



Odisha Gramya Bank

H.O-At- Gandamunda, P.O.: Khandagiri, BBSR -30

RFP No. : OGB/ITD/ATM/CD/2016/001

Corrigendum No: 3

S/N	Point / Page	Page	Mentioned in RFP	Queries/Request	Amendments
1	1.6 (c)/ Pg 8	8	Successful bidder to provide the EJ's in encrypted format with private key if required by the bank. Successful bidder to preserve the EJ's in the specified format.	EJ can be provided over SFTP in a Password Protected format. Encryption with private key is not possible	Successful bidder to provide the EJ's in encrypted format with private key if required by the bank. If such facility not available, EJ can be provided over SFTP in a Password Protected format. Successful bidder to preserve the EJ's in the specified format.
2	1.6 (i)/ Pg 9	9	ATMs/CDs should have remote desktop applications / software installed so that bank team can access the ATMs data like IP details, Configuration details, ATM screens, EJ data, CCTV footage etc from bank's Head office location.	We would not have CCTV footage access. We would have access to DVR images.	Bidder should provide access to the EJ data, ATM screens, CCTV footage / DVR Images etc through SFTP from Bank's Head office.
3	1.8.2.2 / Pg 11	11	Penalty for Downtime	We would request the bank to revise the SLA to 95% as per industry standards in Metro and 90% in Rural Locations	No Amendments
4	Annexure C(2/4): A3 A-3- page 36	36	Providing & fixing cement tiles for exterior paving including curing, cleaning etc. complete	Not Required.	Optional
5	Annexure C(2/4): A-4- page 36	36	Providing & fixing 20 mm thick polished granite for exterior surfaces of walls with grooves.	Not Required.	Optional
6	Annexure C(2/4): A-5-36	36	Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. ceramics of approved shade.	Not Required.	Not Required
7	Annexure C(2/4):	37	Providing & fixing 2 to 3 line POP cornice (as per drawings)	Not Required.	Not Required

	-page 37				
	C-2 page 37				
8	Annex ure C(2/4): E- 2,page 37	37	Providing Visual Merchandising set – with customized branded information panel, Writing ledge, Cheque deposit box and Poster frames of standard sizes for CD room of 10'x10' approx. room size., preferably with Grey colour and Bank reserves the right to opt	Cheque deposit box not required.	Providing Visual Merchandising set – with customized branded information panel, Writing ledge and Poster frames of standard sizes for CD room of 10'x10' approx. room size., preferably with Grey colour and Bank reserves the right to opt for other colours also depending on the logo colours
9	Annex ure C(2/4): E-5a page 37	37	Demolishing the existing brick / solid block /hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard for Bricks in Cubic Feet	Not Required.	Optional
10	Annex ure C(2/4): E-5b page 38	38	Demolishing the existing flooring / solid block / hollow block masonry with plastering including removing the debris from the site & transporting to contractors own dumping yard - for tiles and flooring in Sq ft.	Not Required.	Optional

11	Annexure C(2/4): E-6a, page 38	38	MS rolling shutter (without box)Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of synthetic enamel paint over a coat of primer complete all as per drawings & instructions of the Architect /Bank Berger or equivalent) (Sq. Ft.)	Not Required.	Optional
12	Annexure C(2/4): E-10 page 39	39	Access Lock pillar – 6” x 6”x 7’ box (14 sqft) to be done with 19 mm ply finished with blue laminate Sq. Ft.)	Optional.	Optional
13	Any where		Anywhere in the document where ply wood is mentioned for TIS work like panelling, flush door or any other relevant part.	Bright silver colour Aluminium composite panel will be used instead of plywood for TIS work panelling, flush door etc.	Bright silver colour Aluminium composite panel of 3 mm thickness will be used instead of plywood for TIS work panelling, flush door etc.Frame will done using aluminium tube of size 1.5” x1”.
14	Annexure C(4/4): C-19-46	46	Providing Telephone point / jack RJ 11 (Mk, Crabtree or equivalent) for logic type board	Not required.	Not Required
15	Annexure C(4/4): C-19-a-46	46	Providing and laying 8 pair telephone cabling in 20 mm diaPVC conduits (Delton / Johnson / Finolex or equivalent) from junction to sockets	Not required.	Not Required
16	Annexure C(4/4): C-22-46	46	Light Fittings for Poster Frames Wall mounted flexible gooseneck spotlights or equivalent with built in transformer 12V, 35 Watts of light from, Deconor equivalent Make and LFH 123 - 2 nos. for wall posters suggested (No)	Not Required.	Not Required

