Chwak, Balrampur-271201, Pincode -271201
551	UTTAR PRADESH	Banda	BANDA BRANCH	India Post Payments Bank Ltd, C/o BANDA Head Post Office, bangali pura banda, Pincode -210001
552	UTTAR PRADESH	Barabanki	BARABANKI BRANCH	India Post Payments Bank Ltd, C/o BARABANKI Head Post Office, Lajpat Nagar, Barabanki - 225001, Pincode -225001
553	UTTAR PRADESH	Bareilly	BAREILLY BRANCH	India Post Payments Bank Ltd, C/o BAREILLY Head Post Office, "Head Post Office Civil Lines Bareilly Pincode -243001
554	UTTAR PRADESH	Basti	BASTI BRANCH	India Post Payments Bank Ltd, C/o BASTI Head Post Office, Head Post Office Basti, Pakke Road Gandhi Nagar Basti. 272001, Pincode -272001
555	UTTAR PRADESH	Shrawasti	BHINGA BRANCH	India Post Payments Bank Ltd, C/o BHINGA Sub Post Office, Mukhya Dak Ghar Bhinga, Near Kotwali Bhinga, Moh. Hanumangarhi, Distt Shrawasti-271831, Pincode -271831
556	UTTAR PRADESH	Bijnor	BIJNOR BRANCH	India Post Payments Bank Ltd, C/o BIJNOR Head Post Office, Bijnor H.O. Post Office, Punjabi Colony, Bijnor,U.P.- 246701, Pincode -246701
557	UTTAR PRADESH	Budaun	BUDAUN BRANCH	India Post Payments Bank Ltd, C/o BUDAUN Head Post Office, Near- Collectrate Budaun, Pincode -243601
558	UTTAR PRADESH	Bulandshahr	BULANDSHAHR BRANCH	India Post Payments Bank Ltd, C/o BULANDSHAHR Head Post Office, Head Post Office Bulandshahr, Pincode -203001
559	UTTAR PRADESH	Chandauli	CHANDAULI BRANCH	India Post Payments Bank Ltd, C/o CHANDAULI Sub Post Office, Sakaldiha Road Chandauli , Pincode -232104
560	UTTAR PRADESH	Deoria	DEORIA BRANCH	India Post Payments Bank Ltd, C/o DEORIA Head Post Office, Civil Line Road Deoria, Pincode -274001
561	UTTAR PRADESH	Auraiya	DIBIYAPUR BRANCH	India Post Payments Bank Ltd, C/o DIBIYAPUR Sub Post Office, Sub Post Office Dibiyaapur, Pincode -206244
562	UTTAR PRADESH	Etah	ETAH BRANCH	India Post Payments Bank Ltd, C/o ETAH Head Post Office, 163, Vijay Nagar Colony, Babuganj, Etah, Uttar Pradesh 207001, India, Pincode -207001
563	UTTAR PRADESH	Etawah	ETAWAH BRANCH	India Post Payments Bank Ltd, C/o ETAWAH Head Post Office, Post Office Road, Raja Ganj, Chogurjee Nagar, Etawah, Uttar Pradesh 206001, India, Pincode -206001
564	UTTAR PRADESH	Faizabad	FAIZABAD BRANCH	India Post Payments Bank Ltd, C/o FAIZABAD Head Post Office, Faizabad Head Post Office, Pincode -224001
565	UTTAR PRADESH	Farrukhabad	FARRUKHABAD BRANCH	India Post Payments Bank Ltd, C/o FARRUKHABAD Sub Post Office, Lal Gate Near-Telephone Exchange, Farrukhabad, Pincode -209625
566	UTTAR PRADESH	Fatehpur	FATEHPUR BRANCH	India Post Payments Bank Ltd, C/o FATEHPUR Head Post Office, Shadipur, Fatehpur, Pincode -212601
567	UTTAR PRADESH	Firozabad	FIROZABAD BRANCH	India Post Payments Bank Ltd, C/o FIROZABAD Head Post Office, Sector-3, Subhagh Nagar, Firozabad-282903, Pincode -283203

S.No	State	District	Branch Name	Branch Address
568	UTTAR PRADESH	Ghaziabad	GHAZIABAD BRANCH	India Post Payments Bank Ltd, C/o GHAZIABAD Head Post Office, Navyug Market, Near Old Bus Stand and SBI Branch , Pincode -201001
569	UTTAR PRADESH	Ghazipur	GHAZIPUR BRANCH	India Post Payments Bank Ltd, C/o GHAZIPUR Head Post Office, Ghazipur HO, Near opum factory katchahry road Ghazipur 233001, Pincode -233001
570	UTTAR PRADESH	Gonda	GONDA BRANCH	India Post Payments Bank Ltd, C/o GONDA Head Post Office, Jail Road, In front of Zila Panchyat Market Gonda, Pincode -271001
571	UTTAR PRADESH	Gorakhpur	GORAKHPUR BRANCH	India Post Payments Bank Ltd, C/o GORAKHPUR Head Post Office, Golghar Gorakhpur, Pincode -273001
572	UTTAR PRADESH	Sant Ravidas Nagar	GYANPUR BRANCH	India Post Payments Bank Ltd, C/o GYANPUR Sub Post Office, Bhadohi road gyanpur, Pincode -221304
573	UTTAR PRADESH	Hamirpur(UP)	HAMIRPUR BRANCH	India Post Payments Bank Ltd, C/o HAMIRPUR Head Post Office, NEAR POLICE LINE, HAMIRPUR, Pincode -210301
574	UTTAR PRADESH	Hapur (Panchsheel Nagar)	HAPUR BRANCH	India Post Payments Bank Ltd, C/o HAPUR Head Post Office, HAPUR, Pincode -245101
575	UTTAR PRADESH	Hardoi	HARDOI BRANCH	India Post Payments Bank Ltd, C/o HARDOI Head Post Office, Civil Lines, Hardoi - 241001, Pincode - 241001
576	UTTAR PRADESH	Hathras	HATHRAS BRANCH	India Post Payments Bank Ltd, C/o HATHRAS Sub Post Office, Agra Road, Hathras MDG, Pincode -204101
577	UTTAR PRADESH	Jaunpur	JAUNPUR BRANCH	India Post Payments Bank Ltd, C/o JAUNPUR Head Post Office, Alfastinganj Jaunpur, Pincode -222001
578	UTTAR PRADESH	Jhansi	JHANSI BRANCH	India Post Payments Bank Ltd, C/o JHANSI Head Post Office, 2, Sadar Bazar - Jhansi Rd, Civil Lines, Cantt, Jhansi, Uttar Pradesh 284001, India, Pincode -284001
579	UTTAR PRADESH	Kannauj	KANNAUJ BRANCH	India Post Payments Bank Ltd, C/o KANNAUJ Sub Post Office, Quazi Tola, Kannauj, Pincode -209725
580	UTTAR PRADESH	Kanpur Nagar	KANPUR BRANCH	India Post Payments Bank Ltd, C/o KANPUR Head Post Office, 15/290 CIVIL LINES, THE MALL KANPUR, Pincode -208001
581	UTTAR PRADESH	Chitrakoot	CHITRAKOOT BRANCH	India Post Payments Bank Ltd, C/o KARWI Sub Post Office, Post Office Purani Bazar Karwi Dist-banda, Pincode -210205
582	UTTAR PRADESH	Kasganj (Kanshi Ram Nagar)	KASGANJ BRANCH	India Post Payments Bank Ltd, C/o KASGANJ Sub Post Office, Soron Gate Main Market Rd, Yadav Nagar, Kasganj, Uttar Pradesh 207123, India, Pincode -207123
583	UTTAR PRADESH	Sant Kabir Nagar	KHALILABAD BRANCH	India Post Payments Bank Ltd, C/o KHALILABAD Sub Post Office, Mehadaawal Khalilabad Maghar Marg, Khalilabad, Uttar Pradesh 272175, India, Pincode -272175
584	UTTAR PRADESH	Kheri	KHERI BRANCH	India Post Payments Bank Ltd, C/o KHERI Head Post Office, Kheri Head Post Office, Police Line, Lakhimpur, Kheri, U.P.- 262701, Pincode -262701
585	UTTAR PRADESH	Lalitpur	LALITPUR BRANCH	India Post Payments Bank Ltd, C/o LALITPUR Head Post Office, Near Ghanta Ghar ,Lalitpur HO, Pincode - 284403
586	UTTAR PRADESH	Lucknow	LUCKNOW BRANCH	India Post Payments Bank Ltd, C/o LUCKNOW Head Post Office, HAZRATGANJ CROSSING, Pincode - 226001

S.No	State	District	Branch Name	Branch Address
587	UTTAR PRADESH	Mahoba	MAHOBA BRANCH	India Post Payments Bank Ltd, C/o MAHOBA Sub Post Office, MAIN BAZAR, MAHOBA Dist- Hamirpur, Pincode -210427
588	UTTAR PRADESH	Maharajganj	MAHRAJGANJ BRANCH	India Post Payments Bank Ltd, C/o MAHRAJGANJ Sub Post Office, Unnamed Road, Uttar Pradesh 273303, India, Pincode -273303
589	UTTAR PRADESH	Mainpuri	MAINPURI BRANCH	India Post Payments Bank Ltd, C/o MAINPURI Head Post Office, Mainpuri "Post office"205001, Pincode - 205001
590	UTTAR PRADESH	Mathura	MATHURA BRANCH	India Post Payments Bank Ltd, C/o MATHURA Head Post Office, Rahi Rd, Civil Lines, Mathura Cantonment, Mathura, Uttar Pradesh 281001, India, Pincode -281001
591	UTTAR PRADESH	Mau	MAU BRANCH	India Post Payments Bank Ltd, C/o MAU Head Post Office, Hatthi Madari Mau, Pincode -275101
592	UTTAR PRADESH	Meerut	MEERUT BRANCH	India Post Payments Bank Ltd, C/o MEERUT Head Post Office, GPO compound Meerut - 250001, Pincode -250001
593	UTTAR PRADESH	Mirzapur	MIRZAPUR BRANCH	India Post Payments Bank Ltd, C/o MIRZAPUR Head Post Office, Fatahan, Civil Line, Mirzapur, Pincode - 231001
594	UTTAR PRADESH	Moradabad	MORADABAD BRANCH	India Post Payments Bank Ltd, C/o MORADABAD Head Post Office, Moradabad head post office, Gurhatti, Civil Lines, Moradabad, U.P.- 244001, Pincode -244001
595	UTTAR PRADESH	Muzaffarnagar	MUZAFFAR NAGAR BRANCH	India Post Payments Bank Ltd, C/o MUZAFFAR NAGAR Head Post Office, Nai Mandi Patel Nagar, Pincode - 251001
596	UTTAR PRADESH	Gautam Buddha Nagar	NOIDA BRANCH	India Post Payments Bank Ltd, C/o NOIDA Head Post Office, Sector-19 Noida, Pincode -201301
597	UTTAR PRADESH	Jalaun	ORAI BRANCH	India Post Payments Bank Ltd, C/o ORAI Head Post Office, Raj Marg, Patel Nagar, Orai, Uttar Pradesh 285001, India, Pincode -285001
598	UTTAR PRADESH	Kushinagar	PADRAUNA BRANCH	India Post Payments Bank Ltd, C/o PADRAUNA Head Post Office, Near Kotwali, Main Bazar Padrauna Kushinagar- 274404, Pincode -274304
599	UTTAR PRADESH	Pilibhit	PILIBHIT BRANCH	India Post Payments Bank Ltd, C/o PILIBHIT Head Post Office, Pilibhit Head Post Office, Pilibhit, Pincode - 262001
600	UTTAR PRADESH	Pratapgarh (UP)	PRATAP GARH BRANCH	India Post Payments Bank Ltd, C/o PRATAPGARH Head Post Office, Head Post Office Pratapgarh, Pincode -230001
601	UTTAR PRADESH	Raebareli	RAEBARELY BRANCH	India Post Payments Bank Ltd, C/o RAEBARELY Head Post Office, Raebareli Head Post Office, Pincode - 229001
602	UTTAR PRADESH	Rampur	RAMPUR BRANCH	India Post Payments Bank Ltd, C/o RAMPUR Head Post Office, Rampur Head Post Office, MDR 49W, Chah Share, Rampur, U.P. 244901, Pincode -244901
603	UTTAR PRADESH	Sonbhadra	ROBERTSGANJ BRANCH	India Post Payments Bank Ltd, C/o ROBERTSGANJ Sub Post Office, Infront of Ramleela Maidan Robertsganj, Sonebhadra, Pincode -231216

