



UCO BANK

Department of Information Technology

Request for Proposal (RFP) For Supply, Installation and Maintenance of E-Surveillance System & QRT (Quick Response Team) at ATM Sites and e-Lobbies on Rental Basis

RFP Ref No.: UCO/DIT/625/2015-16 Date 16.07.2015

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

Sl. No.	Pg. No / Clause No	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response (s)
1	Page No. 9, Sr. No. 2 Eligibility Criteria	Bidder should be providing CMS (Central Monitoring Systems) for a minimum 500 ATM/ Currency Chest/Cash Vault/Bank Branches in India as on 31st March 2015.	<p>Bidder should be providing CMS (Central Monitoring Systems) for a minimum 200 ATM / Currency Chest/ Cash Vault/Bank Branches in India as on 31st July 2015.</p> <p>ATM E - surveillance is a technology which is emerging wherein more efficient and better technologies have got implemented and are getting implemented in recent past .This being a new area, we request the Bank to consider minimum of 200 ATM/Currency chest / Cash vault / Bank branches in India at the time of submission of the bid or by 31st July '2015.</p> <p>Bidder should be providing CMS (Central Monitoring Systems) for a minimum 100 ATM/ Currency Chest/Cash Vault/Bank Branches in India as on 31st March 2015 with a minimum of 50 sites for a single organization</p>	<p>The subject clause stands modified as under:</p> <p>"Bidder should be providing CMS (Central Monitoring Systems) for a minimum of 200 ATMs/ Currency Chest/ Cash Vault/Bank Branches in India as on 31st July 2015."</p>

2	Page No. 9, Sr. No. 3 Eligibility Criteria	The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/ Bank Branches of at least 2 (two) Nationalized Banks/ Private Sector banks/ NBFCs or similar financial institutions.	The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault /Bank Branches of at least 2 (two) Nationalized Banks/ Private Sector banks/ NBFCs or similar other organisations.	Requirement stands as per RFP
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3	Page No. 9, Sr. No. 5 Eligibility Criteria	<p>Bidder should have minimum turnover of Rs. 50 Crores in the last three financial years i.e. 2011-12, 2012-13 and 2013-14</p>	<p>Bidder should have minimum turnover of Rs. 10 Crores in any of the last three financial years i.e. 2011-12, 2012-13 and 2013-14.</p> <p>Bidder has enough experience and order backup to support and finance this project for proper completion. Turnover we suggest should be less the 50 Cr. Our recommendation is 30-35 Cr.</p> <p>As the RFP is for e-surveillance, we would request the turnover to be restricted for e-surveillance business only. The turnover for bidder is 3 Crores for the FY 2013-14 and 15 Crores for F.Y 2014-15 from e-surveillance business. However, we are subsidiary company of another company having Turnover of 200 Crs. We would request if we can bid as consortium or the eligibility can be modified accordingly.</p> <p>Request Bank to clarify that the minimum turnover asked (Rs 50 Crs) is cumulative for last 3 years or for any year in last 3 years</p> <p>The Point mentions the bidder to have Minimum turnover of Rs. 50 Crores for last three FY's. Bidder (The Bidding Company) is wholly owned Subsidiary of X Company, which is a listed entity and has turnover above 50 Crores and has been in the electronic security business since 1994. The Bidding Company was established in the Year 2011 (as OPEX Model) and has reported turnover of close to 25 Crores in the last financial year. Can the bidding Company be still eligible to participate in the BID?</p> <p>Please help to clarify that the minimum turnover of INR 50 Crore is cumulative of 3 years i.e. 2011-12, 2012-13 & 2013-14 and not in each of the FY's separately.</p>	<p>The subject clause stands modified as under:</p> <p>"Bidder submitting the offer should have a minimum annual turnover of Rs. 20 Crores (Cumulative) in any of last three financial years i.e. 2012-13, 2013-14, 2014-15. However, the turnover in FY2013-14 or FY 2014-15 should not be less than 10 Crores."</p>
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4	Page No. 9, Sr. No. 6 Eligibility Criteria	Bidder should be successfully operating CMS (Central Monitoring Systems) for minimum 3 years till March 2015.	<p>Bidder should be successfully operating CMS (Central Monitoring Systems) for minimum 1 year till August 2015.</p> <p>E-surveillance with video verification and two way communication is relatively new concept in India and 3 years experience will not be possible to achieve for specific e-surveillance service. We have total experience of 2 years in e-surveillance. We would request for the change accordingly.</p> <p>ATM E - surveillance is a technology which is emerging wherein more efficient and better technologies have got implemented and are getting implemented in recent past. This being a new area , we request the Bank to consider experience of managing minimum of 200 ATM/Currency chest / Cash vault / Bank branches in India at the time of submission of the bid or by 31st July '2015 instead of the duration of the Central Monitoring system duration.</p>	<p>The subject clause stands modified as under:</p> <p>"Bidder company should be in existence for minimum 3 years and should be providing e-Surveillance Services to Banks / Financial Institutions during last one year"</p>
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5	Page No. 10, Sr. No. 5.10 Scope of Work	The vendor to provide daily report about the faulty ATMs to Bank preferably with reasons.	<p>Bidder has requested to elaborate this as point is not clear.</p> <p>Since the ATM e surveillance solution will only monitor site related parameters, we understand that the Bank is asking for ATMs down due to Power / UPS issue. Please clarify.</p> <p>It's not possible to provide information on Faulty ATMs, as e-surveillance cameras are positioned in a way that it should not divulge / show confidential keypad operations of the customers.</p> <p>It should be the responsibility of ATM vendor only, as their remote health monitoring systems are monitoring ATM health 24x7.</p> <p>OR, e-Surveillance Vendor may be provided with link for ATM remote health monitoring system & ATM vendor's consent & support.</p>	<p>The subject clause stands as under:</p> <p>The Techno Functional BOQ will also include remote facility of Signage on / off, Air conditioner(s) on /off on daily basis at each site as per Bank's requirement.</p> <p>Accordingly, the vendor to provide daily report about the ATM/e-Lobby site covering the following:</p> <ol style="list-style-type: none"> 1. Status of supply of Raw Power & outages, if any. 2. UPS Output supply. 3. Status of Housekeeping in the site. 4. Signage on / off. 5. AC on / Off
6	Page No. 14, Sr. No. 11 Performance Bank Guarantee	The Performance Guarantee should be valid for a period of 60 months.	Bidder suggests it should be taken on yearly basis. Renewable every year for 5 years	It is clarified that selected bidder has to submit the Performance Guarantee for a sum equivalent to 10% of the project cost for a period of 5 (Five) years and 3 (Three) months effective from the month of execution of the Agreement in favor of UCO Bank.
7	Page No. 9, Sr. No. 4, Eligibility Criteria	Bidder should have a positive net worth during last three financial years, i.e. 2011-12, 2012-13 and 2013-14.	Bidder is second largest e-surveillance providers in India, providing e-surveillance to 2987 Live ATM sites and bank branches. We have positive networth for F.Y 13-14 and F.Y 14-15. Therefore, we would request you to consider the same.	Requirement stands as per RFP.