17	Annexure C (part 2/4) point 1		Providing & Fixing 24"x24"x7mm thick plain vitrified Glazed tiles ceramics of approved shade tiles to be fixed diagonally (Rate only)	Including back room area. Tiles size would be 2ft X 2 ft	Providing & Fixing 24"x24"x7mm thick plain vitrified Glazed tiles ceramics of approved shade tiles to be fixed diagonally (Rate only)
18	Annexure C (part 2/4)-point 2		Providing & fixing 20 mm thick polished granite for Sides of steps, Risers,& for external areas . The color should be Lavender Blue. Change in colour to Black / Jet Black will be considered based on the constraints on availability	Lavender blue is rarely available, better to provide black granite	No Amendments
19	Annexure C (part 2/4)-point 2		Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. ceramics of approved shade.		Not Required
20	Annexure C (part 2/4)-point 2 -point 5		Providing and fixing 7mm thick plain vitrified tiles for skirting of 4 inches ht. ceramics of approved shade.	For back room	For Back room tiles for flooring, coloring of wall or paneling won't be done.
21	Annexure C (part 2/4)-point 2 -point B 2		Providing & constructing 9" . Solid block masonry in CM 1:5 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete (UPS room	Solid block is rarely available, it should be brick wall	Providing & constructing 6" . Solid block masonry or brick wall in CM 1:5 including racking the joints plastered of 12mm average On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete (UPS room
22	Annexure C (part 2/4)-point 2 -point D 1		Providing and fixing 8 mm thick glazed entrance door with powder coated standard medium gauge aluminum 85-100 mm wide top and bottom	85mm middle aluminium member is require for 8mm clear glass with top & bottom section. No Lock system is require	85mm middle aluminum member/beam is required for 8mm clear glass with top & bottom section. No Lock system is required.
23	Annexure C (part 2/4)-point 2 -point D 2		Providing and fixing 8 mm thick clear glass with powder coated of app	Instead of 8mm better to use 6 mm clear glass. Etching design is require	Providing and fixing 8 mm thick clear glass with proper etching / filming to make the user operation invisible inside the ATM.

24	Annexure C (part 2/4)-point 2-point E 7		Wooden boxing for the above shutter with 19 mm Marine Ply to be covered with grey laminate. Plywood to be boiling water proof	Wooden materials durability in exposed to environment is not feasible. Instead of that better to use Aluminium composite materials (3mm) with aluminum frame work & aesthetic look	Bright silver Aluminium composite materials (3mm) with aluminum frame work using aluminium tube of 1.5"X1".Lock and key mechanism should be there to access the shutter by the authorised person only.
25	Annexure C (part 2/4)-point 2-point E 9		Providing & fixing Wooden Storage Cabinet made of ply, on all four sides, 4 shelves inside with wire manager slots, finished with enamel paint in interior and 1.0 mm laminate finish on exterior, appropriate slots to be made for air circulation on either sides, approximate size 3" x 3" x 8" and should accommodate UPS, Batterie	Instead of 4 sides wooden storage cabinet better to use 2 sides Aluminium composite materials (3mm) with aluminium tube frame work for storage cabinet (3ft X 3ft X 8ft) with aircon louver (6inch X 2ft-2nos). Not required wooden ply & laminate. Its durable & aesthetic. 3 Internal shelves will be 19mm wooden ply with wire manager slots	Inside backroom iron shelves should be used to keep batteries only. Aluminium Shelves should be provided for DB bord, UPS, Fire extinguisher, DVR system, Burglar Alarm and other accesories. Where back room is not there storage cabinet (3ft X 3ft X 8ft) using 2 sides Aluminium composite materials (3mm) with aluminium tube frame work with aircon louver (6inch X 2ft-2nos) should be provided. Iron rack carrying batteries ,Aluminium Shelves carrying DB bord, UPS, Fire extinguisher, DVR system, Burglar Alarm and other accesories should be placed inside the cabinet.
26	Annexure C (part 2/4)-point 2-point E 10		Access Lock pillar – 6" x 6"x 7" box (14 sqft) to be done with 19 mm ply finished with blue laminate Sq. Ft.)	As per RBI guideline. Access lock has been withdrwan	Not Required
27	Annexure C (part 2/4)-point 2-point OPTIONAL ITEM-1		Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for steps using first quality bricks including curing	Thickness not mentioned	Providing & constructing Brick work in cement mortar 1:4 including racking the joints, for steps using first quality bricks including curing .Specification of steps: Thickness of 11" with 6" rise
28	Annexure C (part 2/4)-point 2-point OPTIONAL ITEM-2		Providing & constructing 6" th. Solid block masonry in CM 1:4 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including	Solid block rarely available. It would be brick wall	Providing & constructing 6" th. Solid block masonry / Brick in CM 1:4 including racking the joints plastered of 12mm average th. On both sides with sponge finish/ lime rendering including necessary scaffolding curing etc complete

			necessary scaffolding curing etc complete		
29	Annexure C (part 2/4)-point 2 -point Miscel enious C-2		Flush Door (As per the requirement) for back room (ISI marked commercial ply as per thickness of partition along with hinges embedded lock and handle on the inside (This is for locations where partition is created for guard)	Instead of using commercial ply better to use Aluminium composite panel (3mm) with handle & lock	Flush Door (As per the requirement) for back room Bright silver Aluminium composite materials (3mm) with aluminum frame work using aluminium tube of 1.5"X1".Lock and key mechanism should be there to access the shutter by the authorised person only.Lock should be inbuilt.Godrej or equivalent lock should be provided.
30	Annexure C (part 2/4)-point 2 -point OPTIO NAL ITEM-3		Providing and fixing wooden paneling with 1.5 feet frame work with 1mm laminate	Instead of using wooden ply for customer lobby panelling better to use Aluminium composite panel (3mm) with aluminium tube frame work in terms of duability & aesthetic look	Providing and fixing paneling with Bright silver Aluminium composite materials (3mm) with aluminum frame work using aluminium tube of 1.5"X1".
31	Annexure C (part 2/4)-point 2 -point OPTIO NAL ITEM-4		Providing and fixing wooden partition with one side laminate and paint on the other side for approxi sizes of 9" height and 10" length .	Instead of using wooden ply for back room partition better to use Aluminium composite panel (3mm) with aluminium tube frame work in terms of duability & aesthetic look	Providing and fixing partition with Bright silver Aluminium composite materials (3mm) with aluminum frame work using aluminium tube of 1.5"X1".
32	Annexure C (part 2/4)-point 2 -point OPTIO NAL ITEM-5		Providing and fixing wooden partition with both sides laminate for approxi sizes of 9" height and 10" length	Instead of using wooden ply for back room partition better to use Aluminium composite panel (3mm) with aluminium tube frame work in terms of duability & aesthetic look	Providing and fixing partition with Bright silver Aluminium composite materials (3mm) with aluminum frame work using aluminium tube of 1.5"X1".
33	Annexure-C (part 4/4)		Providing Earthing pit size 3 'x 3' x 7' deep .Earthing plate to be 60 cm x 60cmx3mm Copper with central hole connected with 10 SGW wire with brass nut and bolt to meter,	Instead of traditional earthing, better to use Maintenance free chemical earthing. We recommend only one Number for ATM and UPS. So the quantity mentioned should be changed to 1 in place of 3	Providing Chemical earthing instead of traditional earthing. Instead of 3 separate earthings one (1) chemical earthing with dual wiring to be connected to the DB board.Form DB board earthing to be connected to all the electrical and hardware equipments. Bidder need to install and maintain the earthing as per the following

					clauses [Clause 1.5-a (iii), 1.5-a (xx), 1.5-c(i),2.28(f)] of the RFP throughout the contract period of 5 years including AMC period and extended AMC period. Clauses are : 1.5-a (iii), 1.5-a (xx), 1.5-c(i),1.12(e), 2.28(f).
34	Corrigendum 1 -Page 11 - Point 104	11	It should also have the provision to sense any suspicious activity attempted through insertion of wire or similar mechanism in the ATM machine (Bidder to submit complete details of Anti-Skimming Device)	Request for Bank to remove this clause from antiskimming requirement. (insertion of wire)	No Amendments
35	Corrigendum 1 - Point 100 / OS & Controlling SW	11	At least one 100 Mbps Ethernet Controller + minimum 7 USB (USB Port for copying EJ files)with at least 2 on the front side+ one VGA port.	In our ATM we use serial communication for devices. We will provide 6 USB max (4 back side and two front side). Please confirm.	At least one 100 Mbps Ethernet Controller + minimum 3 free USB ports on the front side+ one VGA port.
36	6a	38	MS rolling shutter (without box)Providing & fixing MS rolling grills with box or enclosures, with necessary locking arrangement both when closed or opened, including painting with 2 coats of synthetic enamel paint over a coat of primer etc complete all as per drawings & instructions of the Architect /Bank (Asian/ J&N /Berger or equivalent) (Sq. Ft.)	Request to consider, as a Optional item where ever new shutter will be required as must sites may have shutter previously availabl	Optional
37	7b	39	Wooden boxing for the above shutter with 19 mm Marine Ply to be covered with grey laminate. Plywood to be boiling water proof (Sq. Ft.)	60 sq feet	No Amendments
38	11	45	Providing Earthing pit size 3 'x 3' x 7' deep .Earthing plate to be 60 cm x 60cmx3mm Copper with central hole connected with 10 SGW wire with brass nut and bolt to meter, pit to be filled with charcoal layer, further with 6" to 8" soil, followed by second / third	Generally 1 Earthing point is require for Cash Dispenser, it should be quantity 1 nos., Request to consider.	Providing Chemical earthing instead of traditional earthing. Instead of 3 separate earthings one (1) chemical earthing with dual wiring to be connected to the DB board.Form DB board earthing to be connected to all the electrical and hardware equipments. Bidder need to install and maintain the earthing as per the following

			layer subsequently till the top. Open pipe 1.5" diameter to be inserted in to the pit up to the earthing plate filled with water when dry, pipe should be above ground level with a funnel For UPS , CD and Lightning arrestor to be located as per site location		clauses [Clause 1.5-a (iii), 1.5-a (xx), 1.5-c(i),2.28(f)] of the RFP throughout the contract period of 5 years including AMC period and extended AMC period. Clauses are : 1.5-a (iii), 1.5-a (xx), 1.5-c(i),1.12(e), 2.28(f).
39	5a - Key Board & Mouse	52	Metallic Key board & Optical Mouse – if they are need for admin functions of Cash Dispenser	We will provide normal / separate Keyboard and Mouse for Admin activity and maintenance.	Bidder will provide compatible Keyboard for Admin activity and maintenance.
40	7 - Operating System & Controlling Software	52	Remote login facility for such utilities like Remote load of screens, to shutdown / start cash dispenser to make cash dispenser clear fitness etc	For ATM Terminals it is not advisable to allow Remote Desktop Access as it breaches security.	Remote login facility for such utilities like Remote load of screens, to shutdown / start cash dispenser to make cash dispenser clear fitness etc. The same will be monitored by the successful bidder. This is part of monthly maintenance.
41	9- Currency Chest locking System	53	(Locking Mechanism to comply with Standards like UL 437 VDS Class etc) (Mention Model).	Request for Bank to remove this clause - As UL 437 VDS applies for lock with Key option. We will provide electronic lock only. Kindly consider and confirm. Our OTC lock is UL Type 1, VdS Class 2, CEN-EN 1300 A2P/CNPP Class B/E certified	(Locking Mechanism to comply with Standards like UL 437 VDS Class / UL Type 1, VdS Class 2, CEN-EN 1300 A2P/CNPP Class B/E certified etc) (Mention Model).
42	Corrigendum - 1 :- Point - 53	6	Printer	Customer : 40 Column Thermal Printer . Journal : 40 Column Thermal to print aulTD trail as per the Bank's requirement Auto paper cut facility to throw the receipt to the customer. Should support Local Language Printing. Printer rolls should have sensor to indicate low supply to switch center. (Low Media Warning.)	Customer : 40 Column Thermal Printer . Journal : 40 Column DM Printer as per the Bank's requirement Auto paper cut facility to throw the receipt to the customer. Should support Local Language Printing. Printer rolls should have sensor to indicate low supply to switch center. (Low Media Warning.)

Annexure-P

FORMAT FOR COMMERCIAL BID

1. Name of Bidder:

2. Address of Corporate Office:

TABLE I-COST OF ATM CDs

Sl. No.	Description- Make & Model	Unit Price	Quantity	Total
1	ATM CDs with accessories (as applicable)		50	0
2	TOTAL COST			0

TABLE II-COST OF INFRA EQUIPMENTS AND INFRA MATERIALS

Sl. No	Description	Unit Price	Quantity	Total
1	Cost of Infra equipments like UPS, batteries		50	0
2	Cost of Air conditioner , Stabilizer		100	0
3	Cost of Timer ,Burglar Alarm, network Switches, Fire Extinguisher, CCTV with DVR		50	0
4	Cost of Infra Materials as per Annexure G of the RFP. Price given is for 100 sq ft. However payment will be made for the actual measurement of site as approved by the Bank for individual site		50	0
5	TOTAL COST			0

TABLE III -COST FOR HELPDESK/CONSUMABLES/EJ pulling

	Details	Price/Per Month (Rs)	Qty	Total Price (Rs) annual
1	Cost for Centralized Electronic Journal (EJ) pulling, Software & Content distribution at ATM premises, Network connectivity cost incurred		50	0
2	Cost for Helpdesk and Incident management		50	0
3	Cost for Consumables		50	0
	Total Charges			0

TABLE IV-ANNUAL MAINTENANCE CONTRACT CHARGES				
SI No.	Details	Price/Per Month (Rs)	Qty	Total Price (Rs)
1	AMC Charges for 2nd Year		50	0
2	AMC Charges for 3rd Year		50	0
3	AMC Charges for 4th Year		50	0
4	AMC Charges for 5th Year		50	0
5	AMC Charges for 6th Year		50	0
6	AMC Charges for 7th Year		50	0
7	Total AMC Charges			

TABLE V-DUTY FREE SCRIPTS FOR EXEMPTIMNG FROM CUSTOMS DUTY/EXCISE DUTY		
SI No.	Description	Price (Rs)
1	Value of Customs Duty / Excise Duty on the Hardware-Technical Specifications as per Annexure-G	

Table VI-TOTAL COST OF OWNERSHIP			
SI No.	TOTAL COST OF HARDWARE	QTY	Total Price (Rs)
1	COST OF ATM CDS AND ACCESSORIES (ADD)	TABLE I	

2	COST OF INFRA EQUIPMENTS AND INFRA MATERIALS (ADD)	TABLE II	
3	COST OF HELPDESK/CONSUMABLES/EJ PULLING (ADD)	TABLE III	
4	ANNUAL MAINTENANCE CONTRACT CHARGES (ADD)	TABLE IV	
5	Value of Customs Duty / Excise Duty on the Hardware- Technical Specifications as per Annexure-G (LESS)	TABLE V	
	GRAND TOTAL		

1. L1 will be determined based on the total price quoted by any of the technically short-listed bidder, whose commercial bid is opened, under Table VI Serial No.6 (Grand Total).
2. Entering into AMC with the successful bidder shall be strictly as per terms and conditions defined in Clause 1.8 of this RFP
3. Bidder shall accept the duty free scripts for setting off Customs Duty / Excise Duty based on the value of Customs Duty / Excise Duty under Table V Serial No.1 on the price of Hardware under Table-I.

We certify that the 'ATM Machines and Hardware quoted above meets the Technical Specifications as per Annexure - G of the RFP No. OGB/ITD/ATM/CD/2016/001 dated 21.10.2016 and prices quoted are all in compliance with the terms indicated in clause 1.11 of the RFP no OGB/ITD/ATM/CD/2016/001 dated 21.10.2016. We also confirm that we agree to all the terms and conditions mentioned in this OGB/ITD/ATM/CD/2016/001 dated 21.10.2016

Authorized Signatory

Name:

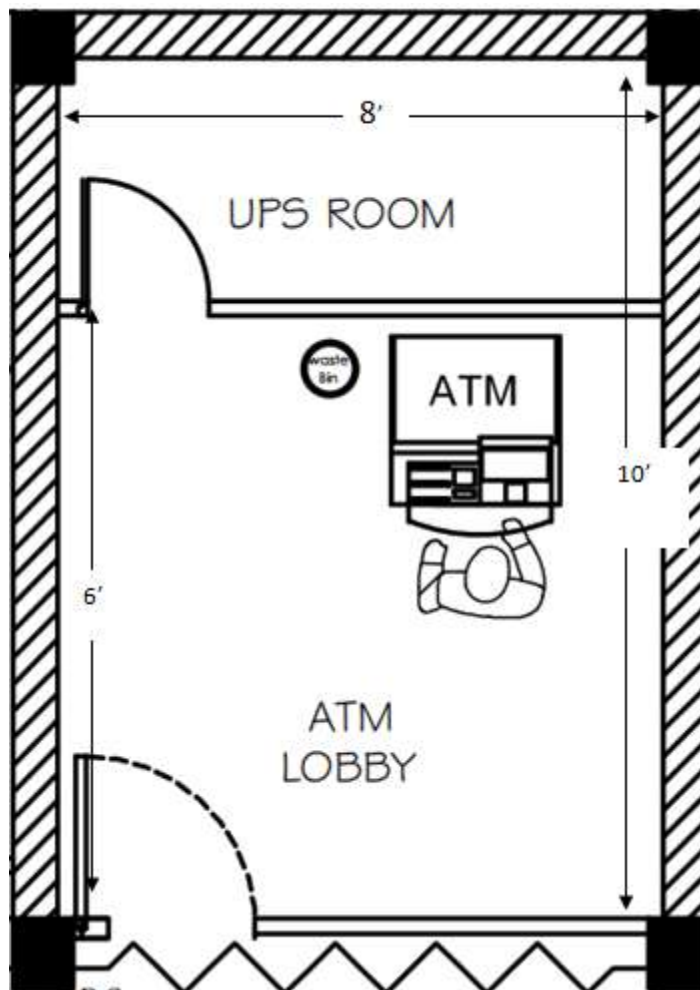
Office seal

Place:

Date:

Designation:

Design Diagram of the Interior of the ATM room



The design provided is of size 10' (length) x 8' (breadth). The design of the ATM room subject to actual size of available carpet area of the ATM room in different locations. Bidder need to setup interior design of the ATM room as per the design provided by the bank, using the available carpet area subject to prior approval of the bank. The cost or billing should be as per the actual usage or actual construction.

Sl No	ITEM Description (a)	Qty (Nos) (b)	Unit Price - 1 year warranty (c)	Total Product/hardware Cost (d) = (b x c)	Implementation Cost (e) Implementation cost for 50	AMC 2nd Year (f) . AMC for 50 CDs	AMC 3rd Year (g). AMC for 50 CDs	AMC 4th Year (h). AMC for 50 CDs	AMC 5th Year (i). AMC for 50 CDs	Total cost (j)= (d+ e+ f+ g+ h+i)
	Cash Dispensers supporting both Mag-Strip Cards and Chip Based Cards including integrated VSS as per the specifications given in ANNEXURE-I technical Specifications for cash Dispensers	50								
	Site Preparation work (Civil) Interiors & Electrical works mentioned in Annexure - C (Part 2/4 and Part 4 /4) excluding cost of optional items listed in Annexure C (Part 2/4 and Part 4/4)	50 sites								
	1 Ton AIR Conditioners One pair (2 Nos.) for each location as per Annexure-I	50 Pairs (100 AC units)								
	Fire Extinguishers. As per annexure	50								
	UPS Systems with SMF Batteries (1 KVA UPS with 8 hours backup with 3 batteries >= 100Ah) for UPS Systems only as per specifications given in Annexure-I 2 a Specification of UPS System with Battery	50								
	Software Distribution Capacity and EJ pulling etc.	Server setup to be done for all 50 ATMs								
	5 KVA Stabilizers	50								
	ISOLATION Transformer	50								
	CCTV	50 pairs								
Sum Total										

Price of Optional Items of Site Preparation work (civil Interiors & Electrical works mentioned in Annexure- C (Part 2/4 and Part 4/4).Similarly AC,UPS ,Burglar Alarm, earthing , Fire extinguisher accessories and other hardware also carries 1 year comprehensive warranty and 4 years comprehensive AMC.

1.1. SCHEDULE OF BIDDING PROCESS:

S.No	Description of Information/ Requirement	Existing Information / Requirement	Revised Information / Requirement
1.	Tender Reference Number	RFP OGB/ITD/ATM/CD/2016/001	RFP OGB/ITD/ATM/CD/2016/001
2.	Date of Issue of RFP	21-10-2016	21-10-2016
3.	Last date for receipt of queries, if any.	12-12-2016	12-12-2016
4.	Pre Bid Meeting	12-12-2016	12-12-2016
5.	Last Date and Time for Submission of bids along with supporting documents along with BG/DD ,EMD etc.	02-01-2017 3PM	09-01-2017 3PM
6.	Date, Time and venue for opening the Technical bid.	03-01-2017 3PM	10-01-2017 3PM
7.	Date, Time and venue for opening the Commercial bid.	Will be intimated to technically short-listed bidders.	Will be intimated to technically short-listed bidders.
8.	Bid Submission Mode.	Through Manual Tendering process	Through Manual Tendering process
9.	Address for Communication / Submission of Bids	General Manager, Information Technology Dept, Odisha Gramya Bank, Head Office,Bhubaneswar-751030	General Manager, Information Technology Dept, Odisha Gramya Bank, Head Office,Bhubaneswar-751030
10.	Contact officials for any clarification	Mr. S K BASA, Sr. Manager, ITD 0674-2353025 Mr. D D Mohanty, Sr. Manager, ITD 0674-2353024 Mr. A K Khandai , Manager, ITD 0674-2353023	Mr. S K BASA, Sr. Manager, ITD 0674-2353045 Mr. D D Mohanty, Sr. Manager, ITD 0674-2353024 Mr. A K Khandai , Manager, ITD 0674-2353023
11.	Contact e-mail ID	atm@odishabank.in ,itd@odishabank.in	atm@odishabank.in ,itd@odishabank.in