S.No	State	District	Branch Name	Branch Address
604	UTTAR PRADESH	Saharanpur	SAHARANPUR BRANCH	India Post Payments Bank Ltd, C/o SAHARANPUR Head Post Office, HEAD POST OFFICE SAHARANPUR NEAR PUNJAB HOTEL, POSTOFFICE ROAD ,SAHARANPUR, Pincode -247001
605	UTTAR PRADESH	Shahjahanpur	SHAHJAHANPUR BRANCH	India Post Payments Bank Ltd, C/o SHAHJAHANPUR Head Post Office, Cantonment, Pincode -242001
606	UTTAR PRADESH	Shamli[14]	SHAMLI BRANCH	India Post Payments Bank Ltd, C/o SHAMLI Sub Post Office, Pragati Market, Mazra Road, Shamli , Pincode -247776
607	UTTAR PRADESH	Sitapur	SITAPUR BRANCH	India Post Payments Bank Ltd, C/o SITAPUR Head Post Office, Elgin Road Sitapur, Pincode -261001
608	UTTAR PRADESH	Sultanpur	SULTANPUR BRANCH	India Post Payments Bank Ltd, C/o SULTANPUR Head Post Office, Head Post Office, Pincode -228001
609	UTTAR PRADESH	Siddharthnagar	SIDDHARTH NAGAR BRANCH	India Post Payments Bank Ltd, C/o TETARI BAZAR Sub Post Office, Tetari Bazar MDG. Shashtri Nagar, Siddharth Nagar 272207, Pincode -272207
610	UTTAR PRADESH	Unnao	UNNAO BRANCH	India Post Payments Bank Ltd, C/o UNNAO Head Post Office, Civil Lines Unnao, Pincode -209801
611	UTTAR PRADESH	Varanasi	VARANASI BRANCH	India Post Payments Bank Ltd, C/o VARANASI Head Post Office, Near Kotwali Visheshwar Ganj Varanasi, Pincode -221001
612	UTTARAKHAND	Almora	ALMORA BRANCH	India Post Payments Bank Ltd, C/o ALMORA Head Post Office, Mall Road, Near G.I.C Almora, Uttarakhand 263601, India, Pincode -263601
613	UTTARAKHAND	Bageshwar	BAGESHWAR BRANCH	India Post Payments Bank Ltd, C/o BAGESHWAR Sub Post Office, KATYUR BAZAR, BAGESHWAR, Pincode -263642
614	UTTARAKHAND	Champawat	CHAMPAWAT BRANCH	India Post Payments Bank Ltd, C/o CHAMPAWAT Sub Post Office, Mukhya Dak Ghar Building, Khetikhan Road, Champawat, Pincode -262523
615	UTTARAKHAND	Dehradun	DEHRADUN BRANCH	India Post Payments Bank Ltd, C/o DEHRADUN Head Post Office, 21, Rajpur Rd, Ghanta Ghar, New Market, Ghanta Ghar, Dehradun, Uttarakhand 248001, India, Pincode -248001
616	UTTARAKHAND	Chamoli	CHAMOLI BRANCH	India Post Payments Bank Ltd, C/o GOPESHWAR Head Post Office, Gopeshwar Mandal Ukhimath Rd, Gopeshwar, Uttarakhand 246401, India, Pincode -246401
617	UTTARAKHAND	Haridwar	HARIDWAR BRANCH	India Post Payments Bank Ltd, C/o HARIDWAR Sub Post Office, UPPER ROAD, Pincode -249401
618	UTTARAKHAND	Nainital	NAINITAL BRANCH	India Post Payments Bank Ltd, C/o NAINITAL Head Post Office, postoffice compound mallital nainital, Pincode -263001
619	UTTARAKHAND	Pauri Garhwal	PAURI BRANCH	India Post Payments Bank Ltd, C/o PAURI Head Post Office, Near Zila Panchayat Office Pauri, Pincode -246001
620	UTTARAKHAND	Pithoragarh	PITHORAGARH BRANCH	India Post Payments Bank Ltd, C/o PITHORAGARH Head Post Office, Head Post Office Pithoragarh, Ghantakaran, Pithoragarh, Uttarakhand, Pincode -262501
621	UTTARAKHAND	Udham Singh Nagar	RUDRAPUR BRANCH	India Post Payments Bank Ltd, C/o RUDRAPUR Sub Post Office, Bilaspur-Rudrapur-Haldwani Rd, Rudrapur, Uttarakhand 263153, India, Pincode -263153
622	UTTARAKHAND	Tehri Garhwal	TEHRI BRANCH	India Post Payments Bank Ltd, C/o TEHRI Head Post Office, Moldhar, Pincode -249001

S.No	State	District	Branch Name	Branch Address
623	UTTARAKHAND	Uttarkashi	UTTARKASHI BRANCH	India Post Payments Bank Ltd, C/o UTTARKASHI Sub Post Office, Kedar Ghat, Pincode -249193
624	ANDAMAN & NICOBAR ISLANDS	South Andaman	PORT BLAIR BRANCH	India Post Payments Bank Ltd, C/o PORT BLAIR Head Post Office, 75, M. G. Road, Middle Point, Pincode - 744101
625	SIKKIM	East Sikkim	GANGTOK BRANCH	India Post Payments Bank Ltd, C/o GANGTOK Head Post Office, Paljor Stadium Rd, Arithang, Gangtok, Sikkim 737101, India, Pincode -737101
626	WEST BENGAL	Alipurduar	ALIPURDUAR BRANCH	India Post Payments Bank Ltd, C/o ALIPURDUAR Sub Post Office, Maroari Patty, Alipurduar, Pincode - 736121
627	WEST BENGAL	West Burdwan	ASANSOL BRANCH	India Post Payments Bank Ltd, C/o ASANSOL Head Post Office, G T Road , Asansol, Pincode -713301
628	WEST BENGAL	South Dinajpur	BALURGHAT BRANCH	India Post Payments Bank Ltd, C/o BALURGHAT Head Post Office, Kachari Road, Chakbhabani, Balurghat, West Bengal 733101, India, Pincode -733101
629	WEST BENGAL	Bankura	BANKURA BRANCH	India Post Payments Bank Ltd, C/o BANKURA Head Post Office, Machantala, Bankura 722101, Pincode - 722101
630	WEST BENGAL	North 24 Parganas	BARASAT BRANCH	India Post Payments Bank Ltd, C/o BARASAT Head Post Office, 14/A/1, Sethpukur South, Gupta Colony, Barasat, West Bengal 700124, India, Pincode -700124
631	WEST BENGAL	South 24 Parganas	BARUIPUR BRANCH	India Post Payments Bank Ltd, C/o BARUIPUR Head Post Office, Kulpi Road, Baruipur, 24 Paraganas South - 700144, Pincode -700144
632	WEST BENGAL	Murshidabad	BERHAMPORE BRANCH	India Post Payments Bank Ltd, C/o BERHAMPORE Head Post Office, Berhampore H.P.O, 14-Barraque Square (North), District- Murshidabad, Pin- 742101, Pincode -742101
633	WEST BENGAL	East Burdwan	BURDWAN BRANCH	India Post Payments Bank Ltd, C/o BURDWAN Head Post Office, Badamtala, Burdwan , Pincode -713101
634	WEST BENGAL	Hooghly	CHINSURAH BRANCH	India Post Payments Bank Ltd, C/o CHINSURAH Head Post Office, 22/298, Chinsurah R S, Kolkata, West Bengal 712101, India, Pincode -712101
635	WEST BENGAL	East Midnapore	CONTAI BRANCH	India Post Payments Bank Ltd, C/o CONTAI Head Post Office, Hatabari, Contai, Purba Medinipur, PIN- 721401, Pincode -721401
636	WEST BENGAL	Cooch Behar	COOCH BEHAR BRANCH	India Post Payments Bank Ltd, C/o COOCH BEHAR Head Post Office, Sunity Road, Cooch Behar - 736101, Pincode -736101
637	WEST BENGAL	South 24 Parganas	DIAMOND HARBOUR BRANCH	India Post Payments Bank Ltd, C/o DIAMOND HARBOUR Head Post Office, Noonghola, Pincode -743331
638	WEST BENGAL	Howrah	HOWRAH BRANCH	India Post Payments Bank Ltd, C/o HOWRAH Head Post Office, 2, M G Road, Howrah-711101, Pincode - 711101
639	WEST BENGAL	Jalpaiguri	JALPAIGURI BRANCH	India Post Payments Bank Ltd, C/o JALPAIGURI Head Post Office, Babu Para, Baro Post Office More, Jalpaiguri, Pincode -735101
640	WEST BENGAL	Jhargram	JHARGRAM BRANCH	India Post Payments Bank Ltd, C/o JHARGRAM Head Post Office, Station Road, Jhargram, Pincode - 721507

S.No	State	District	Branch Name	Branch Address
641	WEST BENGAL	Kalimpong	KALIMPONG BRANCH	India Post Payments Bank Ltd, C/o Kalimpong S.O Sub Post Office, Ring king pong Road, near police station, Pincode -734301
642	WEST BENGAL	Kolkata	KOLKATTA BRANCH	India Post Payments Bank Ltd, C/o KOLKATTA Head Post Office, 7 KOILAGHAT STREET, BBD BAG, KOLKATA-700001, Pincode -700001
643	WEST BENGAL	Nadia	KRISHNANAGAR BRANCH	India Post Payments Bank Ltd, C/o KRISHNANAGAR Head Post Office, SH 11, Krishnanagar, West Bengal 741101, India, Pincode -741101
644	WEST BENGAL	Malda	MALDA BRANCH	India Post Payments Bank Ltd, C/o MALDA Head Post Office, 1/1 B. G. Road, Maldah - 732101, Pincode - 732101
645	WEST BENGAL	West Midnapore	MIDNAPORE BRANCH	India Post Payments Bank Ltd, C/o MIDNAPORE Head Post Office, Rajabazar, Midnapore, Pincode - 721101
646	WEST BENGAL	Puruliya	PURULIA BRANCH	India Post Payments Bank Ltd, C/o PURULIA Head Post Office, N C DASGUPTA ROAD, POST OFFICE MORE, PURULIA, Pincode -723101
647	WEST BENGAL	North Dinajpur	RAIGANJ BRANCH	India Post Payments Bank Ltd, C/o RAIGANJ Sub Post Office, Ukil Para, Pincode -733134
648	WEST BENGAL	Darjiling	SILIGURI BRANCH	India Post Payments Bank Ltd, C/o Siliguri H.O Head Post Office, Kachari Road, Siliguri, Pincode -734001
649	WEST BENGAL	Birbhum	SURI BRANCH	India Post Payments Bank Ltd, C/o SURI Head Post Office, Suri H.O, District- Birbhum, Pin-731101, Pincode -731101
650	WEST BENGAL	East Midnapore	TAMLUK BRANCH	India Post Payments Bank Ltd, C/o TAMLUK Head Post Office, District Judge Ct Rd, Tamluk, West Bengal 721636, India, Pincode -721636