8	Page No. 9 Sr. No. 8 Eligibility Criteria	The bidder should be able to provide 24X7 Support at all locations where the equipment will be supplied & installed under this bid.	As all the sites are connected with CMS, online support is available 24 X 7. Any down call will be intimated on call and attended as per the SLA terms	Requirement stands as per RFP. It is further clarified that proposed e-Surveillance system services would be required 24 X 7 across all places in India.
9	Page No. 10 Clause No. 5.8	The vendor should have redundancy in broadband connection: arrangements of duplicate carrier for transmission	Does Bank intent to put Dual SIM connectivity at the ATM site? Please Clarify	It is clarified that the selected service providers will be required to provide e-Surveillance services 24 X 7 at every site without interruptions. Any issue related to connectivity to be taken care by the selected vendor. Any downtime in system will attract penalty as per penalty terms.
10	Page No. 10 Clause No. 5.10	The vendor to provide daily report about the faulty ATMs to Bank preferably with reasons.	As we don't touch the Bank's network used for ATM and other installations, reporting of faulty ATMs will not be practically possible Request Bank to remove this clause from the scope of work under this RFP	The subject clause stands as under: The Techno Functional BOQ will also include remote facility of Signage on / off, Air conditioner(s) on /off on daily basis at each site as per Bank's requirement. Accordingly, the vendor to provide daily report about the ATM/e-Lobby site covering the following: <ol style="list-style-type: none"> 1. Status of supply of Raw Power & outages, if any. 2. UPS Output supply. 3. Status of Housekeeping in the site. 4. Signage on / off. 5. AC on / Off

11	Page No. 12 Clause No. 7 Payment Terms	<p>a. No advance payment will be made.</p> <p>b. 70% payment of implementation cost of the solution will be made on successful implementation of solution and sharing of interface with bank.</p> <p>c. 20% payment of the implementation cost will be made after satisfactory working of solution for 6 months post go live.</p> <p>d. 10% payment of the Implementation cost will be made after one year of successful implementation or on the submission of Performance Bank Guarantee of equivalent amount for the period of One year or yearly in arrears.</p>	<p>As this RFP is on Rental Basis (OPEX Model) and Bank has asked for PBG valid for 60 months, So We humbly request Bank to release all monthly bills on submission of implementation report with first invoice and Uptime Reports for subsequent invoices</p> <p>Since Bank has asked for prices on monthly rental basis, we request the Bank to consider payment also on monthly basis as it is a service model to the Bank.</p> <p>The point mentions payment on monthly Basis post implementation, but the sub points convey payment in staggered manner...Seek Clarity on the Payments Terms.</p> <p>Please help to confirm that –</p> <ol style="list-style-type: none"> Execution costs will not form a part of calculations for arriving at L1 bidder. Also, kindly arrange to suggest a price bid format, as regards. 	<p>The subject clause stands modified as under:</p> <p>“Payment shall be made on quarterly basis (on completion of the quarter) to the Bidder after verification of uptime report submitted and deduction of the penalties if any. Payment shall become due from the date of operationalization of the system at the ATM / e-Lobby location.”</p> <p>The payments as per the Payment Schedule covered hereinabove shall be paid by the Bank's respective Zonal Offices where the ATMs/ e-Lobbies are installed. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc from the respective sites.</p>
12	Page No. 13, Earnest Money Deposit	The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days in favour of UCO Bank payable at Kolkata.	Request clarification whether Bank will accept DD in place of Bank Guarantee for EMD.	No. The Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days in favour of UCO Bank payable at Kolkata to be submitted.

13	Page No. 14, Performance Bank Guarantee	The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for a period of 60 months.	Since the cost of this project is huge in its nature, It will require the huge investment on bidders part, so request bank to calculate the PBG as "10 % of order value (Price per month X number of Branches X 12 months)"	The subject clause stands modified as under: "The Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the Letter of Intent (LOI) / Purchase Order or signing of the contract whichever is earlier, for a value equivalent to 10% of the total cost of ownership (order value in the ratio). The Performance Bank Guarantee should be valid for a period of 60 months and 3 months as a claim period to be submitted at Bank's Head Office, Kolkata.
14	Page No. 16, Clause No. 18	Award of Contract: Bank will award the contract to the L1 bidder	To limit the dependency on one service provider and ensuring timely completion of project in different parts of India, Suggest Bank to split the order in 2 parts on 70:30 ratio at L1 Price	The Subject clause stands modified as under: "Bank reserves the right to split the supply order between L1 & L2 vendor in 60:40 ratio subject to L2 vendor matching the price with L1 vendor (Line item wise). If L2 does not match then Bank will invite other vendors L3, L4 in that order till Bank finds L2 vendor. In case no vendor matches the price with L1, entire order quantity will be awarded to L1 vendor. However, split of the order will be at the discretion of the Bank".

15	Page No. 16, Clause No. 20	The Bank reserves the right to terminate the contract at its sole discretion by giving two months' notice without assigning any reasons	<p>As this project on rental basis will involve large investment of Capex on Bidder and hence he has to get financing from other institutions for this project</p> <p>With this kind of open clause it will be very difficult to get the finance from institutions, So request Bank to limit the termination to Bidder Performance and Breach of contract</p>	Requirement stands as per RFP
16	Page No. 18, Clause No. 25 Uptime	The bidder shall guarantee an uptime of 99.95% for the hardware equipment's which shall be calculated on quarterly basis. The „Uptime“ is equal to total contracted hours in a quarter less Downtime. The „Downtime“ is the time between the time of report by the Bank and time of restoration of service within the contracted hours. „Restoration“ is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP.	<p>Since the uptime has certain dependencies like, Network, Power surge and human damages,</p> <p>Industry standard uptime for wireless network is 95% and power cuts are beyond bidders control</p> <p>Request Bank to revise the required uptime to 95% or exclude the down time due to Network, Power surge, Bank Dependency and human damages while calculating the Uptime.</p> <p>Point requires bidder to have 99.95% uptime on Hardware equipment's installed by the bidder. Does it take into consideration services like connectivity (which is majorly third party depended) required to monitor this equipment?</p>	<p>It is clarified that the bidder shall guarantee an uptime of not less than mentioned below for the supplied equipment's for each site which shall be calculated on quarterly basis.</p> <ul style="list-style-type: none"> ➤ Metro & Urban Centres- 98% ➤ Semi-urban & Rural Centres- 97% <p>Here the uptime calculation will exclude Power surge and Bank Dependency.</p>

17	Page No. 24 Clause No. 41	"The short listed bidder has to keep the finalized price valid for a period of one year from the date of the purchase order"	As the PBG asked is for validity of 60 months, the RFP is also for 60 months service period whereas; this clause asks or prize validity for 12 months only, Bank to clarify the price applicable from 13th month of the service under this RFP	The subject clause stands modified as "The short listed bidder has to keep the finalized price valid for the entire contract period from the date of the Letter of Intent (LOI) / purchase order"
18	Page no. 30 , Annexure-III, Sr. No. 19	DVR - onsite 30 days Recording With Redundancy	Request clarification on Redundancy – IS bank looking for mirroring of recording on second HDD	It is clarified that DVR with minimum 800GB surveillance rated HDD with minimum 90 days Recording capacity to be provided. Bidder must provide the HDD specification and proof that HDD is Surveillance rated HDD. In case of need, vendor will be required to provide the video footage of a particular day / transaction / incident at no additional cost to Bank within two days from date of request made by the Bank.
19	Page no. 34 , Annexure-III, Sr. No. 16	The vendor should ensure that communication link at ATM sites are free from jamming / snapping all the time. Any disruption in line would be responsibility of the vendor and loss suffered by the Bank, if any during such period will be responsibility of the vendor	This is beyond the control of Bidder	It is clarified that vendor has to ensure that communication link with the site are up and running all the time. Any disruption in line would be responsibility of the vendor and loss suffered by the Bank, if any during such period / time will be responsibility of the vendor.

20	Page no. 18 , Clause No. 26 (a)	The complete E-Surveillance System for ATM sites and e-Lobbies should be delivered and installed and made operational at the identified ATM within 45 days of acceptance of order. A penalty of Rs. 2000/- per week (or part thereof) per location shall be charged by the Bank in case of delay in installation and making operational beyond 45 days of acceptance of order. The maximum penalty would not exceed the monthly rental charges. Beyond this bank shall have the option of cancelling the orders / or invoking Bank Guarantee unless delay is on part of the bank or reasons beyond control of both bidder / bank	<p>The period given of 45 days for completion of installation and commissioning is too short for the sites situated in far areas or areas having road permit issues</p> <p>Request Bank to consider the same as 45 days for – Metro towns, 60 days for urban sites and 90 days for Semi-urban and sites in Road permit states</p> <p>Also request Bank to facilitate the supporting documents required for road permit.</p> <p>The point mentions penalty over not adhering to stipulated 45 days for implementation. The initial implementation is for 1000 ATM across the country which may include remote locations that might have challenges in terms of delivery, installation and connectivity. The panel required for these solution are off the shelves materials and are ordered against purchase confirmation only; hence a minimum timeline of 90 days is optimum.</p>	It is clarified that the complete E-Surveillance System for ATM sites and e-Lobbies should be delivered and installed and made operational at the identified ATM within 45 days of acceptance of order. However, for the states where road / entry permit, is required installation to be completed within 60 days from the acceptance of order. However, Liquidated Damages (LD) will be applicable for late delivery.
21	Page No. 30,31, Annexure- III, Annexure-IV Sr. No.26	Scheduled locking of the main entry door to ATM lobby (For ATMs that are closed in the night)	<p>We request Bank to clarify on this as scheduled locking will be a manual activity. Is it expected that somebody will have to visit the site in the night and in the morning to lock and unlock the shutter?</p> <p>Please modify the clause as below:</p> <p>Scheduled / Emergency locking of the motorized shutter / main entry door to ATM lobby for ATMs require closing at night / otherwise required by the bank for administrative reasons.</p>	Bank has revised the commercial Bid format (Appended Below). Please refer the same and bidders are required to quote in the revised commercial format only.

22	Page No. 10 Clause No. 5.1	<p>The Bank is looking for a bidder to install the latest Generation Alarm Panels, including 2-Way Audio, Video verification and Prevent Crime Proactively before it happens. Also, the proposed solution should have added values like Video House-keeping monitoring and PIR (Passive Infrared) Based Monitoring from a central location and should have Guard Attendance, CRA (Cash Replacement Agency) attendance and House-keeping attendance facility which can be monitored from a central location. The bank may use this Central Monitoring Solution for any other future site control measures. Bidder may please note that bank would not allow them to use existing communication network of the bank and they have to provide their own VPN (Virtual Private Network) network based on GSM (Global System for Mobiles) or CDMA (Code Division Multiple Access).</p>	<p>Landline based Broadband connections, may please also be allowed to be deployed for areas with limited access on GSM / CDMA technologies.</p>	<p>It is clarified that Landline based Broadband connections, may please also be allowed to be deployed for areas with limited access on GSM / CDMA technologies.</p>
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23	Page No. 11 Sl. No. K	A person deputed for the job has to be available for a cluster of 5-10 ATM sites within a radius of 8-10 Kms. He shall reach the ATM site immediately in case of need and also provide shutter opening/closing and housekeeping services at the ATM sites. (Minimum visits – 3 per day)	Bank may choose to completely automate the system i.e. – a. Implement motorized Shutters & e-Surveillance Vendor may provide Remote opening & Closing of ATM Shutters. b. It should help prevent crime also, as the shutter can be remotely closed in such an eventuality. c. Also, a warning signal shall be pasted in ATM room, as regards. d. Energy Saving through remote monitoring of temperature & switching on & off of Air-conditioner to save on costs of maintaining the ATM. e. Video housekeeping is anyways provided.	Requirement stands as per RFP. Bank has revised the commercial Bid format (Appended Below). Please refer the same and bidders are required to quote in the revised commercial format only. Bid submitted in any other format will entail rejection of the Bid.
24	Page No. 21 Sr. No. 30	Authorized Signatory The selected bidder shall indicate the authorized signatories who can discuss and correspond with UCO BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements / contracts with UCO BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by UCO BANK.	Power of Attorney may also please be allowed as an acceptable instrument towards Authorized signatory.	Accepted. However, Power of Attorney to be issued by Business Head / Competent Authority.

25	-----	New Clause	We also request to allow consortium of 2 to 3 partner to bid as the technology companies having expertise in providing the most suitable and cost effective solution along-with, Security and Surveillance companies having end to end physical security and quick response services across all the critical locations of UCO banks	Query Not admissible. However, bidder may firm up back to back arrangement with the associated companies for providing e-surveillance services. For Bank, selected bidder will be solely responsible.
26	Addendum	New Clause	-----	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 etc. Further Bank may add new ATMs / E-Lobbies or close down any site throughout the country any time and quantity of order may vary.
27	Addendum	New Clause	-----	Bank may require Shutter down & Shutter up facility at selected ATMs / E-Lobbies across the country during the contract period. Similarly, Quick Response Team services may be required at selected ATMs / E-Lobbies depending upon the risk categorization of such sites during contract period. Accordingly bidder is required to quote monthly charges for Shutter down / up and QRT in separate line items as given in the revised commercial format given with these bid response.

Date: 07/08/2015

Place: Kolkata

Please refer to revised commercial bid format given below.

Commercial Template (Revised)

(Amount in Rs.)

Sl No	Particulars	Per Month Rent per ATM site / e-Lobby (Rs.) (A)	Type of Tax with % (B)	Tax Amount (C)	Total Cost (E = C x D)
1	Per ATM/e-Lobby per Month rental charges for all the components required for installation, maintenance and operationalization of E-Surveillance System including monitoring system at ATM /e-Lobby.				
2	Monthly charges/cost for shutter down & shutter up activity per ATM Site/e-Lobby. (#)				
3	Monthly charges/cost for visit of QRT (Quick Response Team) per ATM Site/e-Lobby (#)				
3	Total Cost for One ATM Site / e-Lobby (TCO) for One Month (1+2+3)				

Please note monthly charges/cost for shutter down & shutter up activity and QRT visit charges per ATM Site/ e-Lobby would be paid as and when services will be availed by the Bank for a particular ATM / e-Lobby site during the contract period.

Note:

1. Lowest Bidder (L1) will be determined based on Total Cost of Ownership (TCO).
2. Cost of E-Surveillance System per ATM Site / e-Lobby per month is to be quoted as per the technical & functional specifications given in the RFP.
3. The bidder should quote prices keeping in mind that e-Surveillance system is required in about 1000+ ATM Sites and 100 e-Lobbies as per present assessment. However, actual no's of ATM/e-Lobby may vary.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP Ref. No. _____ dated _____ and subsequent pre-bid clarifications and amendments.

Place:

AUTHORISED SIGNATORY

Date:

Name & Designation: