



Department of Information Technology

RFP for Implementation of e-Surveillance Systems on Opex Model

RFP Ref. No DIT/BPR & BTD/OA/234/2020-21 Date-16/05/2020

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendum

Sl. No.	RFP Page No.	RFP Clause No.	Subject/Description	Query sought/Suggestions of the Bidder	Bank's Response
1.	10	Eligibility Criteria Point No-4	The bidder should have experience of providing eSurveillance System for minimum of 2000 Sites (ATMs/e-lobbies) in atleast 2 (two) Scheduled Commercial Banks in India as on RFP issuance date in last three financial years (2016-17, 2017-18 & 2018-19).	<p>Request the Bank to add Branches in this clause and modify the evaluating years to 2018-19 and 2019-20.</p> <p>We are deploying managing and e-Surveillance system solution at Branches and ATMs of various private and government sector Bank on PAN India basis. The implementation and functionality of e-Surveillance system is same for Branches and ATMs. Hence, it is requested to Bank to please consider the installation and managing of e-Surveillance system at other premises also as experience and amend this particular clause as "The bidder should have experience of providing e-Surveillance System for</p>	<p>Clause Stands Modified as: "The bidder should have experience of providing eSurveillance System for minimum of 1400 Sites (ATMs/e-lobbies/Branches) in atleast 2 (two) Scheduled Commercial Banks in India as on RFP issuance date in last three financial years (2017-18, 2018-19 & 2019-20)".</p>

				minimum of 2000 Sites (ATMs/e-lobbies/Branches) in at least 2 (two) Scheduled Commercial Banks in India as on RFP issuance date in last three financial years (2016-17, 2017-18& 2018-19).	
2.	10	Eligibility Criteria Point No-6	The bidder should have at least service centres across the country covering all the Zonal offices of the Bank with one (1) dedicated for North-east region and should be capable of expanding the service centres.	Request the Bank to share the postal address of its all Zonal offices.	Clause stands as per RFP.
3.	10	Eligibility Criteria Point No-6	The bidder should have at least service centres across the country covering all the Zonal offices of the Bank with one (1) dedicated for North-east region and should be capable of expanding the service centres.	We have our E-Surveillance Service Field Engineers Pan-India (at least 4 to 10 in every state under state-wise Team Leaders & Zonal Managers) to attend to all maintenance services and restorations within the specified TAT. Similar arrangements exist for our QRT operations. List of our Zonal Managers, Team Leaders & Field Engineers will be shared	It is clarified that presently Bank is having 42 Zonal offices across India which may change as per business requirement of the Bank. Details will be shared with successful bidder.
4.	27	Part-III Normalization of bids: 1st Para	The Bank has discretion to go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible to ensure that eligible bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the eligible bidders to resubmit the technical and commercial bids	Request bank to enumerate this clause in more detail.	Please refer full clause for clarification.

			once again for scrutiny.		
5.	28	Part- IV, Scope of Work: Point 1(b)	Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc.	Request deletion	Clause stands as per RFP.
6.	29	Part- IV, Scope of Work: Point 1(g)	Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	The capacity can be expanded, at mutually agreed rates	Clause stands as per RFP.
7.	30	Part- IV, Scope of Work: Point 1(v)	During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Request Clause to be modified with mutually agreed rates for installing new hardware.	Clause stands as per RFP.
8.	30	Part- IV, Scope of Work: Point 1(x)	During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	We agree to implement any additional features required at mutually agreed rates	Clause stands as per RFP.

9.	30	Part- IV, Scope of Work: Point 2. Site Preparation	The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/equipment. Site and location identification for installation of system would be done solely at the discretion of the Bank. The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location without incurring any additional cost to the Bank.	Request Clause to be modified with mutually agreed rates for shifting within same city, within the same state and for interstate movements	Clause stands as per RFP.
10.	30	Part- IV, Point 3 Connectivity	The selected bidder is required to provide end to end secure and dedicated connectivity from the individual site setups to the central monitoring system. Bidders have to provide separate VPN (Virtual Private Network) network based on GSM (Global System for Mobiles) or CDMA (Code Division Multiple Access) with redundant connectivity, from two different service providers.	Does the bank expect a dual sim router?	Clause is self-explanatory.

11.	31	Part- IV, Scope of Work, Point 5 Remote monitoring of the location	Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyze digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.	This will need live monitoring. We can prevent lingering during agreed hours during night time. Request modification.	Clause stands as per RFP.
12.	31	Part- IV, Scope of Work Point 8(d)	The proposed system should have the capability to detect the Exceptional / unwarranted activities through various sensors such as: d.Tilt Sensor	Request bank to elaborate the requirement of this sensor.	The sensor should trigger alarm in case of tilting of machine happen.
13.	33	Scope of Work 12.Web Portal and Mobile based Application: Point. no. ix	To develop any new feature in the dashboard at no extra cost to the bank.	Request Clause to be modified with mutually agreed rates.	Clause stands as per RFP.
14.	36	Part- V, Pt. No.: 5.Paying Authority	Payment shall be made on monthly basis in arrears by respective Zonal Office under whose jurisdiction the vendor has rendered services at the site. However, all the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.	Request Centralised payments for the sites awarded. Also request bank to incorporate late payment fees of 1% of undisputed outstanding amount per month, in case	Clause stands as per RFP.

15.	36	Part- V, Pt. No.: 6 Performance Bank Guarantee	The Selected bidder, within 15 days from the date of letter of intent will have to furnish a Performance Bank Guarantee, format as per Annexure – G, issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost valid for 39 months (36 months + a claim period of 3 months) from the date of Letter Of Intent (LOI). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned	Request the Bank to modify the PBG to 10% of Contract Value for 12 months	Clause stands as per RFP.
16.	39	Part- V, Pt. No.: 10 Liquidated Damages	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Request deletion of this clause	Clause stands as per RFP.
17.	42	Part- V, Pt. No.: 17.Force Majeure	Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as: · Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, · Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, · Terrorist attacks, public unrest in work area,	Request to add network fluctuations beyond vendor control	Clause stands as per RFP.

18.	45	Part- V, Pt. No.: 22 .Indemnity	<p>The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights. The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed. The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel. All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities. Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.</p>	Request Indemnity to be mutual in nature	Clause stands as per RFP.
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19.	54	Part- V, Pt. No.: 40.Limitation of Liability	Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for: a. IP Infringement indemnity., b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.	Request modification of this clause: The liability of the vendor under all circumstances will be limited to one month rental of the site where the liability arises	Clause stands as per RFP.
20.	59	Annexure-D Point No.3- C	All above mentioned cameras must have SD card of 32 GB to capture recording.	Request bank to enumerate the requirement of 32 GB SD Card in camera as there is local HDD storage in NVR.	Requirement stands as per RFP.
21.	59	Annexure-D Point No.3- E	Camera analytics for head count in ATM premise.	Request bank to enumerate the requirement of this clause. Please clarify the requirement of head counting	To analyse the security of ATM as entering of 1-2 person is allowed in ATM.
22.	61	Annexure-D Point No.3- E	Billing module (automatic calculations of monthly bills)	Request Bank to modify this clause and make it optional.	Clause stands as per RFP.
23.	10	Eligibility Criteria Point No.2	The Bidder should have minimum annual turnover of Rs. 10 Crores per year during the last three financial years (2016-17, 2017-18 & 2018-19). This must be the individual company turnover and not of any group of companies.	The Bidder should have minimum annual turnover of Rs. 50 Crores per year during the last three financial years (2017-18, 2018-19 & 2019-20) . This must be the individual company turnover and not of any group of companies.	Clause Stands Modifies as: "The Bidder should have minimum annual turnover of Rs. 10 Crores per year during three of last four financial years (2016-17, 2017-18, 2018-19 & 2019-20) . This must be the individual company turnover and not of any group of companies." Refer corrigendum below

					for details.
24.	10	Eligibility Criteria Point No.3	Bidder should be a profit making company for each of the last three financial years (2016-17, 2017-18 & 2018-19).	Bidder should be a profit making company for each of the last three financial years (2017-18, 2018-19 & 2019-20) .	Clause Stands modified as: "Bidder should be a profit making company for three of the last four financial years (2016-17, 2017-18, 2018-19 & 2019-20) ." Refer corrigendum below for details.
25.	35	Part-V Contract Period 1st Para	The tenure of the Contract will be for a period of 3 (three) years extendable for further 2 years effective from the date of execution of the Service Level Agreement (SLA) unless terminated earlier by the Bank by serving 90 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor.	As there is huge upfront investment, hence we request that the right to terminate for convenience should be removed or alternatively, the Bank should provide for mutually agreed compensation payable to the Bidder, in case the Bank wishes to retain the right to terminate the contract for its convenience, without assigning any reason to the Bidder. The Bidder should be able to recover the capital expenditure incurred by it for servicing the contract for 3 years.	Clause stands as per RFP.
26.	42	16.Compliance with Laws	a. The selected service provider hereto agrees that it shall comply with Labour Laws and all applicable union, state and local laws, ordinances, regulations, CVC / RBI guidelines / statutory requirements and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required at no additional cost to the Bank.	As we cannot envisage what kind of regulatory and compliance norms are introduced in future, hence we request any future regulatory compliances and any costs to be incurred by the Bidder should be mutually discussed and agreed between the Parties and accordingly additional costs to be paid by	Clause stands as per RFP.

				the Bank	
27.	44	22. Order Cancellation	The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:	It is requested that the Bank should provide an advance notice with an opportunity to the Bidder to remedy the deficiency or breach during the cure period of at least 60 days prior to cancelling the Order.	Clause stands as per RFP.
28.	45	23. Indemnity	<p>The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.</p> <p>The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.</p> <p>The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.</p> <p>All indemnities shall survive notwithstanding expiry or termination of</p>	<p>It is proposed that the wordings in red be deleted and following wordings be added to the clause: Bidder's indemnity will be limited to a. IP Infringement indemnity.</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence.</p> <p>With respect to third party claim, the Bidder will pay all costs and monetary damages finally awarded by the court of appropriate jurisdiction, For fulfilment of Bidder's indemnification obligations set forth in the SLA with respect to third party claims, the Bank shall: (a) provide Bidder prompt notice that the claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) providing Bidder sole control of</p>	Clause stands as per RFP.

			<p>Service Level Agreement and the Vendor shall continue to be liable under the indemnities.</p> <p>Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.</p>	<p>the defences and any appeal or settlement (at Bidder's discretion) of the claim; (c) cooperating with Bidder (including providing relevant documentation and information) with respect to the claim; and (d) complying with all court orders.</p> <p>NEITHER PARTY WILL BE LIABLE TO THE OTHER, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY, OR OTHERWISE, ARISING UNDER OR RELATED TO THIS AGREEMENT OR ANY ORDER, FOR: (A) INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; (B) LOSS OF PROFITS OR REVENUE (OTHER THAN IN AN ACTION BY NCR TO RECOVER AMOUNTS OWED); OR (C) LOSS OF REPUTATION, GOODWILL, TIME, OPPORTUNITY, DATA, OR ACCESS TO DATA.</p>	
29.	54	40. Limitation Of Liability	<p>Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity.</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross</p>	<p>It is proposed that the language in red be modified to read as follows:</p> <p>Bidder shall NOT be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>	Clause stands as per RFP.

			<p>negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.</p> <p>Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>		
30.	48	31. Termination	<p>UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:</p> <p>-</p>	It is requested that the Bank should provide an opportunity to the Bidder to remedy the discrepancy or breach prior to cancelling the order or terminating the contract.	Clause stands as per RFP.
31.	49	32. Termination For Convenience	<p>The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. A notice period of 2 months will be given before termination on convenience</p>	<p>As there is huge upfront investment, hence we request that the right to terminate for convenience should be removed or alternatively, the Bank should provide for mutually agreed compensation payable to the Bidder, in case the Bank wishes to retain the right to terminate the contract for its convenience, without assigning any reason to the Bidder. The Bidder should be able to recover the capital expenditure incurred by it for servicing the contract for 3 years.</p>	Clause stands as per RFP.

32.	49	34. Termination for Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.	It is requested that the Bank should provide an opportunity to the Bidder to remedy the discrepancy or breach with a cure period of at least 60 days prior to cancelling the order or terminating the contract.	Clause stands as per RFP.
33.	49	35. Consequences Of Termination	In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.	The Bank to clarify on the scope of transition services to be provided by the Bidder and the costs payable by the Bank during the transition period.	Clause stands as per RFP.

34.	50	36. Compliance With Applicable Laws of Ind	The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	It is requested that any future regulatory compliances and any costs to be incurred by the Bidder should be mutually discussed and agreed between the Parties and accordingly additional costs to be paid by the Bank	Clause stands as per RFP.
35.	29		g. Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements	<p>Bidder will design solution based on current requirement of 90 days backup . Considering any change in Video storage period is subject to upgrading existing H/W at site, same need to be done at additional commercial basis.</p> <p>Does this data needs to be encrypted with encryption keys to be managed separately by key management solution as per security practice and RBI guidelines on key</p>	<p>Clause stands as per RFP.</p> <p>The selected bidder is required to provide proper security to the data stored.</p>

				management.	
36.	29		n. Bidder shall be liable for providing reports as per Bank's requirement and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank within 24hrs.	Video up to 15-20 minutes can be pulled remotely and can be provided within 24 hours. For large video which need physical visit will required 72 hours . Request Bank to approve same.	Requirement stands as per RFP.
37.	30	Part-IV Scope of Work Point No-r	r. The e Surveillance vendor will be solely responsible to provide such information or video footage or image or reports (in portable device) to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.	Bidder hereby confirms that Video footage can be shared via web link . In case of any external device like USD / HDD, request Bank to provide media for same or give approval to bidder .	Bank will provide external device if required for video footage.
38.	30	Part-IV Scope of Work Point No-t	t. Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial.	Deployment of sites is depend on the network feasibility & structural layout of site. Bidder will perform site feasibility and will inform Bank for any sites which are not feasible due to network or site related issues.	Clause stands as per RFP.
39.	30	Part-IV Scope of Work Point No-v	v. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	The Bidder will design solution and will quote the cost based on the specification and requirement given in the RFP. Any change or increment in sensors or system should be considered as new requirement with additional cost approval.	Clause stands as per RFP.

40.	30	Part-IV Scope of Work Point No-x	x. During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	The Bidder will design solution and will quote the cost based on the specification and requirement given in the RFP. Any change or system upgrade should be subject to cost approval	Clause stands as per RFP.
41.	30	Part- IV,Scope of Work: Point 2.Site Preparation	Site preparation- The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/equipment. Site and location identification for installation of system would be done solely at the discretion of the Bank. The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location without incurring any additional cost to the Bank.	Shifting or reinstallation of the devices will be done with additional commercials based on mutually agreed terms	Clause stands as per RFP. Please refer commercial format for details.
42.	30	Part- IV, Scope of Work Point 3. Connectivity	3. Connectivity-The selected bidder is required to provide end to end secure and dedicated connectivity from the individual site setups to the central monitoring system. Bidders have to provide separate VPN (Virtual Private Network) network based on GSM (Global System for Mobiles) or CDMA (Code Division Multiple Access) with redundant connectivity, from two different service providers.	Bidder is using advance technology of Cloud based solution. Request Bank to approve implementation of same.	Clause stands as per RFP.

43.	31	Part- IV, Scope of Work 5. Remote monitoring of the location	n: Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyze digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people & property.	As per current Industry Solution available, Only Video is available without Audio. Request Bank to modify the specification for only Video Option.	Clause stands as per RFP.
44.	31	Part- IV, Scope of Work 10.QRT(Optional)	To support the Bank / Law enforcement authorities up to the extent warranted by the nature of the event	Bidder understands that the support will be limited to providing images/footages and incident related to event. Request Bank to clarify over and above expectation if any.	Clause stands as per RFP.
45.	32	Part- IV, Scope of Work 10.QRT(Optional)	The selected vendor has to ensure Quick Response Team (QRT) should attend the site within reasonable time (generally within 15 to 20 minutes in Metro/ Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).	Making QRT available at site within 15-20 min in Metro / Urban Area, 30-40 minutes in Semi urban / Rural Area is not practically possible. Bidder hereby Request Bank to revise it to 30-45 mins for Metro / Urban area & 60-90 mins for Rural area depending upon the distance	Clause stands as per RFP.

46.	32	Part- IV, Scope of Work 10.QRT(Optional)	QRT to be located through GPS.	Tracking of any human movement using GPS is breach of privacy. Request Bank to remove the requirement	Clause stands as per RFP.
47.	32	Part- IV, Scope of Work 10.QRT(Optional)	QRT should have professional knowledge of e Surveillance system and should not be changed on frequent basis from their duties.	QRT is deployed to do basic check up to site & equipment condition and considering the TAT requirement by Bank it will be not feasible to assign same QRT for any specific site. For more technical support SLM engineer is engaged. Request Bank to confirm on same.	Requirement stands as per RFP.
48.	32	11.Maintenance	<p>11. Maintenance- The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro & urban and 48 hrs. in other regions from the time of fault occurrence.</p> <p>In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.</p>	E Surveillance equipment are core electronic devices without any mechanical part. Thus does not require preventive maintenance on Monthly basis. As the health of the equipment are being monitored remotely, we recommend to reduce PM frequency to once a year. For maintenance or repair, Bidder request to change the time line considering the process involved in it.	Clause stand modified as: <p>"Maintenance- The selected bidder shall carry out the preventive maintenance at least once in three months in consultation with Bank during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro & urban and 48 hrs. in other regions from the time of fault occurrence. In case equipment is taken away for repairs, the Service Provider shall</p>

					provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country."
49.	33	12. Web Portal and Mobile based Application:	<p>i. The Service Provider shall provide dedicated web based portal and also mobile based application to Bank that enable us to provide real time monitoring of sites.</p> <p>ii. Web based portal and mobile based application should be capable to provide status of UP/down sites with individual equipment age wise.</p> <p>iii. History of previous theft/burglary should be available in the portal and application.</p>	<p>The mobile based application is extra requirement for this project and will imposed extra cost. Hence, it is requested to the Bank please look at the matter and delete the requirement of mobile based application.</p> <p>Request Bank to confirm standard data retention period required.</p>	<p>Clause stands as per RFP.</p> <p>Till 90 days after end of contract</p>
50.	33	12. Web Portal and Mobile based Application:	ix. To develop any new feature in the dashboard at no extra cost to the bank.	Any additional requirement will be subject to feasibility and additional commercial.	Clause stands as per RFP.
51.	33	12. Web Portal and Mobile based Application:	x. To be able to generate the penalty calculation report, if required by the Bank.	Bidder request bank to clarify on this. These are NOT industry specific requirements and not part of e-surveillance services. Request Bank to delete the clause hence.	Requirement stands as per RFP.

52.	33	12. Web Portal and Mobile based Application:	xi. Billing module (automatic calculations of monthly bills) exclusively in web based portal.	Bidder request bank to clarify on this. These are NOT industry specific requirements and not part of e-surveillance services. Request Bank to delete the clause hence.	Requirement stands as per RFP.
				Please clarify this particular clause	This is one of the facility required in Web Portal and Mobile based application.
53.	33	13. Incident Management/ Reporting System-	The possible incidents includes vandalism, theft, fire, water leakage , misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property. The proposed system should have automated on-line real-time fault detection & trouble tracking system. The system should have multiple means (email/ SMS etc.) for delivering alerts alarms to intimate above the incidents / situations to the authorized officials of the Bank/ local authorities. The proposed system should generate all management reporting of all untoward incidents and should store audit- trial of all access/ actions. The reporting system should be comprehensive and should have graphical analytical reporting of all incidences. Storing of ticket related notes / recordings of conversation with various parties for 90 days minimum. Storing of suspicious / criminal events would be for beyond 90 days, till the closer of the case.	There is not proven solution to track water leakage or human behaviour like misbehaviour, mischief. Considering the technology challenges request Bank to remove same .	Requirement stands as per RFP.

54.	34	13. Incident Management/ Reporting System Point No-c-	Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Monthly).	e-Surveillance equipment are core electronic devices without any mechanical part. Thus does not require preventive maintenance on Monthly basis. As the health of the equipment are being monitored remotely so Bidder request Bank to remove the PM and PM report requirement.	Clause stands modified as: "Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Quarterly) "
55.	35	Part-V. 2. Schedule of Implementation	The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 4 weeks in North-east & hilly areas and within 3 weeks from the date of acceptance of the purchase order.	<p>Sites needs to be technically feasible with proper network for any migration. Also 4 week is very small period for NE region request Bank to increase same to 8 weeks and 6 weeks for other region. The detail roll-out plan will be shared and discussed with the Bank before the start of the project.</p> <p>As the ATM sites are scattered and spread over PAN India the supply installation of e-Surveillance system will take more time to complete the project. It is requested to bank kindly reconsider the aspect increase the stipulated time to GO LIVE the project.</p>	The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 6 weeks in North-east & hilly areas and within 4 weeks from the date of acceptance of the purchase order.

56.	38	Part-V. 9.Penalty	<p>The bidder shall guarantee 95.00% uptime. The Bidder shall be liable for penalties for uptime maintained below 95% in a month. Penalties for downtime of the application will be as per below mentioned table:</p> <p>Level of Uptime Per Month Penalty Charges</p> <p>95% and above No Penalty</p> <p>94.00% and above but below 95.00 % 1 % of total cost of monthly payout</p> <p>93.00% and above but below 94.00 % 2 % of total cost of monthly pay-out</p> <p>92% and above but below 93.00 % 5 % of total cost of monthly pay-out</p> <p>below 91% 10% of total cost of monthly payout.</p> <p>Bank will impose penalty for every instance of service un-availability Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly.</p>	Bidder requesting Bank to please reconsider the penalty amount and cap same to 5% of monthly site billing to make the business viable	Clause stands as per RFP.
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57.	37	Part-V. 8.Uptime	<p>Severity Description Support for Software solution Response Time Resolution Time</p> <p>Severity 1 If the call is pertaining to complete disruption of services resulting in non-functioning of application /Solution. The operation is mission critical due to major disruption. Within 30 Min of call reported. Within 2 Hrs. of call reported</p> <p>Severity 2 The issue is severe in nature but services are available with restricted operations and some manageable workarounds. Within 30 Min of call reported Within 3 Hrs. of call reported.</p> <p>Severity 3 Minor loss of service and the impact of the issue could be minor in nature which may require some workaround to bring the normal functioning. Within 30 Min of call reported Within 4 Hrs. of call reported.</p>	<p>Proposed Resolution SLA is only possible if problem can be resolved remotely. In case of any Physical visit / Part Replacement required, request Bank to revise Resolution time to 24, 48 and 72 hours for Severity 1, 2 and 3 respectively.</p>	<p>Please refer Corrigendum Table 1 below:</p>
58.	59	ANNEXURE – D - 1	<p>Alarm Panel with necessary online connectivity, sufficient zones, sufficient Battery backup, and removal sensor for ATMs, cash recycler, passbook printer, AOK and various equipment in the ATM cabin.</p>	<p>Request Bank to confirm no of devices in each site to be connected with e Surveillance solution. Also share the list of sites where Bank has more than 1 ATM/device to be monitored</p>	<p>Details will be shared with successful bidder.</p>

59.	59	ANNEXURE – D -Techno- Functional Requirement Point NO-3 a	8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity. Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	NVR is old technology. Bidder is using new technology of IP camera and Edge Controller for Recording Purpose . Request Bank to approval using new and advance technology in each section. Also 90 days recording is available on Local HDD . Cloud based Video is available for Critical Incidents. Request Bank to approve the change.	This is Bank's Minimum requirement.
				Please clarify the purpose of requirement of 8Ch NVR in this project.	This is Bank's requirement.
60.	60	ANNEXURE – D -Techno- Functional Requirement Point NO-3 c	All above mentioned cameras must have SD card of 32 GB to capture recording.	In Bidders solution, All Cameras are IP based Camera and connected to Surveillance Grade HDD, No requirement of SD Card so request Bank to remove same from requirement.	Requirement stands as per RFP. It is required to store images/ recording locally in a condition of network failure or similar situation and data can be spooled later on restoration of network.
61.	60	ANNEXURE – D - Point No-6 b	Bandwidth – Minimum 30 MBPS Primary Back- haul from Network provider Hub to Central Monitoring Station and Minimum 30 MBPS Secondary Back-haul with auto switch over	The bidder have advance cloud based solution. Where solution is hosted on secured private cloud. The Back Haul requirement is not applicable in cloud technology. Request bank to remove same from mandatory requirement	Clause Stands as per RFP.

62.	66	General Functional and Business Requirement Point No-6.6	Data Storage on Network Access Storage (NAS) for high data redundancy	Critical incident data is stored at secured private cloud. Request bank to approve same	Clause Stands as per RFP.
63.	66	General Functional and Business Requirement	8.4 Store escalation matrix of 5 MSP agency individual associate with that particular site 8.5 Store escalation matrix of 5 Dispatch Agency individual associate with that particular site 8.6 Store escalation matrix of 5 Fire Department individual associate with that particular site 8.7 Store escalation matrix of 5 Police individual associate with that particular site 8.8 Store escalation matrix of 5 Bank individual associate with that particular site	It is recommended to have maximum 5 contacts across all category configured for each site to sent critical notifications. Mobile number can be preconfigured once provided by Bank. Request Bank to confirm same	Bank can allow minimum of 10 contacts across all categories configured for each site to send critical notification. The solution should be capable of re-configuring/updating the numbers as and when required by the authorised official (security in charge/ branch head/ATM. E-lobby in charge)
64.	68	General Functional and Business Requirement Point No-12	The Central monitoring station must have a previous preview functionality attached to the ticket where they can view previous images of the site of last 30 minutes. This is required to get images even if the burglar has blocked the camera before perpetrating the crime.	Request Bank to revise the preview time limit to 3 minutes. 30 minutes will be too high from data perspective making strain on system.	Clause stands as per RFP.
65.	64	General Functional and Business Requirement Point No-1.25	One Mirror for rear view by the customer	Is it part of the e-surveillance scope ?	Clause Stands DELETED

66.	29	Part-IV Scope of Work Point No-n	n. Bidder shall be liable for providing reports as per Bank's requirement and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank within 24hrs. o. Providing audio – video footage/ images for submission to Police authorities/ Civil Administration authorities, under the law.	Requesting Bank to delete the 'Audio' word from the clause as 'Audio' footage can't be provided	Requirement stands as per RFP.
67.	64	General Functional and Business Requirement Point No-16	Video housekeeping reports (06.00 hrs – 08.00 hrs 12.00 hrs– 14.00 hrs 18.00 hrs – 20.00 hrs)	We can provide images of the sites covering these timelines. However, we are unable to provide video report due to large size of file and bandwidth constraints.	Clause Stands DELETED
68.		General	Key pad device	There is no mention of of attendance as part of the RFP. Request Bank to clarify	Requirement stands as per RFP.
69.		General	Bid submission date as per RFP - 18th June, 2020	Keeping in mind the current COVID situation and also the logistics constraints due to restrictions imposed by State Governments, we request Bank to extend bid submission date by at least three weeks	Clause stands as per RFP. If changes occurs will be informed as separate corrigendum on bank's website.

70.	12	Part II, Para 3 Exception of Tender Document Fee for MSME	In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.	Please confirm if any other document other than the MSME Registration Certificate with date of validity beyond the date of submission of the Tender Documents are required.	Requirement stands as per RFP.
71.	16	Part II, Para 15 MSME - Exemption of EMD	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered. To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they	Please confirm if any other document other than the MSME Registration Certificate with date of validity beyond the date of submission of the Tender Documents & the Self Declaration regarding submission of PBG are required.	Requirement stands as per RFP.
72.				This particular clause creates confusion. Hence, it is requested to Bank please amend the clause as "Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other	Clause stands as per RFP.

73.			will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.	body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid any of above mentioned documents for exemption will not be considered.	
74.	28	Part IV Scope of Work	However, the purchase of Quick Response Team (QRT) will be at the sole discretion of the bank and the decision for the same will be taken by the bank whenever it is felt necessary by the Bank. Any decision of the Bank in this Regard will be final and binding upon the selected bidder.	Please clarify that if the Bank decides to opt for QRT services whether it will be for all sites or it will be for a limited number. If it is the latter, please specify the approximate minimum number to enable working out the costing based on volumes.	Will be shared with successful bidder.
75.	29	Part IV, Para 1 (n) & 1 (o)	Bidder shall be liable for providing reports as per Bank's requirement and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank within 24hrs.	Footages for all incidents will be provided. However, consideration of transaction footages at a rate of Rs 250/- per site visit for the purpose may please be considered.	Clause stands as per RFP.
76.			Providing audio – video footage/ images for submission to Police authorities/ Civil Administration authorities, under the law.		Clause stands as per RFP.

77.	29	Part IV, Para 1 (q)	The offered system should have various reporting capabilities such as e-Surveillance system down report, system health check report, ATM-wise site-wise alert reports, ticket transaction reports, ATM main power cut reports, chest door open report, hood open report, and connectivity/ link uptime report etc.	It is suggested that having too many reports adds to the clutter and does not add value. It is recommended that optimal number of meaningful customised reports which can be analysed and acted upon be decided upon with the L1 Vendor prior to the formulation of the SLA.	Clause Stands as per RFP.
78.	30	Part IV, Para 1 (u) & 1 (w)	Shifting of ATMs De-installation/Dismantling of any e-surveillance equipments from the site will be done without any additional cost to the Bank.	The Bank may shift its ATMs during the contract period. In these cases, the bidder has to shift the same equipment to the new location.	Requirement stands as per RFP. Refer Annexure-E for details.
79.				Replacement sites be provided for all sites which are being dismantled so that the total number on which commercials are worked out is not affected.	
80.				Whenever a site is shifted or relocated, it is experienced that most of the sensors, some sensitive devices and all the wiring needs to be replaced. As such payment of 1 months rental for shifting/relocation may please be considered	

81.	30	Part IV, Para 1 Installation of additional sensors (v)	During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Replacement and addition of minor low cost sensors can be undertaken free of cost. However, if the requirement of installing additional sensors based on newer technology/requirements arise, the same be considered at a mutually agreed upon cost.	Clause stands as per RFP.
82.	30	Part IV, Para 1 (x) Upgradation of the system post installation	During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/ requirements etc.	Cost effective minor upgradations which will improve the performance of the system can be absorbed. However if equipment based on advancing technology are involved the may please be considered on agreed upon costs.	Clause stands as per RFP.
83.	31	Part IV, Para 6 Audio/Video Pulling - Period for storage of footages.	Online Video/ Audio pulling: The Video/ Audio captured from the individual sites should be accessible on-demand, online from the Remote Central Monitoring System. Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements).	Enhancement of video storage beyond the stipulated 90 days will most probably involve increase in HDD capacity adding up to costs. If enhancement the storage capacity due to regulatory directions is required, it may please be considered at a mutually agreed upon cost.	Clause stands as per RFP.
84.	31 and 64 & 65	Part IV, Para 8 & General Functional and Business Requirements Required Sensors & Devices, Para	The proposed system should have the capability to detect the Exceptional / unwarranted activities through various sensors such as: (a) Thermal Sensor, (b) Removal Detector, (c) Vibration Sensor, (d) Tilt Sensor, (e) Motion Sensor, (f) Smoke Sensor	Installation of too many sensors in an ATM is likely to prove counterproductive. Most of the sensors available today (especially contact sensors) degenerate with frequent usage within a short of time rendering them unreliable.	Clause stands as per RFP.

		2 (2.1 to 2.20)	<p>They either do not generate alerts or generate too many false alerts. This problem can be overcome by employing Video Analytics to reduce the number of sensors drastically (barring an essential few) and may please be considered for greater reliability and economy in costs in the long run.</p> <p>2.1 ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Removal Sensor (Metal contact Sensor)</p> <p>2.2 ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Seismic sensor / Vibration sensor Zone (to work with UL 291 Business hour and UL 291,24 hour ATM Chest)</p> <p>2.3 ATMS, Cash Recyclers, hood and other equipments Chest Door Zone (Plastic /metal Contact Sensor)</p> <p>2.4 ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Thermal Sensor with Rate of rise feature</p> <p>2.5 ATM Back Room Sensor (Metal contact Sensor)</p> <p>2.6 Security Enclosure Tamper Sensor</p> <p>2.7 Removal Sensor Cheque Drop Box, UPS and Battery (Metal contact Sensor)</p>	Requirement stands as per RFP.
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				<p>2.8 Door open Sensor for Cheque Drop Box(contact Sensor)</p> <p>2.9 Speaker Removal Sensor (Plastic Contact sensor)</p> <p>2.10 Microphone Removal Sensor (Plastic Contact Sensor)</p> <p>2.11 CCTV Camera 1 Removal sensor</p> <p>2.12 CCTV Camera 2 Removal sensor</p> <p>2.13 CCTV Camera 3 Removal sensor</p> <p>2.14 CCTV Camera 4 Removal sensor</p> <p>2.15 Glass Break Sensor</p> <p>2.16 PIR Motion Sensor/ Occupancy Sensor</p> <p>2.17 Removal sensor for Siren/hooter</p> <p>2.18 Panic Switch/ Duress Button at backroom/lobby / as required</p> <p>2.19 Backdoor open/close sensor</p> <p>2.20 Shutter sensor to monitor opening/closing activity (Optional)</p>	
85.	32	Part IV, Para 10. QRT - Information to police	QRT should be able to inform the Police and take their support locally, in case of dire eventualities.	The primary means of information to the police in the event of an incident is through a immediate escalation call from the CMS (police and QRT are the 1st Respondents to monitoring escalations for incidents. The qrt will augment the same.	Requirement stands as per RFP.

86.	36	Part V, Para 6 PBG	The Selected bidder, within 15 days from the date of letter of intent will have to furnish a Performance Bank Guarantee, format as per Annexure – G, issued by any scheduled commercial bank (other than UCO Bank) equivalent to 10% of the project cost valid for 39 months (36 months + a claim period of 3 months) from the date of Letter Of Intent (LOI). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.	Requested that the amount of PBG at 10 % of the yearly TCO be considered for PBG especially in view of the current economic situation which is likely to take considerable time to revive.	Clause stands as per RFP.
				As the huge initial investment is required for the implementation of this e-Surveillance project. Hence, it is requested to bank please reconsider this aspect and decrease the validity of Bank Guarantee for minimum 15 months (12 months + a claim period of 3 months) from the date of Letter Of Intent (LOI).	Clause stands as per RFP.
87.	38	Part V, Para 8. Resolution Time	Once go live of application, the services should be available on 365X24x7 basis and hence any technical problem should be resolved as per the response Time Matrix given below. (1) Severity 1 - If the call is pertaining to complete disruption of services resulting in non-functioning of application /Solution - 2 hours . The operation is mission critical due to major disruption. (2) Severity 2 - The issue is severe in nature but services are available with restricted operations and some manageable workarounds - 3 hours . (3) Severity 3 - Minor loss of service and the impact of the issue could be minor in nature which may require some workaround to bring the normal functioning - 4 hours .	While every effort will be made to resolve all issues at every site at the earliest and every site site will be attended to with reasonable response time, resolution of every issue may not be possible within the laid down Resolution Time. Most Severity 1 cases will need change in components which may sometimes be major requiring shipment of parts from our base(s) thereby taking time. Every such case will be communicated through mails and telephonically to the concerned Channel Manager/RBO/Branch.	Please refer Corrigendum Table 1 below:

88.	39	Part V, Para 10 Liquidated Damages	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Due consideration may please be applied to the current economic situation. The timely execution of the project is largely dependent on the manufacture of components which today is yet to re-start and even when it does, continuous supply is not guaranteed.	Clause stands as per RFP.
			If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.		Clause stands as per RFP.
89.	65	General Functional and Business Requirements, Para 3.2	Cloud Recording 90+ days motion based recording at cloud	Is cloud recording required for all 4 cameras for each site? Please clarify	Yes, Recording of all 4 cameras to be saved.
				It will be imposes extra cost on project. Please look at the matter	Requirement stands as per RFP.
90.	59	Image / Video Items	Hidden Camera One 2 mega pixel IP hidden Camera with mirror	One 2 mega pixel IP hidden (camouflage) Camera	Requirement stands as per RFP.
91.			General	Is application level encryption of data mandatory for this solution?	Please refer RFP for requirement of RFP.

92.	53	Part –V Point No.39	Cyber Security Policy	<p>Does the bank has centralized key management policy as part of the cyber security policy.</p> <p>a. If yes – which centralized key management solution is being used by the bank</p> <p>b. Can we move data easily between on-prem and cloud during storage ?</p> <p>c. Does bank's cyber security policy enforces decoupling the encryption keys from the encrypted data?</p> <p>d. How is the achieving of separation of duties in encryption process to be implemented in e-surveillance applications?</p> <p>e. Do the respective application owners of bank manage and own the ssl encryption keys used for sensitive data encryption?</p>	Details will be shared with successful bidders.
93.			General	How are the encryption keys and policies managed for data in motion and data at rest encryption?	Please refer RFP for requirement of RFP.
94.			General	What is the rotation schedule of these keys and how are they managed and audited?	Please refer RFP for requirement of RFP.
95.			General	Is your encrypted data and keys used for them being managed and owned by the same custodian?	Please refer RFP for requirement of RFP.
96.	65	General Functional and Business	Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any	As the two way communication is there and at the time of any unwanted	Requirement stands as per RFP

		Requirement	suspicious activity.	event operator can communicate from control command centre. Hence, please clarify the requirement of Pre-recorded messages.	
97.		Annexure-E Optional Items	Charges per month / site (Rs) [c] Charges Per Site (d)	Both the column [c] & (d) is same. Hence, it is requested to you, Please amend this particular table.	Please refer corrigendum Below
98.		Annexure-E	TCO will be calculated based on considering unit price quantity and tax.	Please clarify that, TCO will be inclusive with all TAX or TAX will be extra.	TCO will be Exclusive of Taxes.

CORRIGENDUM

<u>Sl.</u>	<u>Clause Reference</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
1	General Functional and Business Requirement Point No-1.25, Page-64	Video housekeeping reports (06.00 hrs – 08.00 hrs 12.00 hrs– 14.00 hrs 18.00 hrs – 20.00 hrs)	Clause Stands DELETED.
2	General Functional and Business Requirement Point No-1.25, Page-64	One Mirror for rear view by the customer	Clause Stands DELETED
3	Part-V. 2. Schedule of Implementation, Page-35	The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 4 weeks in North-east & hilly areas and within 3 weeks from the date of acceptance of the purchase order.	The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 6 weeks in North-east & hilly areas and within 4 weeks from the date of acceptance of the purchase order.
4	Clause 13. Incident Management/ Reporting System Point No-c-, Page-34	Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Monthly).	Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Quarterly)
5	Clause-11. Maintenance Page-32	Maintenance- The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period.	Maintenance- The selected bidder shall carry out the preventive maintenance at least once in three months in consultation with Bank

		<p>Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro & urban and 48 hrs. in other regions from the time of fault occurrence.</p> <p>In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.</p>	<p>during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/ repaired/ rectified within a maximum period of 24 hours in metro & urban and 48 hrs. in other regions from the time of fault occurrence.</p> <p>In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.</p>	
6	Eligibility Criteria Point No-4 Page-10	The bidder should have experience of providing e Surveillance System for minimum of 2000 Sites (ATMs/e-lobbies) in at least 2 (two) Scheduled Commercial Banks in India as on RFP issuance date in last three financial years (2016-17, 2017-18 & 2018-19).	The bidder should have experience of providing e Surveillance System for minimum of 1400 Sites (ATMs/e-lobbies/Branches) in at least 2 (two) Scheduled Commercial Banks in India as on RFP issuance date in last three financial years (2017-18, 2018-19 & 2019-20)	
7	Eligibility Clause 2 and 3 stands modified as:			
Clause	Existing Clause	Document required	Modified Clause	Modified Document Requirement
2	The Bidder should have minimum annual turnover of	Copy of the audited balance	The Bidder should have minimum annual turnover of Rs. 10 Crores	Copy of the audited balance sheet

	Rs. 10 Crores per year during the last three financial years (2016-17, 2017-18 & 2018-19). This must be the individual company turnover and not of any group of companies.	sheet of the company for the consecutive last three financial years (2016-17, 2017-18 & 2018-19) should be submitted along with Chartered Accountant Certificate.	per year during three of last four financial years (2016-17, 2017-18, 2018-19 & 2019-20) . This must be the individual company turnover and not of any group of companies.	of the company for the consecutive last four financial years (2016-17, 2017-18, 2018-19 & 2019-20) should be submitted along with Chartered Accountant Certificate. In case audited Balance sheet for FY 2019-20 is not available then "Provisional Balance sheet" duly signed by Chartered accountant of the company is to be submitted.
3s	Bidder should be a profit making company for each of the last three financial years (2016-17, 2017-18 & 2018-19).		Bidder should be a profit making company for three of the last four financial years (2016-17, 2017-18, 2018-19 & 2019-20) .	

Commercial Bid Format (Revised)**TABLE-A**

Sl. No	Item Description	No. of Sites (a)	No. of Monthly Payments in 3 years for each site (b)	Charges per month / site (Rs) [c]	Charges Per Site (d)	GST (%)	Total Amount $E=(a*b*c*d)$
A	Monthly Charges for Centralised Monitoring of e Surveillance System of ATMs/e Lobbies/Cash Recyclers	2000	36				
B	Shifting & Installation of all equipment installed by e Surveillance Vendor	50					
C	Total Cost of Ownership (D=A+B) (In Figures)						
D	Amount in Words: Rupees.....						

TABLE-B**OPTIONAL ITEMS**

Sl. No	Item Description	No. of Sites (a)	No. of Monthly Payments in 3 years for each site (b)	Charges per month / site (Rs) [c]	GST (%)	Total Amount $D=(a*b*c)$
1.	Quick Response Team (QRT)	2000	36			
	Amount in Words: Rupees _____					

The above quotation is subject to the following considerations:-

- The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder.
- TCO will be calculated based on total price in Sl.- C of Table-A.**
- If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- In case of any discrepancy between figures & words, the amount in words shall prevail.
- Bank has discretion to keep any of the line item mentioned above as optional as per

Bank's requirement.

- vi. We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- vii. Lowest Bidder (L1) will be determined on the, i.e. Total Cost of Ownership, i.e. TCO.
- viii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- ix. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- x. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- xi. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 16.05.2020 and subsequent pre-bid and amendments.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note :: Masked commercial Annexure E (i) must be amended accordingly.

Part- V, Clause 8.

TABLE-1 :: Revised Response time Table

Sl No	Severity	Severity Description Support for Software solution	Response Time	Resolution Time
1	Severity 1	If the call is pertaining to complete disruption of services resulting in non-functioning of application /Solution. The operation is mission critical due to major disruption.	Within 30 Min of call reported.	Within 24 Hrs of call reported
2	Severity 2	The issue is severe in nature but services are available with restricted operations and some manageable workarounds.	Within 30 Min of call reported	Within 48 Hrs of call reported.
3	Severity 3	Minor loss of service and the impact of the issue could be minor in nature which may require some workaround to bring the normal functioning.	Within 30 Min of call reported	Within 48 Hrs of call reported.