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
1	26	11.8 - Miscellaneous Terms & Conditions	E. Indemnity	IPPB is requested to consider Indemnity only for direct claims. Proposed Limitation of Liability clause - IN NO EVENT WILL BIDDER BE LIABLE TO IPPB, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY OR OTHERWISE, FOR: ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; LOSS OF PROFITS OR REVENUE OR REPUTATION; OR LOSS OF TIME, OPPORTUNITY OR DATA.	No change in RFP clause
2	31	11.12 Right to conduct audit	IPPB reserves the right to conduct audit of the service provider, whether by its internal or external auditors, or by agents appointed to act on its behalf, and to obtain copies of any audit or review reports and findings made about the service provider in conjunction with the services performed for the bank	IPPB is requested to provide a reasonable prior notice for the Audit	Reasonable notice shall be provided prior to the audit.
3	62	MSA 4 - c)	Undertake any/all repair, replacement, up-gradation and procurement of equipment necessary for providing the services, at its own cost.	Proposed clause - Undertake any/all repair, replacement, up-gradation and procurement of equipment necessary for providing the services, at mutually agreed costs.	No change in RFP clause
4	63	MSA k)	The Service Provider shall provide, access to its premises and records, being maintained in relation to the Project and with regard to the job being performed thereto as per this Agreement with the IPPB, to the authorized personnel of the IPPB / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel to carry out any kind of process of audit including that of its operations and records related to the IPPB's Management Services, as per the satisfaction of the aforesaid personnel/ authority/ Service Provider. In addition, the IPPB shall not disturb or prevent Service Provider's performance of activity.	IPPB is requested to provide a reasonable prior notice for the Audit	Reasonable notice shall be provided prior to the audit.
5	71	MSA	20. INSPECTION AND RIGHT TO AUDIT	IPPB is requested to provide a reasonable prior notice for the Audit	Reasonable notice shall be provided prior to the audit.
6	73	MSA 24 - Miscellaneous	D. Solution provider other than OEM/OSD should be OEM's authorized vendor and have a back-to-back arrangement with the Original Equipment Manufacturer (OEM). Further, during the Annual Maintenance Contract/ Annual Technical Support Service period, if the authorized vendor is unable to fulfill any job or configuration as outlined in the RFP scope, then the vendor must get this particular task completed through the OEM at no additional cost to the Bank.	Proposed clause : Solution provider other than OEM/OSD should be OEM's authorized vendor and have a back-to-back arrangement with the Original Equipment Manufacturer (OEM). Further, during the Annual Maintenance Contract/ Annual Technical Support Service period, if the authorized vendor is unable to fulfill any job or configuration as outlined in the RFP scope, then the vendor must get this particular task completed through the OEM at mutually agreed costs.	No change in RFP clause
7	74	MSA 26 PROPRIETARY RIGHTS:	(i)All deliverables and the intellectual property rights (whether registered or not) relating to the said services provided under this Agreement shall be the proprietary of IPPB and shall be subject to the confidentiality provisions of this Agreement.	Any pre existing rights of the Service Provider to be Service Provider's property.	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
8	74	MSA 30. Termination of Contract	IPPB shall have the option to terminate this agreement any time or at any stage in the scenarios listed below. o Non-delivery of services or non-performance by the service provider o Service levels committed not met with by the service provider o Breach of obligations of the service provider or any act of the service provider amounting to financial loss, damages, penalties levied on IPPB by regulator or any statutory authority	IPPB is requested to provide a cure period for termination on breach	Already specified in the referred clause, No change
9	74	MSA 30. Termination of Contract	IPPB may also terminate this agreement, on convenience, at its own discretion by providing prior written notice of Ninety (90) days to the Service Provider without assigning any reasons.	IPPB is requested to provide Service Provider with a right to terminate upon serving a prior written notice.	No change in RFP clause
10	76	MSA 38. Force Majeure	A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (natural calamity) or events such as a war, strike, riots, crimes. In case of a FM, the contract frees both parties (bank & the vendor) from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. However, this does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The parties have to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding _(_____) days, IPPB may at its option terminate the contract. Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the vendor would not be liable for imposition of any such sanction so long as the delay and/or failure of the vendor in fulfilling its obligations under the contract is the result of an event covered in the FM clause	Payments for services rendered to be cleared by IPPB to Bidder, also IPPB is requested to make the termination of the contract due to Force Majeure mutual.	Kindly refer the RFP.

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
11	79	MSA 45. Transition Requirement	In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, IPPB may at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor/ service provider. In such case, IPPB shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a New Service Provider or New Vendor completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by IPPB, at no extra cost to IPPB, for ensuring smooth switch over and continuity of services. If existing Service Provider breaches this obligation under clause 45, it shall be liable for paying a penalty of Rs._____on demand to IPPB, which may be settled from the payment of invoices for the contracted period or by forfeiture of Performance bank guarantee/performance security.	Proposed clause : During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by IPPB, at mutually agreed costs, for ensuring smooth switch over and continuity of services	No change in RFP clause
12	81	MSA 48. Order Cancellation	IPPB reserves its right to cancel the order (fully or partially) in the event of work not done per the mutually agreed terms & conditions. In addition to the cancellation of the purchase order, the IPPB also reserves the right to appropriate the damages from the performance bank guarantee/performance security (PBG) given by the Service Provider and/or foreclose the performance bank guarantee/performance security for damages / losses incurred by IPPB. The Service Provider shall continue to fulfil the contract to the extent not terminated.	IPPB is requested to consider not to cancel any verified and approved orders.	No change in RFP clause
13	10	3.2 Technical Specifications of the sound-box	9. RAM - 16 MB 10. ROM - 16 MB	Please confirm whether the specified RAM and ROM (16 MB each) are minimum thresholds or fixed requirements.	16 MB Fixed requirement
14	10	3.2 Technical Specifications of the sound-box	12. Backup: 2days – 4 days	Kindly clarify if the battery backup requirement (2–4 days) is under continuous usage or standby mode.	Battery backup requirement as per defined time is for continuous usage

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
15	10	3.2 Technical Specifications of the sound-box	13. NFC enabled (For contactless payments – UPI Tap and Pay) - Yes (Type 2 Tag)	Will IPPB provide the NFC Type 2 tags, or should the bidder procure and personalize them? Is there a preferred vendor or format?	Kindly refer Corrigendum
16	10	3.2 Technical Specifications of the sound-box	14. Languages All Regional languages - Minimum 13 regional languages to be supported including all major languages	Please share the list of 13 regional languages to be supported 6 major language advisable. Will IPPB provide voice samples or should the bidder develop them independently?	English, Hindi, Tamil, Telugu, Kannada, Malayalam, Odiya, Bengali, Assamese, Punjabi, Gujarati, Marathi, Urdu. Voice samples shall be mutually finalized with the successful vendor without any additional cost.
17	10	3.2 Technical Specifications of the sound-box	15. Voice Customizable as per Bank's requirement	Is there a specific voice tone, gender, or branding style required for the customizable voice alerts?	Shall be shared with successful vendor.
18	10	3.2 Technical Specifications of the sound-box	20. Software updates etc.	Will IPPB provide access to marketing audio content for broadcast, or should the bidder develop and manage this independently? Also confirm if jingle needs to support here?	Marketing content shall be provided by IPPB for broadcast as per requirement. Yes, it should support jingle.
19	10	3.2 Technical Specifications of the sound-box	21. Location Capturing (One time) Yes, to get tier classification data location capturing feature at the time of installation of sound box.	Is location capture required only once at installation, or should the device support periodic updates for tier classification or audit purposes?	Location capturing required only once at the time of installation of sound box.
20	10	3.2 Technical Specifications of the sound-box	22. Ownership of Hardware & Software The selected vendor will transfer the ownership of hardware & associated software to IPPB once the project is started.	Please elaborate. Is the hardware referred to only devices or servers as well; what does handover of ownership of software mean - the application developed is usually deployed by HPY - what needs to be handed over	No change in RFP clause / Supporting hardware to be installed on-premises of IPPB and softwares are supposed to be run on licensing and for the period till sound box is live and working, IPPB will have the ownership rights on both hardware and software.
21	10	3.2 Technical Specifications of the sound-box	23. After Sales Support Dedicated helpdesk availability from 6am till 10pm to handle and resolve queries related to sound box functioning	Is the helpdesk expected to be multilingual to support merchants across different states?	Already defined in RFP/ No change in RFP clause
22	11	3.2 Technical Specifications of the sound-box	26. API Integration	We request clarification on whether IPPB would allow integration of the soundbox solution via bidder's UPI infrastructure, provided it meets all functional and compliance requirements, including real-time voice alerts and secure transaction handling.	No change in RFP clause
23	11	3.3 Illustrative Design Images	As per RFP	Accessories and Branding requirement to be specified.	Shall be shared with successful vendor.
24	12	4. Support and Service Levels:	As per RFP	Bidder has its own ops team who is already managing the portal and soundbox records.	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
25	12	4. Support and Service Levels:	1 (a) Helpdesk support for Merchants from 6 AM to 10 PM at all locations where devices are supplied to provide over the call support in case of any device related issues.	List of merchant locations to be shared where devices are supplied.	Bank requires customer care support as per the timelines mentioned in RFP document in all 13 regional languages for merchants in case of any requirement as per RFP scope.
26	13	4. Support and Service Levels:	7. Ensuring proper SIM connectivity as per location shall be the responsibility of the bidder. In case of repeated instances of poor network connectivity, Bank may ask the bidder to change the SIM card network and the vendor shall have to provide the desired connectivity at no extra cost to the Bank	SIM service provider list to be share by IPPB. Also need confirmation whether JIO sim needs to be integrated.	Requirement of telecom service provier shall be as per the merchant location and will depend on the connectivity & network availability in that particular location. Bidder has to ensure tie-ups with multiple telecom service providers to ensure desired services.
27	NA	NA	NA	Please share current transaction volume and Expected volume for the next 5 years.	Current transaction volume - 6 Lakh txn per day Expected transaction volume - 3 Crore txn per day (for 5 lakh merchant sound box + normal merchants)
28	9	3.1.8 Inventory management tool -	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.	Please confirm MQTT server setup will be On-Premises	On Premises Kindly refer Corrigendum (Annexure-A) for additional details
29	14	5.1 Penalty for not maintaining desired uptime	Uptime Percentage 99.00% =< A < 99.50% 2% of cost of monthly invoice amount on Recurring Charges	Can the penalty get reduce to 1% in the range of 99% to 99.5% and 98.5% to 99% proposed penalty 3%.	No change in RFP clause
30	17	7. Delivery Timelines	For subsequent purchase orders, delivery of all equipment should be within 45 calendar days from date of placing of order.	What is the timeline to deliver after getting sub purchase order.	Refer RFP clause 7/ 45 calendar days after issuance of sub purchase order
31	2	EMD	EMD Amount = Rs. 3 Cr	Since EMD amount is arrived considering 5 Lacs + Sound Box , but the minimum commitment is 2 lacs Sound Box . Will the EMD amount differ	No change in RFP clause
32	9	3.2 Technical Specifications of the sound-box	1. Variant 4G+2G fallback	Whether bidder can quote separate OEMs for models (Table Top & Pocket POS) . Since the volume of Pocket pos is less , Can it be one time requirement to give an cost benefit	No change in RFP clause
33	9	3.2 Technical Specifications of the sound-box	1. Variant 4G+2G fallback	Table Pod, Optional detachable plate for QR : whether Detachable is optional or part of the form factor	Kindly refer corrigendum (Clause stands deleted from RFP)
34	10	3.2 Technical Specifications of the sound-box	21. Location Capturing (One time) Yes, to get tier classification data location capturing feature at the time of installation of sound box.	Location Capturing : Request clarification on this parameter on the scope of work	Location capturing required only once at the time of installation of sound box.

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
35	10	3.2 Technical Specifications of the sound-box	25. QR Code generation The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank	The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank . Request clarification of the parameter on the scope of work	No change in RFP clause
36	13	4. Support and Service Levels:	6. In case of SIM integration, the bidder has to ensure supply/ delivery/ configuration/ installation with related KYC compliances.	SIM shall be procured by Bidder or Bank	It is in scope of bidder
37	15	5.3 Penalty related to VA/PT Compliance:	Closure of VA/ PT Points on any/ all infrastructure deployed for functioning of Solution (i.e. all Hardware / Software / Middleware). All identified vulnerabilities over underlying infrastructure to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls. a. Critical Category - within 2 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery	The penalty clauses are too high to be considered for a budgted product. This product should be under Carry-In warranty service for service support aspect.	Kindly refer Corrigendum: a. Critical Category - within 7 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery
38	16	5.4 Penalty for delay in Maintenance of the devices	2 De-activation/ Application activation: If any fraud/ financial liability takes place on those terminals, bidder will be liable to pay for the end to end loss to the Bank	TMS control is with IPPB so deactivation control can be managed by IPPB	Kindly refer Corrigendum: Clause stands deleted
39	17	7. Delivery Timelines	7. For the first purchase order, Bank will share the design/branding with the vendor after which vendor needs to present sample for approval to Bank within 7 calendar days	Module Design shall take Consider OEM`s standard Design and guide on branding .	Design has to be customizable as per Bank's requirement.
40	19	10.3 Eligibility criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	This clause shall exempted for OEMs offering class 1 . Aside give an option to consider similar items as part of eligibility critieria	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
41	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate	Request to revise the turnover clause as follows: The Bidder should have a minimum average annual turnover of Rs. 500 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25)." So that only stable player can participate in your high value bid. and should be in profit for last consicutive three years. Also, Please include EBITDA & Positive Net worth as part of bidder criteria to ensure organised players compete in the high value bid and execute successfully	No change in RFP clause
42	13	4. Support and Service Levels:	3. For helpdesk support, the bidder shall provide state-wise helpdesk numbers along with escalation matrix. The helpdesk support should be available in all the regional languages. During the working hours as defined above, IPPB merchants shall call the helpdesk in case of any support required. The call shall lead to generation of helpdesk ticket, which shall be reflected in the portal/ dashboard. After the resolution of the concern, the ticket shall be closed only after OTP/ confirmation from the concerned merchant who has raised the ticket. The details regarding no. of open tickets, closed tickets, time taken to resolve etc., shall be visible in the portal/ dashboard provided by the bidder.	If the OTP is delayed, then it lead to considering delay in service call attendance . We request to consider Test Transaction as a acknowledgement of call clousre	Kindly refer Corrigendum: Test transaction can be considered
43	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate	For Startups minimum aggregate turnover of Rs. 50 Crores for the last three financial years, subject to submission of valid certificate	No change in RFP clause
44	20	10.3 Eligibility criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, until Sept 2025 , in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website.	Kindly refer Corrigendum: experience as on date of issue of bid shall be considered

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
45	21	10.3 Eligibility criteria	7. Bidder/ OEM should ensure to have services across pan India and should have authorized service center (or tie-up for providing services) in each of the state / UT. The UT may have a service centre in the nearest state.	We propose to pick-up instead of visit to service centers, as this is seldom done by the merchants. Since we have our own soundbox manufacturing facility, the devices can be collected from the merchants and sent directly to our factory for repair.	No change in RFP clause
46	60	Annexure XV-Price bid format	1. Minimum AMC cost for 2nd year should be 8% of the average device cost. 2. Minimum AMC cost for 3rd year should be 8% of the average device cost.	4. Bidders to note that minimum AMC cost for 2nd year should be at least 10% of the product cost. Also, minimum AMC cost for 3rd year should be at least 10% of the product cost. Please clarify	No change in RFP clause. The Bank has specified the minimum AMC cost, while bidders are free to quote higher value.
47	60	Annexure XV-Price bid format	Monthly maintenance cost for 36 months	Since the monthly maintenance cost has been quoted for 3 years, could you please confirm if a separate PO will be issued for the next 2 years.	No separate PO is required for monthly cost as whenever any sound box is issued & activated, respective monthly charges will be started.
48	17	7. Delivery Timelines	4. For the first purchase order, Bank will share the design/branding with the vendor after which the vendor needs to present sample for approval to the Bank within 7 working days.	We propose to give a lead time for at least 2 weeks for us to present the 3D prototype of the soundbox device.	Kindly refer Corrigendum: Only for 1st purchase order- initial lead time of 15 days given
49	10	3.2 Technical Specifications of the sound-box:	13. NFC enabled (For contactless payments – UPI Tap and Pay)	Could you please confirm whether the NFC tags will be procured separately by the bank, or if they are expected to be included as part of the solution from the bidder?	Kindly refer Corrigendum
50	10	3.2 Technical Specifications of the sound-box:	9. RAM 16 MB 10. ROM 16 MB	Is RAM and ROM requirement for Pocket soundbox same. It is suggested to reduce the RAM and ROM Requirement to 8MB each for Pocket soundbox devices.	16 MB Fixed requirement
51	16	5.4 Penalty for delay in Maintenance of the devices	Device Replacement Request TAT - 1. For Metro and Urban Centres: T+1 working days after the device is received at service centre, 2. For other centres: T+2 working days after the device is received at service centre	It is suggested to increase the TAT for Replacement requests to T+5 for Urban and T+7 for other centers. Also, Does replacement need to be shipped to branches as well or directly to merchants?	Kindly refer corrigendum: TAT for Replacement request for Urban T+5 and for other centersT+7 . Also, replacement need to be shipped to branches.

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
52	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate	We kindly request the bank to consider a relaxation in the minimum average annual turnover requirement for startups. Allowing a turnover of INR 2 Crores or INR 5 Crores during the last financial year would significantly enable greater participation from innovative startup companies like ours. Such a relaxation would encourage more startups to contribute their cutting-edge solutions, fostering innovation and supporting the government's vision of promoting indigenous technology. (Email attached)	No change in RFP clause
53	9	3.1.8 Inventory Management tool	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.	The Terminal Management Software will be full fledged with all the requirements mentioned in the RFP. In TMS we provide the details that bank require, incase of MQTT what will the role that bank would be doing with MQTT. Request to kindly exclude MQTT as this is used for sending notifications on the device which is an activity which will be managed by us. The bank will send us the callback via API for playing the sound of the txn amount on the device.	No change in RFP clause / Supporting hardware to be installed on-premises of IPPB and softwares are supposed to be run on licensing and for the period till sound box is live and working, IPPB will have the ownership rights on both hardware and software.
54	10	3.2 Technical Specifications of the sound-box:	9. RAM 16 MB 10. ROM 16 MB	As per Industry standards RAM is 16 MB & ROM is 8MB, This is more sufficient as we will be doing only callback API integration. Kindly make ROM to 8MB.	16 MB Fixed requirement
55	10	3.2 Technical Specifications of the sound-box:	13. NFC enabled (For contactless payments – UPI Tap and Pay)	Pls confirm who will provide NFC tags and as per NPCI these are separate tags and NPCI provides it to the banks. Who will be bear the cost for the NFC tags	Kindly refer Corrigendum:
56	10	3.2 Technical Specifications of the sound-box:	22. Ownership of Hardware & Software - The selected vendor will transfer the ownership of hardware & associated software to IPPB once the project is started	Ownership of Hardware & Software - Will these be right to use devices or bank will own the devices. After the contract period bank will keep and maintain those devices. Request you to provide the full details as bank will maintain the devices however the software is managed by us.	No change in RFP clause
57	10	3.2 Technical Specifications of the sound-box:	26. API Integration	API integration point 2 where bank has mentioned it requires integration with other type of transactions, pls confirm other than UPI what all transaction will be included in soundbox. As these are related to UPI only	Other than UPI transaction audio, Bank will send some personalized marketing audio to be played on sound box at some frequency for publicity of our other products. The sound box should support this functionality along with lead generation facility through buttons.

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
58	3	IPPB BID Document - EMD details	IPPB BID Document - EMD details	Keeping in view the Device cost of sound box of table top and pocket size soundbox, the EMD of 3 crores is on higher side. Kindly consider reduction in the EMD amount and reduce it to 50 lakh since capital will be blocked for purchase of the soundboxes	No change in RFP clause
59	14	5. Penalties	NA	Penalty clauses are too high, kindly reduce the penalty clauses	No change in RFP clause
60	15	5.2 Liquidated Damages/ Penalty for Delay:	If the Supplier fails to deliver any or all of the products and/or systems and/or services within the time period specified as per the Delivery & Installation Schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% per week or part thereof of sub-PO value, subject to maximum deduction of 10% of the total contract value for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the bank may consider termination of the Contract at its discretion	maximum deduction of liquidated damages of 10% are too high we would request you to reduce it to 5%	No change in RFP clause
61	16	5.4 Penalty for delay in maintenance of the devices		The TAT period that has been provided are very less compared to Tier wise. The TAT for Tier 4,5,6,7 should be higher and other location like J&K, North East, Andaman & Nicobar, Lakshwadeep to be higher than the previous tier. Kindly revise the TAT for the same. The industry standard TAT is Tier 1 and 2= T+2days and Tier 3 -6 = 3-7 days & Rest is T+10	Kindly refer corrigendum: TAT for Replacement request for Urban T+5 and for other centersT+7 . Also, replacement need to be shipped to branches.
62	17	Point 7/ Delivery Timelines		On approval of the sample, the delivery schedule may be increased to 60 days from the existing 45 days, keeping in view the quantity of 30000-50000 per sub purchase order	Kindly refer Corrigendum: Only for 1st purchase order- initial lead time of 15 days is to be given
63	19	10.3 Eligibility Criteria	5. ...One PO of supply of soundboxes or similar items in minimum 10 locations across 10 States in the last 3 years	We sincerely acknowledge the intent of this clause, which is to ensure that only bidders with proven capability, experience, and scale of supply across geographies are considered But, the current eligibility clause requiring a single PO across 10 States in 3 years may unduly restrict participation. To capture the intent of identifying vendors with proven logistical capability, eligibility may also accept any large-scale, multi-location Government/PSU supply orders, irrespective of product category. Also, if the Government is specific to the similar category, then the “single PO” condition may be amended to: work executed across 10 States in the last 5 years for the similar category as specified in the bid.	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
64	26	Point/Section # 11.8 -E. Indemnity		PPB is requested to consider Indemnity only for direct claims. Proposed Limitation of Liability clause - IN NO EVENT WILL BIDDER BE LIABLE TO IPPB, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY OR OTHERWISE, FOR: ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; LOSS OF PROFITS OR REVENUE OR REPUTATION; OR LOSS OF TIME, OPPORTUNITY OR DATA.	No change in RFP clause
65	28	Point/Section #G. Force Majeure		Payments for services rendered to be cleared by IPPB to Bidder, also IPPB is requested to make the termination of the contract due to Force Majeure mutual	No change in RFP clause
66	31	Point/Section #11.12 Right to conduct audit		IPPB is requested to provide a reasonable prior notice for the Audit.	Reasonable notice shall be provided prior to the audit.
67	62	Annexure XVI – MSA 4 -	c) Undertake any/all repair, replacement, up-gradation and procurement of equipment necessary for providing the services, at its own cost.	Proposed clause - Undertake any/all repair, replacement, up-gradation and procurement of equipment necessary for providing the services, at mutually agreed costs.	No change in RFP clause
68	63	Point/Section #k)	The Service Provider shall provide, access to its premises and records, being maintained in relation to the Project and with regard to the job being performed thereto as per this Agreement with the IPPB, to the authorized personnel of the IPPB / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel to carry out any kind of process of audit including that of its operations and records related to the IPPB's Management Services, as per the satisfaction of the aforesaid personnel/authority/Service Provider. In addition, the IPPB shall not disturb or prevent Service Provider's performance of activity.	IPPB is requested to provide a reasonable prior notice for the Audit.	Reasonable notice shall be provided prior to the audit.
69	71	Section #20	INSPECTION AND RIGHT TO AUDIT	IPPB is requested to provide a reasonable prior notice for the Audit	Reasonable notice shall be provided prior to the audit.
70	73	Point/Section #24	D. Solution provider other than OEM/OSD should be OEM's authorized vendor and have a back-to-back arrangement with the Original Equipment Manufacturer (OEM). Further, during the Annual Maintenance Contract/ Annual Technical Support Service period, if the authorized vendor is unable to fulfill any job or configuration as outlined in the RFP scope, then the vendor must get this particular task completed through the OEM at no additional cost to the Bank.	Proposed clause: Solution provider other than OEM/OSD should be OEM's authorized vendor and have a back-to-back arrangement with the Original Equipment Manufacturer (OEM). Further, during the Annual Maintenance Contract/ Annual Technical Support Service period, if the authorized vendor is unable to fulfill any job or configuration as outlined in the RFP scope, then the vendor must get this particular task completed through the OEM at mutually agreed costs.	No change in RFP clause
71	74		(i)All deliverables and the intellectual property rights (whether registered or not) relating to the said services provided under this Agreement shall be the proprietary of IPPB and shall be subject to the confidentiality provisions of this Agreement.	Any pre existing rights of the Service Provider to be Service Provider's property.	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
72	74	Point/Section # 30	Termination of Contract - • IPPB shall have the option to terminate this agreement any time or at any stage in the scenarios listed below. o Non-delivery of services or non-performance by the service provider o Service levels committed not met with by the service provider o Breach of obligations of the service provider or any act of the service provider amounting to financial loss, damages, penalties levied on IPPB by regulator or any statutory authority	IPPB is requested to provide a cure period for termination on breach.	Already specified in the referred clause, No change in RFP clause
73	74		IPPB may also terminate this agreement, on convenience, at its own discretion by providing prior written notice of Ninety (90) days to the Service Provider without assigning any reasons.	PPB is requested to provide Service Provider with a right to terminate upon serving a prior written notice.	No change in RFP clause
74	76	38. Force Majeure		Payments for services rendered to be cleared by IPPB to Bidder, also IPPB is requested to make the termination of the contract due to Force Majuere mutual	No change in RFP clause
75	79	45. Transition Requirement		Proposed clause: During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by IPPB, at mutually agreed costs, for ensuring smooth switch over and continuity of services	No change in RFP clause
76	81	48. Order Cancellation		IPPB is requested to consider not to cancel any verified and approved orders.	No change in RFP clause
77	10	9 &10	3.2	Please confirm whether the specified RAM and ROM (16 MB each) are minimum thresholds or fixed requirements	16 MB Fixed requirement
78	10	12	3.2	Kindly clarify if the battery backup requirement (2-4 days) is under continuous usage or standby mode.	Battery backup requirement as per defined time is for continuous usage
79	13	4.7		SIM service provider list to be share by IPPB. Also need confirmation whether JIO sim needs to be integrated.	Requirement of telecom service provier shall be as per the merchant location and will depend on the connectivity & network availability in that particular location. Bidder has to ensure tie-ups with multiple telecom service providers to ensure desired services.
80	NA	NA	NA	Please share current transaction volume and Expected volume for the next 5 years.	Current transaction volume - 6 Lakh txn per day Expected transaction volume - 3 Crore txn per day (for 5 lakh merchant sound box + normal merchants)
81				Please confirm MQTT server setup will be On-Premises	On Premises
82	14	5.1 Penalty for not maintaining desired uptime		Can the penalty get reduce to 1% in the range of 99% to 99.5% and 98.5% to 99% proposed penalty 3%	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
83	14	Penalty related to VA/PT Compliance		The penalty clauses are too high to be considered for a budgeted product. This product should be under Carry-In warranty service for service support aspect.	Kindly refer Corrigendum: a. Critical Category - within 7 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery
84	17	7. Delivery Timelines		What is the timeline to deliver after getting sub purchase order.	Kindly refer RFP
85	16	2		TMS control is with IPPB so deactivation control can be managed by IPPB	Kindly refer Corrigendum: Clause stands deleted
86	17	3		Module Design shall take Consider OEM's standard Design and guide on branding	Design has to be customizable as per Bank's requirement.
87	19	10.3 Eligibility criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	This clause shall be exempted for OEMs offering class 1 . Aside give an option to consider similar items as part of eligibility criteria	No change in RFP clause
88	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.	The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years : Please include EBITDA & Positive Net worth as part of bidder criteria to ensure organised players compete in the high value bid and execute successfully	No change in RFP clause
89	13	3		If the OTP is delayed, then it lead to considering delay in service call attendance. We request to consider Test Transaction.	Kindly refer Corrigendum: Test transaction can be considered
90	9	1		Whether bidder can quote separate OEMs for models (Table Top & Pocket POS) . Since the volume of Pocket pos is less , Can it be one time requirement to give an cost benefit	No change in RFP clause
91	9	1		Table Pod, Optional detachable plate for QR : whether Detachable is optional or part of the form factor.	Kindly refer corrigendum (Clause stands deleted from RFP)

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
92	10	21		The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank . Request clarification of the parameter on the scope of work.	No change in RFP clause
93	13	6		SIM shall be procured by Bidder or Bank	It is in scope of bidder
94	2	EMD	EMD Amount = Rs. 3 Cr	Since EMD amount is arrived considering 5 Lacs + Sound Box , but the minimum commitment is 2 lacs Sound Box . Will the EMD amount differ	No change in RFP clause
95	10	21		Location Capturing : Requesting Clarify - TELCOM Tower based location capturing is okay?	Yes, bidder's understanding is correct
96	10	25	The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank .	Request clarification of the parameter on the scope of work"	Kindly refer RFP
97	10	14. Languages	All Regional languages - Minimum 13 regional languages to be supported including all major languages	Please consider 6 major languages as part of call centre support	English, Hindi, Tamil, Telugu, Kannada, Malyalam, Odiya, Bengali, Assamese, Punjabi, Gujarati, Marathi, Urdu. Voice samples shall be mutually finalized with the successful vendor without any additional cost.
98	10	19	19. Certification BIS Certification	BIS Certifications : Since the form factor and specifications are different of customers , Request to consider BIS Applied For - At the time of Technical Evaluation , Bidder should support with required documents	No change in RFP clause
99	11	26 API Integration	, 2. Bank may require integration with other type of transactions in future, for generating audio confirmation through the sound box devices.	Please Clarify what type of transaction? And only audio changes is required? Also the Modifications is in all languages?	Other than UPI transaction audio, Bank will send some personalized marketing audio to be played on sound box at some frequency for publicity of our other products. The sound box should support this functionality along with lead generation facility through buttons.
100	10	13	NFC enabled (For contactless payments – UPI Tap and Pay) - Yes (Type 2 Tag) Tags should be NFC forum certified (Type 2 Tag) and non rewritable post personalization. Should be compliant as per NPCI guidelines.	Could you please confirm whether the NFC tags will be procured separately by the bank, or if they are expected to be included as part of the solution from the bidder?	Kindly refer Corrigendum

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
101	10	3.2	9, 10	Is RAM and ROM requirement for Pocket soundbox same. It is suggested to reduce the RAM and ROM Requirement to 8MB each for Pocket soundbox devices.	16 MB Fixed requirement
102	16	5.4 Penalty for delay in Maintenance of the devices	Device Replacement Request TAT - 1. For Metro and Urban Centres: T+1 working days after the device is received at service centre, 2. For other centres: T+2 working days after the device is received at service centre	It is suggested to increase the TAT for Replacement requests to T+5 for Urban and T+7 for other centers. Also, Does replacement need to be shipped to branches as well or directly to merchants?	Kindly refer corrigendum: TAT for Replacement request for Urban T+5 and for other centersT+7 . Also, replacement need to be shipped to branches.
103	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.	We kindly request the bank to consider a relaxation in the minimum average annual turnover requirement for startups. Allowing a turnover of INR 2 Crores or INR 5 Crores during the last financial year would significantly enable greater participation from innovative startup companies like ours. Such a relaxation would encourage more startups to contribute their cutting-edge solutions, fostering innovation and supporting the government's vision of promoting indigenous technology	No change in RFP clause
104	20	10.3 Eligibility criteria	5. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	We have successfully carried out deployments of soundboxes to PSU Banks at their merchant locations PAN India. Request the bank to confirm if the PO will hold validity for this eligibility criteria	Refer list of SCB on RBI website
105	9	3.1.8 Inventory management tool	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts	On-prem deployment or over cloud? Will bank provide all required Infra	On Premises

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
106	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.	We request your kind consideration to revise the minimum average annual turnover requirement for startups to ₹30 Crores (average of last three years). While we are fully capable of meeting all operational requirements, we face challenges only with the three-year average turnover criterion. We therefore request relaxation in this parameter to enable our effective participation. (email attached)	No change in RFP clause
107	2	EMD	EMD Amount = Rs. 3 Cr	Since EMD amount is arrived considering 5 Lacs + Sound Box , but the minimum commitment is 2 lacs Sound Box . Will the EMD amount differ	No change in RFP clause
108	9	1		Whether bidder can quote separate OEMs for models (Table Top & Pocket POS) Since the volume of Pocket pos is less, Can it be one time requirement to give an cost benefit	No change in RFP clause
109	9	1		Table Pod, Optional detachable plate for QR : whether Detachable is optional or part of the form factor	Kindly refer corrigendum (Clause stands deleted from RFP)
110	10	21		Location Capturing : Requesting Clarify - TELCOM Tower based location capturing is okay?	Yes, bidder's understanding is correct
111	10	25		The vendor shall be flexible to incorporate the string to be embedded in QR Code. Bank may start with a particular logic, but going forward Bank may revise the logic as per requirements from time to time. The vendor shall be able to incorporate the change as notified by bank . Request clarification of the parameter on the scope of work	No change in RFP clause
112	10	19	19. Certification BIS Certification	BIS Certifications : Since the form factor and specifications are different of customers , Request to consider BIS Applied For - At the time of Technical Evaluation , Bidder should support with required documents .	No change in RFP clause
113	13	6		SIM shall be procured by Bidder or Bank	It is in scope of bidder
114	15	Penalty		Penalty related to VA/PT Compliance : The penalty clauses are too high to be considered for a budgted product. This product should be under Carry-In warranty service for service support aspect.	Kindly refer Corrigendum: a. Critical Category - within 7 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
115	16	2		TMS control is with IPPB so deactivation control can be managed by IPPB	Kindly refer Corrigendum: Clause stands deleted
116	17	3		Module Design shall take Consider OEM's standard Design and guide on branding .	Design has to be customizable as per Bank's requirement.
117	19	10.3 Eligibility criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	This clause shall exempted for OEMs offering class 1 . Aside give an option to consider similar items as part of eligibility critieria	No change in RFP clause
118	19	10.3 Eligibility criteria	2. The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years (i.e. 2021-22, 2022-23 & 2023-24 OR 2022-23, 2023-24 & 2024-25). For Startups criteria is relaxed to Rs. 50 Crores, subject to submission of valid certificate.	The Bidder should have a minimum average annual turnover of Rs. 100 Crores in the last three financial years : Please include EBITDA & Positive Net worth as part of bidder criteria to ensure organised players compete in the high value bid and execute successfully	No change in RFP clause
119	13	3		If the OTP is delayed, then it lead to considering delay in service call attendance . We request to consider Test Transaction as a acknowledgement of call clousre	Kindly refer Corrigendum: Test transaction can be considered
120	10	14		Please consider 6 major languages as part of call centre support	English, Hindi, Tamil, Telugu, Kannada, Malyalam, Odiya, Bengali, Assamese, Punjabi, Gujarati, Marathi, Urdu. Voice samples shall be mutually finalized with the successful vendor without any additional cost.
121	11	26	API Integration	2. Bank may require integration with other type of transactions in future, for generating audio confirmation through the sound box devices. Pleae Clarify what type of transaction? And only audio changes is required? Also the Modifications is in all languages?	Other than UPI transaction audio, Bank will send some personalized marketing audio to be played on sound box at some frequency for publicity of our other products. The sound box should support this functionality along with lead generation facility through buttons.

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
122	19	10.3 Eligibility criteria	5. "The bidder must have successfully supplied soundboxes or similar items in any Central Govt. organization/ Scheduled Commercial Bank/ PSU as per below details: One PO of supply of soundboxes or similar items in minimum 10 locations across 10 States of India in the last 3 years, ending June 2025	We truly appreciate the rationale behind this requirement, which is to ensure that only those vendors who have the necessary execution capability, logistical capacity, and nationwide experience participate in the tender. However, we would like to highlight certain practical challenges and propose constructive suggestions for your kind consideration:	No change in RFP clause
123	19			On the Single PO Requirement: In practice, large-scale projects of this nature are rarely consolidated under a single PO covering 10 States and 10 locations. Most Central/State Departments, PSUs, and Banks release multiple POs for different States/locations, though the overall scale and scope of the project remain equivalent or larger. Restricting eligibility to a single PO may unintentionally exclude capable vendors who have executed similar or larger projects nationwide under multiple POs.	No change in RFP clause
124	19			On the Definition of Similar Items The RFP currently includes smartphones, printers, laptops, desktops, biometric devices, and thermal printers as "similar items." We request that Tablets also be explicitly included in this list, as they are functionally aligned with laptops and smartphones and are widely deployed in large-scale Government/Banking projects.	Kindly refer corrigendum : similar items shall include tablets as well
125	19			On the Duration of Experience The present clause restricts eligibility to projects executed in the last 3 years. Given the nature of Government and PSU procurement cycles, several large projects of relevant scale may have been completed slightly earlier. To ensure wider participation and to capture vendors' proven track record, we suggest that the duration be extended to the last 5 years, ending June 2025.	No change in RFP clause
126	19			Our Suggestions To balance the intent of the Department with practical realities of execution, we propose the following amendments for your consideration: Option 1: Allow bidders to qualify on the basis of multiple POs of soundboxes or similar items (including Tablets) across 10 States in the last 5 years, instead of restricting it to a single PO. Option 2 (Alternate Suggestion – Irrespective of Category): In case the Department wishes to retain the 2 single PO requirement for execution across 10 States, then the criteria for "similar category" may please be removed, and the single PO may be asked for irrespective of category (Email attached)	Kindly refer corrigendum : similar items shall include tablets as well
127	19	Eligibility Criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	Please consider 20,000 soundboxes deployed in private NBFCs	No change in RFP clause

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
128	19	5 Eligibility Criteria	5	1) Please consider private NBFCs experience 2) Experience - We have invested in creating the design of sound box along with the sound box OEM. Can we consider this as an an valid expreince and act as an OEM for this RFP?	No change in RFP clause
129	20	11 Eligibility Criteria	Bidder to submit declaration regarding land border rule in accordance with the Rule 144 (xi) GFR, 2017.	Please remove this clause	No change in RFP clause
130	9	3.1.8 Inventory Management	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts	Suggesting license based usage rights for IPPB during contract tenure	no change in RFP clause.
131	10	9 & 10	3.2 Technical Specifications of the sound-box	Requesting Bank to consider 8MB Flash memory forb the sound Boxes	16 MB Fixed requirement
132	13	3	For helpdesk support, the bidder shall provide state-wise helpdesk numbers along with escalation matrix. The helpdesk support should be available in all the regional languages. During the working hours as defined above, IPPB merchants shall call the helpdesk in case of any support required. The call shall lead to generation of helpdesk ticket, which shall be reflected in the portal/ dashboard. After the resolution of the concern, the ticket shall be closed only after OTP/ confirmation from the concerned merchant who has raised the ticket. The details regarding no. of open tickets, closed tickets, time taken to resolve etc., shall be visible in the portal/ dashboard provided by the bidder	Requesting bank to consider a centralized Toll free Support number, With functionally to chose regional languages, instead of state-wise support numbers.As this world also Suffice all the requirements	Kindly refer Corrigendum
133	13	12	The maximum response time for onsite service call will be 2 hours and maximum time to resolve the issue (Resolution time) will be 6 hours.	Requesting Bank to consider longer time for response & resolution, of Service calls, as2 and 6 hours are too tight	No change in RFP clause
134	14	14	As Per RFP	Requesting bank, to consider not penalizing the Bidder for the Downtime of Parties other than bidder,like UPI Switch	No change in RFP clause
135	16	5.4(1&3)	As Per RFP	The Mentioned TAT are too tight, requesting bank to consider slightly higher TAT for these	Kindly refer Corrigendum
136	17	7	Delivery Timelines	Requesting bank to consider a Delivery time of 65 Days	Kindly refer Corrigendum

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
137	19	4	Eligibility criteria	i. Bank has Asked for Minimum deployment of 100,000 Soundboxes,however we kindly request bank to consider 50,000 Sound box deployments.	No change in RFP clause
138	19	4	Eligibility criteria	ii. Since we're also Aggregators for Sound Boxes, deployments done by us under the aggregators model, will be considered as valid proof of installations, we can provide a self-declaration for the same.	Kindly refer RFP clause
139	19	4	Eligibility criteria	iii. Request bank to consider Rate Contracts/Purchase orders as Valid proof of Fulfilling the RFP requirement.As the projects are still being executed on field, the Respective banks will not be providing us with the completion Cetificates	No change in RFP clause
140	21	7	Technical Scoring criteria	Requesting bank for more clarification on the certifications-RoHS and Certi-in	No change in RFP clause
141	21	8	Technical Scoring criteria	Requesting bank to help us with the functional requirement of 6 buttons on Sound Box	Shall be finalized with successful bidder
142	9	3.2	Technical Specifications of the sound-box	We request that IPPB incorporate mandatory eSIM (MFF2) requirements into the final technical specifications and evaluation criteria for this procurement Mandating the eSIM/MFF2 module in all merchant soundboxes	No change in RFP clause
143	9	3.2	Technical Specifications of the sound-box	Requiring OTA network profile switching capabilities to enable immediate network redundancy and regulatory compliance	No change in RFP clause
144	9	3.2	Technical Specifications of the sound-box	Ensuring soundbox platforms integrate centralized device lifecycle dashboards for provisioning, activation, health monitoring, analytics, and troubleshooting	Kindly refer corrigendum
145	9	3.2	Technical Specifications of the sound-box	Specifying remote management APIs for future transaction types, software updates, and regulatory changes	Already in scope of work
146	9	3.2	Technical Specifications of the sound-box	Mandating support for multi-profile fallback connectivity, aligned with the stated 4G+2G device requirements, and for nationwide rural coverage	No change in RFP clause
147	9	3.2	Technical Specifications of the sound-box	Referencing eSIM examples from AIS 140 and other mission-critical banking, utilities, and transport deployments, for IPPB's review and statutory alignment	No change in RFP clause
148	11	3.2	12. Backup 2days – 4 days	Increasing the battery backup for Devices to 10 Days continues which means 240 hours or else Device's on-field failure will me more. At two days battery backup steady state current consumption will be more than 70mA on continuous basis as opposed to 6mA current consumption of good soundboxes in the world market	Battery backup requirement as per defined time is for continuous usage

RESPONSES OF PREBID QUERIES

Bid Number: GEM/2025/B/6458665			RFP - Procurement of Merchant Soundboxes under Capex Model		
Sr	Page No.	Clause No.	Clause description	Query	Buyer Response
149		3.1.8 Inventory management tool -	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.	We recommend additional features to be added in your terminal management software including MQTT Server and OTA updates to keep soundbox up-to-date and avoid recall time for soundbox upgradation at premises: OTA updates: Application OTA, Firmware OTA, Language OTA, CustomerApplication OTA, Device Link/Delink; OTA timing : Manually/ Scheduled; Data Reporting: Excel Format only (.xlsx only) Data view format: Daily, Past 10 Days, Past 30 Days, All Data with Filter Option; Device Health Status: Network Strength, Network Quality, Battery Life, Last Health Packets Downloaded, Volume Level, Firmware Version, Device Status, Transaction Success Rate, Transaction Playback Delay, Application Version, Resource Version, Current Language selected, Memory Usage, USB Charge time, CPU Usage; Data Filter Options: By IMEI, Date, User, Sub-Admin, Transaction ID; IoT Protocol: MQTT over TLS 1.2; Database PostgreSQL; API Protocols : HTTPS (GET, POST); Compliance : Data localization verified via 3rd-party report; OTA Updates: DFOTA, Application OTA, Kernel OTA/DFOTA, Language packs; Update Integrity: Signed packages, checksum validation, rollback; Scalability: Horizontal broker and DB scaling; Management: Web portal + REST APIs; Monitoring: Centralized logs, metrics, and alerts	Kindly refer Corrigendum Annexure-A
150	NA	NA	NA	We suggest certain percentage of extra spare Soundbox to be delivered to take care during the time of field failure caused due to Merchant related mishandling or Manufacturing defects.	Shall be finalized with successful bidder
151	9	3.2 Technical Specifications of the sound-box	4. SIM Type : Micro (M2M) Sim/ e-SIM (optional) - compliant with DOT guidelines. Network connectivity to be ensured as per location	Latest guidelines dated 26/06/2025 from DoT guidelines and document references number (4-35/M2M eSIM/2024-NT). 1. eSIM-based connectivity allows seamless remote profile management, eliminating physical SIM logistics and enabling large-scale rollout across India. 2. With remote SIM provisioning (RSP), Bidder can switch operators OTA, ensuring network redundancy and uninterrupted merchant service. 3. The platform integrates with SIM lifecycle management system, providing full visibility of eSIM. provisioning, activation, and usage analytics."	No change in RFP clause
152	13	4.B.7	Ensuring proper SIM connectivity as per location shall be the responsibility of the bidder. In case of repeated instances of poor network connectivity, Bank may ask the bidder to change the SIM card network and the vendor shall have to provide the desired connectivity at no extra cost to the Bank.	We have an important clarification regarding the IPPB requirement for changing SIM card networks. IPPB is requesting that the bidder be able to change the SIM card network and provide the desired connectivity. However, with a single Telecom Operator SIM Card, the bidder will have no control over the network remotely. Any downtime / network fluctuation would effect service availability and any troubleshooting/sim swap would require physical access of the Soundbox. This process would significantly impact ability to meet the desired uptime/SLA of 99.50% for IPPB. We would appreciate it if you could clarify how IPPB envisions this process working while maintaining the required uptime.	No change in RFP clause

RFP - Procurement of Merchant Soundboxes under Capex Model

CORRIGENDUM-1 dated 30.09.2025			Bid Number: GEM/2025/B/6458665	
Sr No	Pg No	Clause No	Original Clause	Revised Clause
1	60	12.16 Annexure XV-Price bid format	12.16 Annexure XV-Price bid format	The price of type-2 NFC tags has been fixed as Rs. 15 plus GST. In case the Bank (through NPCI) provides these tags to the succesful bidder, the cost of NFC tag as mentioned above, shall be deducted from the unit cost of soudbox device, and accordingly payment shall be made. In case the bidder provides the NFC tags, the quoted price for soundbox devices shall be applicable.
2	9	3.2 Technical Specifications of the sound-box	2. Type of Sound Box 1. Table Pod, Optional detachable plate for QR 2. Pocket sound box Tentative Item wise break-up is as below: Table Pod type – 80%; Pocket size type – 20% Indicative designs are given in clause 3.3. However, design of the soundbox should be customizable as per requirement of the Bank. This should support additional functionalities required by the Bank like lead generation through buttons	2. Type of Sound Box 1. Table Pod 2. Pocket sound box Tentative Item wise break-up is as below: Table Pod type – 80%; Pocket size type – 20% Indicative designs are given in clause 3.3. However, design of the soundbox should be customizable as per requirement of the Bank. This should support additional functionalities required by the Bank like lead generation through buttons etc. Further, on the backside of sound box, printed instructions for rebooting, troubleshooting, customer care for Bank & Company etc to be provided
3	15	5.3 Penalty related to VA/PT Compliance:	Closure of VA/ PT Points on any/ all infrastructure deployed for functioning of Solution (i.e. all Hardware / Software / Middleware). All identified vulnerabilities over underlying infrastructure to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls. a. Critical Category - within 2 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery	Closure of VA/ PT Points on any/ all infrastructure deployed for functioning of Solution (i.e. all Hardware / Software / Middleware). All identified vulnerabilities over underlying infrastructure to be patched as per respective OEM recommendations. Failure to close these calls within timelines will attract penalties based on criticality of calls. a. Critical Category - within 7 calendar days of discovery b. High Category - within 10 calendar days of discovery c. Medium - within 15 calendar days of discovery d. Low - within 20 calendar days of discovery
4	16	5.4 Penalty for delay in Maintenance of the devices	2 De-activation/ Application activation: If any fraud/ financial liability takes place on those terminals, bidder will be liable to pay for the end to end loss to the Bank	<i>Clause Stands Deleted</i>
5	13	4. Support and Service Levels:	3. For helpdesk support, the bidder shall provide state-wise helpdesk numbers along with escalation matrix. The helpdesk support should be available in all the regional languages. During the working hours as defined above, IPPB merchants shall call the helpdesk in case of any support required. The call shall lead to generation of helpdesk ticket, which shall be reflected in the portal/ dashboard. After the resolution of the concern, the ticket shall be closed only after OTP/ confirmation from the concerned merchant who has raised the ticket. The details regarding no. of open tickets, closed tickets, time taken to resolve etc., shall be visible in the portal/ dashboard provided by the bidder.	3. For helpdesk support, the bidder shall provide state-wise helpdesk numbers along with escalation matrix. Alternatively, the bidder shall provide centralized Toll free Support number, with functionally to choose regional languages. The helpdesk support should be available in all the regional languages. During the working hours as defined above, IPPB merchants shall call the helpdesk in case of any support required. The call shall lead to generation of helpdesk ticket, which shall be reflected in the portal/ dashboard. After the resolution of the concern, the ticket shall be closed only after OTP/ confirmation from the concerned merchant who has raised the ticket. Aside from OTP, confirmation of succesful test transaction by the concerned merchant shall also be considered valid for closure of the ticket. The details regarding no. of open tickets, closed tickets, time taken to resolve etc., shall be visible in the portal/ dashboard provided by the bidder.
6	17	7. Delivery Timelines	4. For the first purchase order, Bank will share the design/branding with the vendor after which the vendor needs to present sample for approval to the Bank within 7 working days. After the approval of the sample, the vendor has to deliver the ordered quantity at the specified locations, within 45 calendar days from the date of approval of sample	4. For the first purchase order, Bank will share the design/branding with the vendor after which the vendor needs to present sample/ 3D prototype for approval to the Bank within 7 working days. Further, initial lead time of 15 days shall be given for BIS approval etc. aftedr approval of sample, for the first order only. After the above timeline of 15 days, the vendor shall get another 45 calendar days to deliver the ordered quantity at the specified locations.
7	16	5.4 Penalty for delay in Maintenance of the devices	Device Replacement Request TAT - 1. For Metro and Urban Centres: T+1 working days after the device is received at service centre, 2. For other centres: T+2 working days after the device is received at service centre	Device Replacement Request TAT - 1. For Metro and Urban Centres: T+5 working days after the device is received at service centre, 2. For other centres: T+7 working days after the device is received at service centre
8	20	10.3 Eligibility criteria	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, ending Jun 2025, in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.	4. OEM of the quoted soundbox (themselves or through their authorised resellers) should have successfully supplied at least 1,00,000 soundboxes cumulatively in the last 3 years, as on date of issue of bid , in any 2 Scheduled commercial Banks/ UPI Third Party App Providers (TPAP) mapped with respective PSP Banks, as available on NPCI website. Bidders to note that for this criterion, PO issued directly to the OEM or to the authorised partners of the same OEM shall be considered valid for ascertaining the proof of supply.
9	19	10.3 Eligibility criteria	The bidder must have successfully supplied soundboxes or similar items* in any Central Govt. organization/ Scheduled Commercial Bank/ PSU as per below details: One PO of supply of soundboxes or similar items* in minimum 10 locations across 10 states of India in the last 3 years, ending Jun 2025. Bidders to note that: a. The authorized partner cannot claim the experience of the OEM for this criterion. The order should be in the name of the bidder only for claiming experience. b. If OEM is bidding, then OEM can claim the experience of its authorized partner for this criterion. * Similar items include smartphones/ printers/ laptops/ desktops/ biometric devices/ thermal printers.	The bidder must have successfully supplied soundboxes or similar items* in any Central Govt. organization/ Scheduled Commercial Bank/ PSU as per below details: One PO of supply of soundboxes or similar items* in minimum 10 locations across 10 states of India in the last 3 years, as on date of issue of bid . Bidders to note that: a. The authorized partner cannot claim the experience of the OEM for this criterion. The order should be in the name of the bidder only for claiming experience. b. If OEM is bidding, then OEM can claim the experience of its authorized partner for this criterion. * Similar items include smartphones/ tablets / printers/ laptops/ desktops/ biometric devices/ thermal printers.
10	9	3.1.8 Inventory management tool -	The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.	Refer Annexure-A for additional details with regard to Inventory Management Tool

RFP - Procurement of Merchant Soundboxes under Capex Model

ANNEXURE-A OF CORRIGENDUM-1

ADDITIONAL DETAILS REGARDING CLAUSE 3.1.8 INVENTORY MANAGEMENT TOOL

The bidder shall provide inventory management/ database management tool/ terminal management software including MQTT server for keeping track of supplied sound boxes, issuance status, activation status, transaction data analysis, inventory management, system health, device live status, sim connectivity status etc. The ownership of the tool shall be handed over to the Bank once the vendor is onboarded and devices supply starts.

1. MQTT Server

Mandatory Requirements

- 1.1 The solution shall provide an MQTT broker supporting MQTT with TLS encryption.
- 1.2 The server must support Quality of Service (QoS) levels 0, 1, and 2 to ensure reliable delivery of transaction alerts.
- 1.3 The system shall support 5 Lakh+ concurrent device connections with elastic scalability.
- 1.4 The server shall provide persistent sessions, ensuring no transaction notification is lost in case of temporary device disconnection.
- 1.5 The solution shall support authentication and authorization using OAuth2.0 / JWT tokens, along with role-based access control.
- 1.6 The server must be deployable in High Availability (HA) cluster mode with load balancing and automatic failover.
- 1.7 The MQTT server shall be capable of integration with the Bank's UPI transaction switch/backend for publishing real-time transaction confirmations.

Desirable Requirements

- 1.8 Support for multi-tenancy to segregate devices by region, branch, or any other hierarchy levels.
- 1.9 In-built monitoring dashboard to visualize device connectivity, throughput, and system health.
- 1.10 Support for bridging with other protocols (e.g., AMQP, HTTP, WebSockets) for integration flexibility.

2. Terminal Management System (TMS)

Mandatory Requirements

- 2.1 The bidder shall provide a centralized TMS to manage all deployed merchant sound boxes.
- 2.2 The TMS shall support secure onboarding, provisioning, and mapping of devices to merchant IDs.
- 2.3 The system shall allow Over-the-Air (OTA) updates for firmware, configuration, and parameters (e.g., language settings, bank branding).
- 2.4 The TMS shall provide real-time monitoring of device health including network status, battery level, and speaker functionality.
- 2.5 The TMS must support remote diagnostics, remote restart, and remote lock/unlock of devices.
- 2.6 The solution shall maintain a complete audit trail of all device actions and configurations.

RFP - Procurement of Merchant Soundboxes under Capex Model

ANNEXURE-A OF CORRIGENDUM-1

ADDITIONAL DETAILS REGARDING CLAUSE 3.1.8 INVENTORY MANAGEMENT TOOL

2.7 The TMS shall comply with RBI/NPCI guidelines on IT systems, data security, and fraud prevention.

Desirable Requirements

2.8 Support for geographical tagging of devices for region-wise monitoring.

2.9 AI/ML-based predictive maintenance to identify failing devices before downtime.

2.10 Integration of TMS alerts with Bank's monitoring and incident management systems.

3. Database Management Software (DBMS)

Mandatory Requirements

3.1 The solution shall include a robust DBMS for storing merchant details, device inventory, transaction metadata, and operational logs.

3.2 The DBMS must support high throughput ($\geq 10,000$ transactions per second write capacity) and low-latency query response.

3.3 The database shall be capable of horizontal scaling with clustering, partitioning, and sharing mechanisms.

3.4 Data shall be encrypted at rest and in transit.

3.5 The DBMS must support role-based access control, audit logging, and compliance with RBI IT Act, PCI DSS, and GDPR.

3.6 The system shall support replication, backup, and disaster recovery (DR) site synchronization with defined RPO/RTO.

3.7 The DBMS shall expose APIs for integration with Bank's CBS, merchant applications, and reporting dashboards.

Desirable Requirements

3.8 Support for real-time analytics and BI dashboards for merchant usage, adoption, and transaction trends. The dashboard should be available for download in excel/pdf formats.

3.9 Native support for time-series data storage for logging device performance metrics.

3.10 AI/ML-readiness for fraud detection, anomaly detection, and predictive insights.

4. General Requirements (Across MQTT, TMS, DBMS)

All software components must be deployable in cloud, on-premise, or hybrid environments.

The solution must support multi-region deployment to ensure business continuity.

The vendor shall provide comprehensive documentation, APIs, and SDKs for integration with existing Bank systems.

The vendor shall provide 24x7 support with defined SLAs, along with annual maintenance contracts (AMC) for 3–5 years.

The system must be scalable to support at least 5 Lakh merchant devices in the first phase, with a roadmap for higher capacity.

RFP - Procurement of Merchant Soundboxes under Capex Model

ANNEXURE-A OF CORRIGENDUM-1

ADDITIONAL DETAILS REGARDING CLAUSE 3.1.8 INVENTORY MANAGEMENT TOOL

5. Additional Requirements

- i) **Merchant App:** Merchant must be provided with a Merchant App for tracking out the payments/credits. Also, bidder needs to provide related API/SDK for integration with Bank's app without extra cost to the Bank.
- ii) **Merchant Portal:** Customized Portal for merchants where they can place request for Sound box devices in single/bulk mode, register the complaints for repair/replacement, track the device delivery. The portal should also enable push notification from bank for cross selling like digital personal loan. Also, bidder needs to provide related API for integration with Bank's portal without extra cost to Bank.
- iii) **Bank Portal:** Portal for raising the request and tracking the delivery & installation to be provided by the bidder to the bank. This portal may also be integrated with Bank's internal portals. So necessary support for the same needs to be provided without extra cost to the Bank.
 - a. Functionalities for uploading details of merchants where sound box devices to be delivered and installed to be provided.
 - b. The portal should have the download option for report generation at different levels (Zones/Region/BCC) which should contain date of delivery and date of installation with the signed copy, from merchant having given the demo
 - c. The portal should also have the provision to handle the complaints/Quires related to services.
 - a) For the applications developed as per the requirement of the Bank by the bidder, Bank shall own the Intellectual Property Rights
 - b) The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application / customizations and subsequent upgrades, if any.
 - c) Transferring the ownership of all software developed / customized / configured / procured. All licenses & support related documents should be in the name of Bank.
 - d) In case of any change/modification in Source Code, all necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code.
 - e) The software development will be carried out as per standard software development process and taking into consideration best practices followed worldwide.
 - f) The software developed should be compatible with the current infrastructure of the Bank and should be forward compatible.
 - g) The vendor shall undertake to provide appropriate on-site resource as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time.
 - h) Selected Bidders/Service providers should provide a dash board utility to the bank (for access by branches /Regional offices /Zonal offices/Digital operations) with the following facilities
 - Portal should allow login with pre-created User ids as allotted by the bank to its field functionaries
 - The portal should have inventory management capabilities and tracking mechanism for Sound boxes dispatched, acknowledged, issued or in stock etc.
 - Report option to generate Regions wise/Zone wise indent report on a daily /period wise report and installation status

Annexure -13

CONTRACT AGREEMENT
(On Stamp paper of Rs. One hundred)

(CA No.)

This AGREEMENT is made at <Location of RailTel Office> on this day of _____
Two Thousand and Twenty Five by and between RailTel Corporation of India Limited (A Govt. of India Undertaking) having its Registered & Regional office at Plat-A, 6th Floor, Office Block-II, East Kidwai Nagar, New Delhi-110023, acting through GM/VAB or his authorized representative (hereinafter referred to as 'RailTel', which expression should unless repugnant to the context or meaning thereof include its successors and permitted assigns) of the one part;

And _____ having its registered office at _____
acting in the premises through..... (hereafter referred to as "Business partner", which expression should unless repugnant to the context or meaning thereof include its successor and permitted assigns) of the other part.

Whereas in response to a call for EOI by RailTel for the work of "....." for RailTel Corporation of India Limited as per EOI papers at Annexure 'A' read with Corrigendum..... issued by RailTel hereto, the Business partner has submitted offer letter as per Annexure 'B' hereto

AND WHEREAS the said Tender of the Business partner has been accepted for the work of "....." for RailTel Corporation of India Limited as per copy of Letter of Acceptance of Tender No._____ dated_____ complete with enclosures at the accepted rates and agreed deviations from tender papers as per Annexure-C hereto at contract value of Rs._____(Rupees_____ Only) duly accepted by the Business partner.

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser (RailTel) to the Business partner provided for herein, the Business partner shall supply all equipment and materials and execute and perform all works for which the said EOI of the Business partner has been accepted strictly according to the various provisions in Annexure 'B' and 'C' hereto and upon such supply, execute and performance to the satisfaction of the purchaser (RailTel) and the purchaser (RailTel) shall pay to the Business partner at the rates accepted as per the said Annexure 'C' and in terms of the provisions therein.

IN WITNESS whereof both the parties have hereunto set and subscribed their respective hands and/or seals on the day and year respectively mentioned against their respective signatures.

Signed and delivered by Shri _____ for and on behalf of RailTel Corporation of India Ltd. in the presence of:

1. Signatures
Date
Name in Block Capitals
Address:
2. Signatures
Date
Name in Block Capitals
Address:

Signed and delivered by Shri. _____ for and on behalf of _____ in the presence of :

1. Signatures
Date
Name in Block Capitals
Address:
2. Signatures
Date
Name in Block Capitals
Address:

Annexure 'A' : Tender Document No..... with Corrigendum(s), if any.

Annexure 'B' : Contractor's offer letter.

Annexure 'C' : Letter of Acceptance/Purchase order No..... with all enclosures.

Annexure 'D' : Copy of Performance Bank Guarantee (PBG)

Annexure-14**Bidder Profile**

To,

General Manager (VAB),
 Plate-A, 6th Floor, Office Tower-2,
 NBCC Building, East Kidwai Nagar, New Delhi-110023

i)	Name and Address of the Bidder		
ii)	Name of Authorised Signatory of the Bidder Phone No. Mobile No. Email Id.		
iii)	Certificate of Incorporation		
iv)	Total Annual Financial Turnover from Examination based projects	FY 2021-22	
		FY 2022-23	
		FY 2023-24	
		FY 2024-25	
v)	PAN No.		
	GST Registration No. (UP)		
vi)	Quality Certification No / License if any		
	Details of Issuing Authority		
	Validity of Certificate		
vii)	Bank Detail for RTGS/NEFT		
viii)	Details of Earnest Money Deposit (EMD) (No., Date, Bank, Amount etc.)		
viii)	Details of Tender Fee Deposit (No., Date, Bank, Amount etc.)		

Signature of Authorised Signatory

Name:

Designation:

Annexure-15**Format for Power of Attorney****POWER OF ATTORNEY**

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Add in the case of a Consortium)

Our firm is a Member or Lead bidder of the Consortium of _____, _____ and _____.

Dated this the _____ day of _____ 2025

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. To be executed by all the members individually.

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Annexure 16**Insurance Surety Bond for Performance Security (PBG)**

RailTel Corporation of India limited

(Address)

Date:.....

Name of the issuer of surety bond

Surety Bond No

Issue Date:.....

Amount of Bond:.....

Expiry Date:.....

WHEREAS:

- A. (name and address of contractor) (herein after called the contractor) and (name and address of RCIL) have entered into an agreement (herein after called the “ agreement”) for the - (name of work) subject to and in accordance with the provision of the agreement.
- B. The agreement requires the contractor to furnish a Performance Security for due and faithful performance of its obligation, under and in accordance with the agreement/contract/Purchase order, during the (project duration/warranty period/AMC period)(as defined in the contract/agreement) in as sum of Rs.----- (Rupees crore only) (The SURETY BOND Amount).
- C. We, ----- through our branch at (surety Insurer) have agreed to furnish the guarantee (herein after called the surety Bond)by way of Performance Guarantee.

WHEREAS, we , (Name of insurance company) hereinafter called the Surety, acting through [Designation(s) of the authorised person of the Surety), have, at the request of the M/s. XXXX contractor, agreed to give Bond for performance security/ additional performance security as hereinafter contained:

1. KNOW ALL MEN by these present that I/We, the undersigned [Insert name(s) of authorized representatives of the Surety), being fully authorized to sign and incur obligations for and on behalf of the Surety, confirm that the Surety, hereby, unconditionally and irrevocably Bond to pay the Railway the full amount in the sum of XXXX (Rupees XXXX Only) as above stated.
2. The Surety undertakes to immediately pay on presentation of demand by the RailTel any amount up to and including aforementioned full amount without any demur, reservation or recourse. Any such demand made by the RailTel on the Surety shall be final, conclusive and binding, absolute and unequivocal notwithstanding any disputes raised/pending before any Court, tribunal, arbitration or any authority or any threatened litigation by the contractor or Bank.
3. On payment of any amount less than aforementioned full amount, as per demand of the RailTel, the Bond shall remain valid for the balance amount i.e. the aforementioned full amount less the payment made to the RailTel.
4. The Surety shall pay the amount as demanded immediately on presentation of the demand by RailTel without any reference to the contractor

and without the RailTel being required to show grounds or give reasons for its demand or the amount demanded.

5. The Surety Bond shall be unconditional and irrevocable.
6. The Bond hereinbefore shall not be affected by any change in the constitution of the Surety or in the constitution of the Contractor.
7. The Surety agrees that no change, addition, modifications to the terms of the Contract Agreement or to any documents, which have been or may be made between the RailTel and the Contractor, will in any way release us from the liability under this Bond; and the Surety, hereby, waives any requirement for notice of any such change, addition or modification to the Surety.
8. This Surety Bond is valid and effective from the date of its issue, which is [insert date of issue]. The Bond and our obligations under it will expire on XXXX (Expiry Date). All demands for payment under the Bond must be received by us on or before that date.
9. The Surety Insurer agrees that the RailTel right to demand payment of aforementioned full amount in one instance or demand payments in parts totaling up to the aforementioned full amount in several instances will be valid until either the aforementioned full amount is paid to the RailTel or the Bond is released by RailTel before the Expiry date.
10. The Surety Insurer agrees that its obligation to pay any amount demanded by the RailTel before the expiry of this Bond will continue until the amount demanded has been paid in full.
11. The expressions Surety Insurer and RailTel hereinbefore used shall include their respective successors, administrators and assigns.
12. The Surety Insurer hereby undertakes not to revoke the Bond during its currency, except with the previous consent in writing of the RailTel. This Bond is subject to the Uniform Rules for Demand Bonds, ICC Publication No. 758.
13. We, the Surety Insurer, further agree that the Railtel shall be the sole judge to decide as to whether the contractor is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the RFP Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the RailTel and the contractor or any dispute pending before any Court, tribunal, arbitrator or any other authority.
14. The Surety Bond shall be in addition to and without prejudice to any other security Bond (s) of the contractor in favour of the RailTel available with the RailTel. The Surety, under this Bond, shall be deemed as Principal Debtor of the RailTel.

Notwithstanding anything to the contrary contained in these presents,

- a. Our liability under this Surety Bond shall not exceed XXXX (Rupees XXXXX Only).

- b. This Surety Bond shall be valid up to XXXX (being the date of expiry);
- c. Unless the Insurance Company is served a written claim or demand on or before XXXX [date of expiry) all rights under this Bond shall be forfeited and the Surety shall be relieved and discharged from all liabilities under this Bond irrespective of whether or not the original Surety bond is returned to the Surety.

Dated the day of 2025

15. The Insurance Surety Bond shall be verified by sending mail to [email id of Surety Insurer]

Place..... Surety Insurer's Seal and authorized signature(s)

[Name in Block letters]
[Designation with Code No.).....
[P/Attorney] No.

Witness:

- 1.
- 2.

Annexure 17

SELF-DECLARATION - NON-BLACKLISTING
(On Non-Judicial Stamp Paper of INR 100/- duly attested by the Notary Public)

To, General Manager (VAB),
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Sir,

In response to the EOI no.Dated....., I/we hereby declare that presently our company/ Firm..... is having unblemished record and is not declared ineligible or blacklisted for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central Govt. /State Govt. / Semi-Govt. / PSU/ University/ Educational Institutions/ Organization/ or Court of Law or by eve as on date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD may be forfeited in full and the bid if any, to the extent accepted may be cancelled.

Date: .

Signature.....
Name of Bidder: