



**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) For Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis**

**RFP Ref. No.: UCO/DIT/1802/2016-17 Date: 21/12/2016"**

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

Sl No	Page no	Clause	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1	6	BID Control Sheet	Earnest Money Deposit (EMD) – Rs.25,00,000/- (Rupees Twenty Five Lakhs)	We request the bank to revise the EMD fee to Rs.10 Lakhs as Rs.25 lakhs as it is on a very higher end. Other PSU banks who had released similar RFP have limited the EMD amount to Rs.10 Lakhs.	Earnest Money Deposit (EMD) value has been changed from Rs. 25,00,000/- (Rupees Twenty Five Lakhs) to Rs. 15,00,000/ (Rupees Fifteen Lakhs)
2	18	Part IV –Scope of Work	4.3 The branches to be covered through E-surveillance will be only those branches having an On-Site ATM, so that the control panel of the ATM is utilized with addition of certain sensors, CCTV cameras, panic switch etc.	<p>1. We have observed that the ATM's with branches to consume more cables and require more man hours. Can we assume branch sensors be considered as extra or separate quote</p> <p>2. Please specify the number of CCTV and Panic switches to be considered</p> <p>3. Which are the sensors to be considered for Branches</p>	<p>In addition to the specified sensors &amp; cameras at the ATM site, following Items to be installed in a branch:</p> <p>1. CCTV camera-01 (covering the strong room/cash safe room)</p> <p>2. Panic switch-02 (Manager's cabin, cash cabin)</p> <p>3. PIR sensor-01 (Strong room)</p>

					Magnetic sensor-01 (strong room) Please refer to revised BOM and Quote accordingly.
3	18	Part IV – Scope of Work	4.1 Video House Keeping : The proposed solution should have added values like Video House-keeping monitoring and PIR Based Monitoring from a central location	We request the bank to kindly elaborate on the expectations from the vendor on house Keeping. If it is only cleanliness of the ATM site, file size will be huge to send videos of house-keeping. Hence we request the bank to change to clause to send images of house-keeping.	Clause is Self Explanatory. (No Attendance is required)
4	18	Part IV – Scope of Work	4.5 Service support Office : Bidder must provide Service Support offices at all the allotted Circles to them and must provide an undertaking for setting up of the same	We request the bank to publish the circle office of UCO Bank	The list of Circle Offices of the Bank will be provided later on.
5	20	Part V	2. <b>Schedule of Implementation</b> The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work' mentioned herein above within 45 Days from the date of issuance of Purchase Order	Since number of sites are more and 45 days is a very short period to implement. Soon after winning the bid, we (bidder) will approach lease finance companies for sanctions, post sanctions procurement of raw materials will take place, followed with manufacturing of panels, procurement of other hardware equipment etc. 45 days is a very short period for implementation. Similar Project was executed by Andhra Bank and had provided 9 Months' time frame for implementation and on reality 9 months will be required. Hence, we request the bank to	<b>The modified clause may be read as:</b> "2. Schedule of Implementation The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work' mentioned herein above within 90 Days from the date of issuance of Purchase Order"

				consider and change it to 9 Months implementation period from the date of signing the SLA Agreement.	
6	32	Part V	<p><b>28. Termination of Convenience</b></p> <p>The Bank reserves its right to terminate the contract at its own convenience by giving 60 days prior notice in writing to the service provider without assigning any reasons for such termination and without any cost or compensation therefor.</p>	Since we as a bidder would invest a huge sum of amount for the project from Lease finance, we request the bank to consider and change the clause: In case of termination by UCO BANK due to convenience or due to regulatory or due to any other reason other than due to non-performance by Service Provider, UCO BANK will take over and buy, the E-Surveillance Systems and Related Assets, of the Service Provider, computed at WDV plus 50%, and make the payment thereof to the Service Provider.	Clause stands as per RFP.
7	39	Annexure B- Technical Specification for e-surveillance systems	11. The person entering the back room should enter a password within 30 seconds of opening of door of the backroom; else it will be treated as intrusion.	Could the bank clarify if this is 24/7 or night time only?	Clause stands as per RFP (Yes it is 24/7)
8	39	Annexure B- Technical Specification for e-surveillance systems	24. External Antenna for enhancing network signal, <b>if required.</b>	We request the bank to consider and change the clause: If the signal strength is good at site then external antenna is not required to deploy, else if the signal strength at sites are bad then external antenna hardware are required to deploy.	Clause stands as per RFP.
9	39	Annexure B- Technical Specification for	26. Scheduled locking of the main entry door to ATM lobby (For ATMs that are closed in the	Request bank to provide more details. Is bank expecting us to provide access lock system for	It is to be through the deployment of an auto-shutter.

		e-surveillance systems	night)	<p>ATM entry door to auto close after scheduled hours? Please clarify.</p> <p>Or</p> <ul style="list-style-type: none"> <li>Does these ATM are already equipped with those types of doors &amp; electro mechanical lock to trigger door opening &amp; closing.</li> <li>If the above facility is not available, will it be provided by the bank</li> <li>How to ascertain no customers are in the ATM when the doors are closed automatically.</li> <li>After issuing the command, how to ascertain that the door is actually closed?</li> </ul>	
10	19	Part IV – Scope of Work	E-Surveillance Monitoring Services d. Storing of video centrally for 90 days and locally for 30 days	Since we do not store any data at CMS, we request bank to kindly change the clause to store video only locally for 30 days	Clause stands as per RFP.
11	17	Part III Bid Opening and Evaluation Criteria	<b>Commercial Evaluation</b> Bank will finalize the L-1 vendor based on the TCO quoted by the bidder in SI no. 06, Annexure – VII	Annexure – VII is missing from the document	As per the Enclosed BOM, Annexure VII refers to Annexure G (instead of alphabets, roman letters are mentioned).
12	18	Scope of Work	4.1 Guard Attendance, CRA (Cash Replacement Agency) attendance and House-keeping attendance facility which can be monitored from a central location.	<p>a. What is expected by the customer? 3 Switches with labels?</p> <p>b. How to prevent, someone else pressing the button?</p> <p>c. Is there any other activity</p>	To be deleted. No Attendance is required.

				expected when these button are pressed?	
13	18	Scope of Work	4.6 Mobile App will be developed by the selected bidder and same will be provided for selected users of the bank through which e-surveillance could be effectively monitored.	<p>a. What features are required in the mobile application?</p> <p>b. Does it need to support only Alert escalations?</p> <p>c. Does it need to support Alarms from sites?</p> <p>d. Will it be used to view video monitoring of selected Sites?</p> <p>e. Does grouping of users to specific set of sites required? Or can it be viewing of all sites?</p> <p>f. How many users will be using this mobile application?</p>	Mobile App with Add-on features is required for incident/event based monitoring of the ATMs by selected executive(s) of the Bank.
14	23	9. Uptime	If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP	<p>a. Is Network downtime considered as part of down time?</p> <p>b. No mobile operator will provide an SLA on uptime % how is the vendor expected to achieve this?</p> <p>c. The down time allowed in a quarter is 10:48:00 minutes, if the bank intimates the down time at 6:00 PM, is it expected to work during night and bring the system up before 4:48:00 AM, otherwise bank will have the option to terminate the contract. Is our understanding correct?</p> <p>d. In the above scenario, will the contract be terminated for one site or for all the sites?</p>	Clause stands as per RFP.

				e. In case of termination, Will the bank repay the vendor via Written Down Value method or any other method?	
15	23	10. Penalty	The complete E-surveillance system for ATMs/branches should be delivered and installed and made operational at the identified ATM/ branch within 45 days of acceptance of order	Request to change the "acceptance of order" to "Service Level Agreement" Signing in the above clause	Clause stands as per RFP.
16	24	10. Penalty	In the event of failure of maintaining the uptime SLA (based on the report mentioned under clause no. 25 above and Warranty terms (Clause 7)	a. Missing from the document Clause 25 b. Missing from the document "Warranty terms" (Clause 7)	<b>Uptime SLA:</b> Please refer to the point no 9 of Part V in RFP.
17	24	10. Penalty	If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures	No upper limit is specified	Clause stands as per RFP.
18	25	13 : Contract Period	Bank reserves the right to terminate the contract at its sole discretion by giving two months' notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.	a. Request the above clause be deleted, as no reputed financial institution will fund a project of this magnitude with this clause. b. Will UCO bank fund the bidder for this project, if all other eligibility criteria are met	Clause stands as per RFP.
19	26	16 : Acceptance	The selected bidder in presence of the Bank authorized officials	What will be the maximum wait period to be expected from date	Clause stands as per RFP.

		Testing	will conduct acceptance test at the site.	of intimation to availability of UCO Bank representative?  Request the date of proposed test to be considered for penalty & payment calculation rather than the date of Signing the acceptance testing, as the delay can be also due to non-availability of UCO bank representative.	
20	28	19 Publicity	Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.	Request the above clause be modified as the vendor may need to use the customer name in other tender responses & with other potential customers	Clause stands as per RFP.
21	30-31	24. Exit Option and Contract Re-Negotiation		Needs to suite Rental model as defined in the RFP. This section mainly discuss on purchase of equipment's.	Clause stands as per RFP.
22	33	29. Effect of termination	In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by UCO BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as UCO BANK may specify including training, where the successor(s) is a representative/personnel of UCO BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required	Since this is a rental contract for providing service, how does the above statement work?	Bank will take care.

			to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof		
23	39	Annexure B: Technical Specification	Silent Zone	Kindly provide the functionality expected in Silent Zone	List will be provided by the bank later on.
24	39	Annexure B: Technical Specification	ATM Chest door open should generate an alert if password is not entered within 30 seconds of opening of chest door	<ul style="list-style-type: none"> <li>Will the password be provided by the e-Surveillance vendor?</li> <li>Can/Will the password be same for all ATM's</li> <li>Where will these buttons be installed? Is it in the Lobby?</li> <li>Should the button be visible to bank customers or should it be behind the ATM or any specific place?</li> <li>Our understanding is that Keypad should be installed in the back room. Does the cash filling agency have the key to the back room?</li> <li>Our understanding of the operation envisaged is "The Cash filling person opens the chest door, Opens the door, goes to the back room and enters the key within 30 seconds from opening the chest door" is our understanding correct?.</li> </ul>	Clause in the RFP is Self Explanatory.
25	39	Annexure B: Technical Specification	House Keeping Switch, Security Attendance Switch, CRA (Cash Replacement Agency)	<ul style="list-style-type: none"> <li>What is the functionality expected from these switches?</li> </ul>	Clause in the RFP is Self Explanatory.



			Attendance Switch (Silent Zone)	<ul style="list-style-type: none"> <li>Where are these to be installed?</li> </ul>	
26	39	Annexure B: Technical Specification	DVR - onsite 30 days Recording With Redundancy	<ul style="list-style-type: none"> <li>Does it mean dual hard disk?</li> <li>What type of redundancy is expected?</li> </ul>	<ul style="list-style-type: none"> <li>Redundancy is required for with Single SIM and Dual SIM.</li> <li>1 TB SATA Hard disk for DVR or higher supportive versions of DVR.</li> </ul>
27	39	Annexure B: Technical Specification	800 GB SATA Hard Disk for DVR	<ul style="list-style-type: none"> <li>1 TB surveillance grade HDD is best suited for this purpose and the most commonly available Hard disk; request this to be changed to 1TB surveillance grade HDD.</li> <li>Simple SATA Hard disk is required or Surveillance grade Hard disk is required, kindly specify.</li> </ul>	<p><b>The Modified Clause is to be read as:</b> "1 TB SATA Hard disk for DVR or higher supportive versions of DVR."</p>
28	42	Checklist of Documents for Eligibility Criteria	6. Bidder should be successfully operating CMS (Central Monitoring Systems) for Minimum 3 years till November 2016	Request to consider till December 2016	<p><b>The Modified Clause is to be read as:</b></p> <p>6. Bidder should be successfully operating CMS (Central Monitoring Systems) for Minimum 3 years till December 2016.</p>
29	43	Checklist of Documents for Eligibility Criteria	7. The bidder should be able to provide 24 x 7 supports at all locations where the equipment will be supplied & installed under this bid.	Request the Site list with address including state & location	The list of sites with proper details will be provided to the bidder by the Bank at the time of issuance of the purchase order.
30		Annexure F		Annexure B is repeated in Annexure F also	Annexure F stands as per RFP.

31	45	Annexure F	<p>TCP/IP Networking</p> <p>5. a. Receive alerts on-line from connected Alarm panels System to open a unique ticket for each alert. The report should cover the following aspects:</p> <ul style="list-style-type: none"> <li>• Zone Alert Type</li> <li>• Type of alert</li> <li>• Date and Time of Alert</li> <li>• Location</li> <li>• Address</li> <li>• Contact details for that site History of the Panel History of the Ticket</li> <li>• Snapshot of Sensor Status of all the sensors of that panel on query from CMS</li> </ul>	<ul style="list-style-type: none"> <li>• The RFP discuss about silent zone only. Is there any other zone required by the customer? Is there functionality defined for each zone or it's only for identification of different alarms?</li> <li>• Contact details for that site History of the Panel History of the Ticket: Is this multiple lines as "Contact details for that Site" and "History of Panel" and "History of the Ticket". If our understanding that these are multiple line items, kindly elaborate what is expected in <ul style="list-style-type: none"> <li>1. "History of panel".</li> <li>2. Contact details for that Site:</li> </ul> </li> <li>• It would be better, if the formats for all the reports are published, this would also help the bank to get the same type of reports from multiple vendors.</li> </ul>	Clause stands as per RFP.
32	45	Functional Specifications of CMS	Intimation by SMS, e-Mail and Call	Our understanding is this is to UCO bank officials and the list will be provided by UCO bank at the time of signing the acceptance.	List will be provided by the bank later on.
33	45	Functional Specifications of CMS	Periodic MIS Reports as per Annexure – VI	This annexure is missing	Clause stands as per RFP.
34	46	Functional Specifications of	11. The HDD should be able to be duplicated and a copy given to	<ul style="list-style-type: none"> <li>• Every time the bank ask for a HDD replication there is a</li> </ul>	Clause stands as per RFP: "1 TB SATA Hard disk for

		CMS	the bank in a common format as and when called for at no extra cost to the bank.	<p>commercial impact on buying the hard disk, we suggest either the banks provides the hard disk, or we upload in FTP and provide the link to bank for download or consider paying the cost of hard disk and handling charges.</p> <ul style="list-style-type: none"> <li>Kindly note each HDD is either 800GB or 1TB, which is a lot of data both for storage and for FTP transfer.</li> </ul>	DVR or higher supportive versions of DVR."
35				<p>Annexure mentioned in the document are numbered as 1,2,3 etc.. But the Annexure in the document are labeled as alphabets A, B etc.</p> <p>Example: It's mentioned as "Annexure – VII" but there is no Annexure by that name.</p>	Annexure mentioning numbered 1,2,3 is same as that of the document mentioning labeled alphabets A,B as per RFP.
36	39	Annexure B: Technical Specification	11. The person entering the back room should enter a password within 30 seconds of opening of door of the backroom, else it will be treated as intrusion	<ul style="list-style-type: none"> <li>Can the vendor provide the password for back room</li> <li>Can it be same for all the ATMS</li> </ul>	Clause stands as per RFP.
37	18	Part IV - Scope of Work	4.1 The Bank is looking for a bidder to install the latest 5th Generation Alarm Panels	"5th generation" is a generic term, Bank is requested to terms this as "Panel supporting two way audio"	<p><b>The modified clause to be read as:</b></p> <p>4.1 "The Bank is looking for a bidder to install the latest 5th Generation Alarm Panels or with the updated latest technology of higher versions than the 5<sup>th</sup> generation Alarm."</p>
38	8	Part I – Eligibility	2. The Bidder should have a	Banks is requested to increase	<b>The modified clause may</b>

		Criteria	minimum annual turnover of Rs 50 crore per year during last three financial year's i.e 2013-14, 2014-15 and 2015-16.	annual turnover to 100 Cr instead of 50 Cr.	<b>be read as:</b> "The Bidder should have a minimum cumulative turnover of Rs 75 crores during last three financial years i.e 2013-14, 2014-15 and 2015-16 from E-surveillance Business and copy of the certificate to be submitted to the bank."
39	8	Part I – Eligibility Criteria	4. Bidder should be providing CMS (Central Monitoring Systems) for a minimum 500 ATM / Currency Chest / Cash Vault / Bank branches in India as on 30th November 2016. All documentary evidence should be provided.	Bank is requested to amend the same as "Bidder should be providing CMS (Central Monitoring Systems) for a minimum 100 ATM / Currency Chest / Cash Vault / Bank branches/NBFC in India as on 30th November 2016. All documentary evidence should be provided".	<b>The modified clause may be read as:</b> "Bidder should be providing CMS (Central Monitoring Systems) for a minimum 500 ATM / Currency Chest / Cash Vault / Bank branches/NBFCs (Non-Banking Financial Companies) in India as on 31 <sup>st</sup> December 2016. All documentary evidence should be provided."
40	8	Part I – Eligibility Criteria	The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 3 Nationalized Banks/Private Sector banks/ NBFCs or similar financial institutions.	Bank is Requested to amend the same as - The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 1 Nationalized Banks/Private Sector banks/ NBFCs/ Cooperative Bank or similar financial institutions.	Clause stands as per RFP.
41	23	9. Uptime	The bidder shall guarantee an uptime of 99.95% for the hardware equipments which shall be calculated on quarterly basis.	Bank is requested to change uptime to 95% as no ISP gives 99.95% uptime.	Clause stands as per RFP.
42	23	10. Penalty	a) The complete E-surveillance system for ATMs/branches should	Bank is requested to amend this time to 150-180 days for the	<b>The modified clause may be read as:</b>

			be delivered and installed and made operational at the identified ATM/ branch within 45 days of acceptance of order.	complete delivery, Installation and activations.	"The complete E-surveillance system for ATMs/branches should be delivered and installed and made operational at the identified ATM/ branch within 90 days of acceptance of order."
43	17	Part III – Bid Opening and Evaluation	Technical Evaluation d) Response except = Y' or = N' is not acceptable. If any bidder provides response other than Y' or =N' the same will be treated as Not Available i.e. N.	Bank is requested to clarify -It is mentioned in compliance sheet to write 'Yes/No', whereas clause d says it to be 'Y/N'.	Clause stands as per RFP.
44	19	Part IV – Scope Of Work	E-surveillance Monitoring Services d) Storing of video centrally for 90 days and locally for 30 days	Request you to modify as 'storing incident video centrally for 90 days and locally for 30 days'. As continuous recording at central locations incurs high bandwidth and data usage.	Clause stands as per RFP.
45	20	Part V 2. <b>Schedule of Implementation</b>	The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work' mentioned herein above within 45 Days from the date of issuance of Purchase Order	Bank is Requested to amend the same as - The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work mentioned herein above within 180 Days from the date of issuance of Purchase Order.	<b>The modified clause may be read as:</b> "2. Schedule of Implementation The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work' mentioned herein above within 90 Days from the date of issuance of Purchase Order".
46	21	4. Performance Bank	The performance bank guarantee shall be kept valid till	Bank is requested to look into this -As this contract is valid for 5	Clause stands as per RFP.

		Guarantee	the completion of the Project and Warranty Period.	years in rental arrangement, hence, warranty period does not arise. Request you to delete the warranty period.	
47	21	5. Award of Contract	The orders will be distributed between them in the ratio of 65% and 35% (on total requirement basis)	Bank is requested to look into this as -We are submitting our offer basing on the huge volume and if there is reduction in the volume the costs will increase. Hence, we suggest deleting the distribution clause.	Clause stands as per RFP.
48	23	10. Penalty	b) In case E-Surveillance system for ATM's is non-functional for more than 30 minutes to 04 hrs on any day, then no payment shall be made for that day and this amount shall be deducted on pro-rata basis from the final payment of that month.	We request to delete this clause as the penalty is already mentioned in 10 ( c )and LD mentioned in clause 11.	Clause stands as per RFP.
49	23	10. Penalty	(c) 10% of monthly rentals of failure for 08 Hrs. provided that total penalty in a month should not exceed total monthly rental payable.	Bank is requested to look into that the penalty is to be considered for the payment of that particular ATM and should not be linked with complete contract value. Accordingly, we request you to reduce the maximum penalty to 5% of the total monthly rent payable for that particular ATM. Maximum penalty to be applicable for all the defaults mentioned in clause 10.	Clause stands as per RFP.
50	27	18. Indemnity		Bank is requested to look into this - We request that the indemnity obligations to be mutual. Hence, suggest adding Vendor/Bank for all the indemnification obligations.	Clause stands as per RFP.
51	29	23. Resolution of Disputes	Each Party shall bear the cost of preparing and presenting its	Bank is requested to look into this -The costs of the arbitration are to	Clause stands as per RFP.

			case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.	be decided by the Arbitral panel. Hence, suggest deleting this clause and mentioning that "the costs of the arbitration will be decided by the arbitral tribunal".	
52	30	23. Resolution of Disputes	The selected bidder shall not be entitled to suspend the services or completion of the job, pending resolution of any dispute between the parties and shall continue to render the services in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	Bank is requested to look into this - We request to delete this clause as the successful disputes on payments as he may incur losses, hence, cannot be forced to continue the works by multiplying his losses.	Clause stands as per RFP.
53	32	26. Termination		Banks is requested to add as Termination rights to be mutual also to be provided to the successful bidders.	Not agreed. Clause stands as per RFP.
54	29 & 33		23. Resolution of Disputes: Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. 30. Arbitration: If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration.	Kindly clarify. There is conflict between clause 23 and 30.	The RFP Clause is self explanatory.
55	34	34. Limitation of Liability	This limit shall not apply to third party claims for (a) IP	We request to delete the carve outs for LOL clause and clarity	Clause stands as per RFP.

			infringement indemnity (b) Bodily Injury (including death) and damage to real property and tangible property caused by the Bidder/s gross negligence. (C) Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/purchase order.	whether the Bidder is not liable for consequential losses.	
56	34	35. Confidentiality/ Non-Disclosure		Bank is requested to look into this and add - Confidentiality obligations to be maintained by both the parties. Hence, request to include that Bank shall also maintain the confidentiality obligations of the successful bidder.	Clause stands as per RFP.
57	20	Part V 2. <b>Schedule of Implementation</b>	The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work mentioned herein above within 45 Days from the date of issuance of Purchase Order.	As the project requires huge financial arrangements which is directly depending on signing of SLA, so we request Bank to keep all deadlines from the date of signing of SLA instead of issuance of Purchase Order “ Also since the RFP is for 1500 ATMs and 1000 Branches, we request the bank to provide time line of completing approx. 300 sites per month after signing of SLA  Also for any non-feasible site, Bidder can request for replacement site	<b>The modified clause may be read as:</b> “2. Schedule of Implementation The selected bidder to ensure Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis as per the Broad Scope of Work' mentioned herein above within 90 Days from the date of issuance of Purchase Order”.
58	25	Part V 13. <b>Contract</b>	The contract period will be initially for a period of 5 years. However,	As this OPEX model involves huge investment and any termination	Clause stands as per RFP.



		<b>Period</b>	<p>If Bank requires vendor has to provide maintenance/ATS/Support for additional 2 Years.</p> <p>Bank reserves the right to terminate the contract at its sole discretion by giving two month notice without assigning any reasons.</p> <p>Any offer falling short of the contract validity period is liable for rejection.</p>	<p>without any non-performance reason will be very difficult for any Bidder and hence request Bank to change this clause as -</p> <p>Bank will terminate the contract only for non-performance after giving a rectifying period of 90 days. Banks to send written communication to SP of non-performance and then the 90 days rectifying period starts.</p> <p>Also, request the bank to formalize a fresh contract with Securens after the term of 5 years is completed</p>	
59	31		<p><b>26. Termination</b></p> <p>The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving ninety (90) days prior written notice to the selected bidder.</p> <p>The Bank shall be entitled to terminate the agreement at any time by giving notice if:</p> <p>A) The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.</p> <p>B) The Selected bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement</p>	<p>As this OPEX model involves huge investment and any termination without any non-performance reason will be very difficult for any Bidder and hence request Bank to change this clause as -</p> <p>Bank will terminate the contract only for non-performance after giving a rectifying period of 90 days. Banks to send written communication to SP of non-performance and then the 90 days rectifying period starts.</p> <p>Following Clause for Termination for convenience:</p> <p>Consequences of Termination by convenience.</p> <p>TAKEOVER OF SECURITY SYSTEMS AND RELATED ASSETS</p> <p>(a) Upon termination of this Agreement by Bank,</p> <p>i. Bank shall make the payment to Service Provider of all the outstanding dues payable, if any,</p>	Clause stands as per RFP.

		<p>or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. The Selected bidder shall have right to terminate only in the event of winding up of the Bank.</p> <p>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 selected 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.</p> <p>Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.</p> <p><b>27. Termination for Insolvency:</b> The Bank may at any time</p>	<p>in connection with the services performed through the date of termination; and</p> <p>ii. In case of premature termination by Bank due to regulatory or any other reason other than due to non-performance by Service Provider, Bank will take over and buy, the E-Surveillance Systems and Related Assets, of the Service Provider, computed at WDV, and make the payment thereof to the Service Provider.</p>	
--	--	--	--	--

		<p>terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.</p> <p><b>28. Termination of Convenience:</b> The Bank reserves its right to terminate the contract at its own convenience by giving 60 days prior notice in writing to the service provider without assigning any reasons for such termination and without any cost or compensation therefor.</p>		
60		New Clause supporting Financial arrangements by Bidder for this project	<p>Request Banks Support in getting necessary approvals and supporting documents Hence request to add the following clause in SLA</p> <p><b>Ownership of E-Surveillance Systems and Financial arrangement</b></p> <p>(a) Service Provider may purchase and install E-Surveillance Systems and Related Assets through Financing Arrangements or other means required in order to deliver the Services contemplated under this Agreement. Nothing in this Agreement shall be deemed to</p>	Clause stands as per RFP.

				<p>provide Uco Bank with any proprietary and beneficial interest in the E-Surveillance Systems and the Related Assets installed and deployed by Service Provider save and except on termination when the liability to make the payment as stated therein would have to be made by Uco Bank. Uco Bank acknowledges that Service Provider has and shall always have proprietary and beneficial interest in the E-Surveillance Systems and the Related Assets present, deployed and installed and all computer programs used in the E-Surveillance Systems (the "Systems Software"). Uco Bank will not assert or suggest that it has, or permit any other party to assert or suggest that it has any ownership rights whatsoever with respect to the Intrusion Alarm Systems, Related Assets or the Systems Software, nor shall Uco Bank take any action towards third parties which would imply that it is the owner of the E-Surveillance Systems, Related Assets or the Systems Software. Uco Bank shall not attempt to sell, dispose off, encumber or part with possession of the E-Surveillance Systems, Related Assets and System Software in any way. Uco Bank acknowledges that the ownership rights of Service</p>	
--	--	--	--	--	--

				<p>Provider and/or the parties that finance the procurement of the E-Surveillance Systems and Related Assets shall not be in any way reduced or impaired in any manner and Uco Bank will not prevent Service Provider or its funders from asserting any rights on the E-Surveillance Systems and Related Assets. For any Financing Arrangements that Service Provider has made or entered into for the E-Surveillance Systems and Related Assets under this Agreement, Uco Bank and Service Provider agrees to execute such documentation as may be required by the financing company. Uco Bank agrees, to enter into a tripartite escrow agreement with the Service Provider &amp; financing company for remitting contractual payments with regard to this agreement into the designated escrow account or issue a letter on its letter head confirming that all contractual payments with regard to this agreement would be remitted into the designated escrow account and no other account unless jointly requested in writing by financing company &amp; service provider, either of the options as required by the financing company.</p>	
61	23	10. Penalty	In case E-surveillance system for ATMs is non-functional for more than 30 min to 04 hrs on any day,	Request Bank to exclude the Hardware, Power outage, Network Outage, External	Clause stands as per RFP.

			<p>then no payment shall be made for that day and this amount shall be deducted on pro-rata basis from the final payment of that month.</p> <p>c) In addition to the above, if the system remains non-functional beyond 04 hrs, as monitored by the bidders centralized monitoring or from lodgement of complaint by the bank, the penalty will be deducted as per the following slab</p> <p>I. 10% of monthly rentals of failure for 08 Hrs. provided that total penalty in a month should not exceed total monthly rental payable.</p> <p>II. 25% of monthly rentals of failure beyond 08 Hrs. up to 16 Hrs.</p> <p>III. 50% of monthly rentals of failure beyond 16 Hrs upto 24 Hrs.</p> <p>IV. 100% of monthly rentals of failure beyond 24 Hrs.</p>	Dependencies for Bidder out of penalty calculation under this clause	
62	24	11. Liquidity damage	Notwithstanding the UCO Bank's right to cancel the order, liquidated damages for late delivery at 1% (One Percent) of the cost of services and product per week will be charged for every weeks delay in the installation of the Solution beyond the stipulated period subject to maximum of 10% of the value of	We are committed to deliver the scope of contract as per schedule agreed but in case of any delay due to any unforeseen reason the said Penalty of 1% (One Percent) of the cost of services and product per week is on the higher side, <b>Request Bank to limit it to 5% of total monthly payment for that particular site for</b>	Clause stands as per RFP.

			<p>total pay-out for the first year. Liquidated damages for late commissioning at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the order value.</p> <p>Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be. UCO BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by UCO BANK to the bidder. Liquidated damages will be calculated on per week basis.</p>	<b>the term of the contract.</b>	
63	7	2. Overview	<p>Overview</p> <p>Also, the proposed solution should have added values like Video House-keeping Monitoring and PIR 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.</p>	<p>To have these reports (<b>House Keeping Report, Attendance Report of beat supervisor and CRA attendance report</b>) the additional requirement of attendance switch is to be added in BOQ</p> <p>Looking at the authenticity of this with previous experience by other PSU Banks, request Bank not include this in scope of this RFP</p>	<p><b>The modified clause may be read as:</b></p> <p><b>Overview</b></p> <p>"Also, the proposed solution should have added values like Video House-keeping Monitoring/video patrolling and PIR Based Monitoring from a central location."</p>
64	8	Eligibility Criteria	<p>2. The Bidder should have a minimum annual turnover of Rs 50 crore per year during last three financial years i.e 2013-14, 2014-15 and 2015-16.</p>	<p>Request Bank to revise this clause to:</p> <p><b>The Bidder should have a minimum annual turnover of Rs 50 crore per year during last one financial year i.e 2015-16.</b></p>	<p><b>The modified clause may be read as:</b> "The Bidder should have a minimum cumulative turnover of Rs 75 crores during last three financial years i.e 2013-14, 2014-15 and 2015-16 from E-surveillance Business and</p>

					copy of the certificate to be submitted to the bank."
65	8	Eligibility Criteria	The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 3 Nationalized Banks/Private Sector banks/ NBFCs or similar financial institutions.	Request Bank to amend this clause with previous experience of other PSU Banks as,  <b>"Bidder Should not have been black listed or there should not be any legal dispute with any Bank /PSU presently or have been disqualified due to non-completion of the installation in any PSU Bank post which the bank has either terminated their contract or has assigned their sites to other vendor."</b>  Bank will verify for other PSU Banks.	Clause stands as per RFP
66	25	14. Service level Agreement	The selected bidder will be required to sign the Service Level Agreement with the Bank within 15 days of the acceptance of the Purchase Order.	Request Bank to amend this clause as  The bidder would be required to enter into a Service Level Agreement with the Bank containing all the terms and conditions of RFP and other <b>mutually agreed</b> terms within <b>45 days</b> from the date of Purchase order.	<b>The Modified Clause is to be read as:</b> The selected bidder will be required to sign the Service Level Agreement with the Bank within 4 weeks of the acceptance of the Purchase Order.
67	34	34. 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	Looking at the financial exposure of the Bidder this is huge, As most of the assets at ATM locations are insured the remaining unsecured liability is very limited. The other PSU banks has also limited the liability under such RFPs to 10% of Contract Value, Kind request to bank to limit the	Clause stands as per RFP.



			<p>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.</p> <p>c. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p>	<p>same at 10% of Contract Value</p> <p>Also request the bank to include points a, b and c and then limit the liability to 10% of contract value</p>	
68	17	Part III – Bid opening and Evaluation criteria	<p>Technical Evaluation</p> <p>a) The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation as mentioned in Annexures – II &amp; VI, the bidders will be shortlisted, based on bidder's responses. In the second stage, the commercial bids would be evaluated.</p> <p>b) The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation of the bidders.</p>	<p>Request Bank to further add to existing para as</p> <p><b>"Bank will also ascertain the performance of the vendor for installations from other Banks and if not found satisfactory, will disqualify the vendor at this stage."</b></p>	Agreed.
69	6	Bid Control Sheet	Earnest Money Deposit Rs.25,00,000/- (Twenty Five Lacs only)	<p>Since for the project, we are working on an OPEX model, which requires huge capital investment, request the bank to moderate the EMD amount to Rs. 5 lakhs instead of the current Rs. 25 lakhs.</p>	Earnest Money Deposit (EMD) value has been changed from Rs. 25,00,000/- (Rupees Twenty Five Lakhs) to Rs. 15,00,000/ (Rupees Fifteen Lakhs).

70	18	Part IV	4.2 The offer is for supply, installation and maintenance of E- surveillance Systems at banks ATM sites & branches on monthly rental basis for 1500 ATMs and 1000 branches approx. in the first phase.	Request bank to clarify if all the 1500 ATMs are off site ATMs	<b>The modified clause may be read as:</b> "The offer is for supply, installation and maintenance of E- surveillance Systems at banks ATM sites & branches on monthly rental basis for 500 ATMs and 1000 branches approx. in the first phase." <b>Note:</b> 1000 is the figure counted for onsite ATMs and 500 for offsite ATMs.
71	19	Part IV – Scope of Work	E-Surveillance Monitoring Services d. Storing of video centrally for 90 days and locally for 30 days	Since central storage requires huge bandwidth and broadband dependency, normally from our experience of other PSU and private banks, we don't store any data centrally. Request bank to kindly reconsider this clause	Clause stands as per RFP.
72	23	9. Uptime	The bidder shall guarantee an uptime of 99.95% for the hardware equipments which shall be calculated on quarterly basis. 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.	Request bank to amend uptime requirement to 96% as we are continuously dependent on ISPs providing service to bank.  Request bank to also factor in force majeure situations in calculation of total uptime and subtract the same for calculation of penalty.  Request bank to remove the following clause <b>If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP.</b>	Clause stands as per RFP.

73	39	Annexure-B Technical Specification for e-Surveillance Systems	20. 800 GB SATA Hard Disk for DVR	As 800 GB Hard disk is not available in the market, request bank to either change this requirement to 500 GB or 1 TB	<b>The Modified Clause is to be read as:</b> "1 TB SATA Hard disk for DVR or higher supportive versions of DVR."
74	39	Annexure-B Technical Specification for e-Surveillance Systems	26. Scheduled locking of the main entry door to ATM lobby (For ATMs that are closed in the night)	Request bank to clarify whether this functionality needs to be carried out manually or through deployment of an auto shutter	It is to be co-ordinated with the branch for the ATMs which are closed during night time by the manual-shutter.
75	46	Annexure – F	Functional Specifications of CMS 10. CMS should be able to pull up to 10,000 past events from any site	Request bank to clarify this point	<b>Functional Specifications of CMS</b> 10. CMS should be able to store last 60 days events of a site.
76	34	32. Applicable law and Jurisdiction of Court	The Contract with the Selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).	Request bank to consider jurisdiction of Courts of Mumbai or any other courts of competent jurisdiction	Clause stands as per RFP.
77	22	8. Paying Authority	I. The payments as per the Payment Schedule covered hereinabove shall be paid by Central Security Department, Head Office. However, Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. Following Documents are to be submitted for Payment: Invoice in Triplicate • Installation Report, counter signed by an authorized official	The installation report, live running and service report shall certainly be submitted to the bank at the point of raising the first bill as a one-time exercise.  Request bank to consider the above recommendation  Also request the bank to provide only those sites which are ready.	Clause stands as per RFP.

			<p>from the delivery site</p> <ul style="list-style-type: none"> <li>• Site not ready (SNR) Certificate from concerned branch / regional office (in case site is not ready).</li> </ul>		
78	26	17. Order cancellation	<p>Order Cancellation</p> <p>UCO BANK reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract</p>	<p>Request bank to consider only those factors that are directly attributable to Securens for the cancellation of the order.</p> <p>Also request the bank not to consider force majeure, and factors out of the control of Securens for this clause</p>	Clause stands as per RFP.
79			<p>Additional Clauses</p>	<p>Request the bank to incorporate the below clauses upon award of contract</p> <ol style="list-style-type: none"> <li>1. Indemnity by the Client.</li> <li>2. WDV Clause should be mentioned</li> <li>3. Clarity about in case of the closure or re-locations of any sites.</li> </ol> <p>And any other clause we which would want to re-visit upon the award of the Contract.</p>	Clause stands as per RFP.
80	18	Part-IV Scope of Work	<p>4.1 The Bank is looking for a bidder to install the latest 5th Generation Alarm Panels, including 2-Way Audio, Video verification and Prevent Crime Proactively before it happens in ATMs and branches. Also, the proposed solution should have added values like Video House-keeping monitoring and PIR</p>	<p>Query: - It is requested to bank kindly clarify the Type approximate number and location of sight which might be added in said project of e-Surveillance in future by Bank. Kindly also clarify the impact on cost. Does bank will bear the cost for new added Sites?</p>	<p>The list of sites with proper details will be provided to the bidder by the Bank at the time of issuance of the purchase order.</p>

			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.		
81	18	Part-IV Scope of Work	4.2 The offer is for supply, installation and maintenance of E- surveillance Systems at banks ATM sites & branches on monthly rental basis for 1500 ATMs and 1000 branches approx. in the first phase.	Query: - it is requested to bank kindly clarify the location of Branches & ATMs So vendor can able to estimate the accurate rate regarding e-Surveillance solution.	<b>The modified clause may be read as:</b> "The offer is for supply, installation and maintenance of E- surveillance Systems at banks ATM sites & branches on monthly rental basis for 500 ATMs and 1000 branches approx. in the first phase." Note: 1000 is the figure counted for onsite ATMs and 500 for offsite ATMs.
82	18	Part-IV Scope of Work	4.3 The branches to be covered through E-surveillance will be only those branches having an On-Site ATM, so that the control panel of the ATM is utilized with addition of certain sensors, CCTV cameras, panic switch etc.	Query:- It is requested to bank , kindly clearly the additional CCTV cameras and Panic switch. Does it mean to vendor need to install new additional Sensors, CCTV Camera and switch and integrate it with e-surveillance in case of Branch? Or need to integrate the old systems already installed at Branch and ATMs. Then kindly clearly the Make & Model of installed system.	In addition to the specified sensors & cameras at the ATM site, following Items to be installed in a branch: 1. CCTV camera-01 (covering the strong room/cash safe room) 2. Panic switch-02 (Manager's cabin, cash cabin) 3. PIR sensor-01 (Strong room) Magnetic sensor-01 (strong room). Vendor need to install these additional sensors. Please

					refer to revised BOM and Quote accordingly.
83	42	Annexure – E	5. The Bidder should have successfully implemented E-Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 3 Nationalized Banks/Private Sector banks/ NBFCs or similar financial institutions.	Centrally Monitored Electronic surveillance system for ATMs is an emerging and new technology and we have executed similar projects in last 3 year for reputed both Private and PSU, Hence We request Bank to amend this clause as follows- The Bidder should have successfully implemented E- Surveillance Systems in the ATM/ Currency Chest/Cash Vault/Bank Branches of at least 2 Nationalized Banks/Private Sector banks/ NBFCs or similar financial institutions.	Clause stands as per RFP.
84	19	Part IV – Scope of Work	E-surveillance Monitoring Services d) Storing of video centrally for 90 days and locally for 30 days	Kindly clarify the clause “Storing of video centrally for 90 days and locally for 30 days”	<b>The Modified Clause is to be read as:</b> E-surveillance Monitoring Services d) Storing of video centrally for 90 days and locally for 60 days.
85	44	Annexure – E	Envisaged BOM 26. Scheduled locking of the main entry door to ATM lobby (for ATMs that are closed in the night)	Does it mean “Auto Shutter contact Unit Capable to be controlled by CMS and site as well”? Kindly clarify.	No Auto Shutter for locking.
86	7	3. Eligibility Criteria	2. The Bidder should have a minimum annual turnover of Rs 50 crore per year during last three financial year's i.e 2013-14, 2014-15 and 2015-16.	Zicom SaaS Pvt. Ltd was incorporated only in the year 2012 to promote Security systems on an OPEX model. E-surveillance business has evolved only in the last 3 Financial Years and so request your Bank to reduce the qualifying criteria of Minimum Annual turnover during last three	The modified clause may be read as: “The Bidder should have a minimum cumulative turnover of Rs 75 crores during last three financial years i.e 2013-14, 2014-15 and 2015-16 from E-surveillance Business and

				financial years i.e 2013-14, 2014-15 & 2015-16 to Rs. 12 Crores per year. However our parent Company, Zicom Electronics Security Systems Ltd, which is a listed Company, meets the specified turnover for eligibility and its turnover in FY 2015-16 was Rs.422 Crores.	copy of the certificate to be submitted to the bank."
87	18	Part IV Scope of Work	4.6 Mobile App will be developed by the selected bidder and same will be provided to selected users of the bank through which e-surveillance could be effectively monitored.	What are the functions/activities that need to be monitored, through this mobile app?	Mobile App with Add-on features is required for monitoring of the ATMs.
88	19	Part IV Scope of Work	E-surveillance Monitoring Services d. Storing of video centrally for 90 days and locally for 30 days.	Storing of video centrally will require huge bandwidth and data storage as well. This can increase the cost. We suggest storing the images for 90 days or can keep the recording of critical alarm events.	<b>The Modified Clause is to be read as:</b> E-surveillance Monitoring Services d. Storing of events/incidents centrally for 90 days and videos locally for 60 days.
89	44	Annexure – F CMS Center Features	The Bank expects the Bidders to provide 24*7*365 ATM Site Monitoring.	24*7*365 ATM site monitoring, will be alert based monitoring.	<b>Yes</b> as per clause of the RFP.
90	18	Part IV- Scope of Work	4.3 The branches to be covered through E-surveillance will be only those branches having an On-Site ATM, so that the control panel of the ATM is utilized with addition of certain sensors, CCTV cameras, panic switch etc.	Is the branch already having control panel with few sensors or DVR and Cameras? If not, then how many sensors and at what location sensors need to be installed in Branch? What will be the location of the cameras, which needs to be covered in branch?	Please refer to revised BOM and Quote accordingly.
91	39	Annexure – B	26. Scheduled locking of the main entry door to ATM lobby (For ATMs that are closed in the night)	What will be the schedule of locking?	It is to be through the deployment of an auto-shutter.

92	44	Annexure – F	Envisaged BOM 26. 2 Nos. Cameras resistant to masking attempts & 1 Hidden camera	What will be location of hidden camera?	Hidden camera is a pinhole camera installed inside the ATM room. Rest two IR cameras (01 inside ATM room & 01 outside ATM room).
93	44	Annexure – F	Envisaged BOM 10. Alarm panel tamper & Alarm panel Enclosure Tamper	Our alarm panel and DVR is enclosed with metal body. So, we suggest using tamper for metal enclosure only.	Agreed
94	45	Annexure – F	<b>Functional Specification of CMS</b> 1. Intimation by SMS, e-Mail and Call Send rule based SMS & Emails based on priority defined for Contact list (Contact list to be defined at the time of signing the SLA) (If ticket is still open in that time) through system without any manual intervention. Call may be made depending on the priority decided after video verification. <ul style="list-style-type: none"> <li>• Zero minute to Priority 1 list</li> <li>• After 5 Minutes to Priority 2 List</li> <li>• After 10 Minutes to Priority 3 List</li> <li>• After 15 Minutes to Priority 4 List</li> </ul>	SMS are sent immediately to all and are not time bound. Kindly elaborate.	Clause stands as per RFP.
95	45	Annexure – F	<b>Functional Specification of CMS</b> 2. Periodic MIS Reports as per Annexure – VI	MIS reports can be delivered on checking	Clause stands as per RFP.
96	45	Annexure – F	<b>Functional Specification of CMS</b> 3. Join Incident - The CMS should have the capability to join a live incident that another operator has created and is involved in. By joining the incident, all footage and action are tagged on to the same incident.	Possible with separate implementation for the bank. Kindly Elaborate	Agreed
97	45	Annexure – F	<b>Functional Specification of CMS</b> 4. Previous Preview Functionality - The Central monitoring station must have a previous preview	Possible to check the DVR recorded videos remotely.	Agreed



			functionality attached to the ticket where they can view previous videos of the site of last 10 minutes. This is required to get videos even if the burglar has blocked the camera before perpetrating the crime.		
98	45	Annexure – F	<b>Functional Specification of CMS</b> 11. Centralized Video Pulling - Central Monitoring Station must have the ability to centrally pull videos of previous 15 days. The HDD should be able to be duplicated and a copy given to the bank in a common format as and when called for at no extra cost to the bank.	Cost factor should be considered for this	Clause stands as per RFP.

Corrigendum

Annexure - G

Revised Commercial Bid Template (Amount in Rs.)

Sl No.	Particulars	Multiplying Factor (A)	Per Month Rent (Rs.) (B)	Tax Type and % age	Tax Amount (c )	Total Cost (D = A*B+C)
1	Per month rental charges for E-Surveillance System for ATM sites including monitoring system. (Rent should be inclusive of all taxes, however service tax will be paid extra).	500				
2	Per month rental charges for E-Surveillance System for Branches including monitoring system. (Rent should be inclusive of all taxes, however service tax will be paid extra).	1000				
3	<b>Total Cost of Ownership(TCO)</b>					
4	<b>Optional Charges :</b>					
	a. Relocation Charge					
	b. Closure Charge					
	c. Engineer Visit Charge					
5	<b>Total Optional Charges: (5=4.a+4.b+4.c)</b>					
6	<b>Grand Total(6=1+2+3+5)</b>					

### TOTAL COST OF OWNERSHIP (TCO)

Particulars	Amount ( In Rs)	Amount ( In Words)
Total Cost of Ownership		

Place:

Date:

Authorised Signatory

Name:

Stamp:

**Note:**

- 1.L1 Bidder will be determined based upon lowest TCO quoted by the bidder.
- 2.In case of discrepancy between figures and words, the amount in words shall prevail.
- 3.Tax to be paid as per actual.
- 4.Bidder should strictly quote in the format as mentioned above.
- 5.No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
- 6.Quantity mentioned above is indicative. It may vary as per requirement of Bank.

### **Revised RFP Clause**

### **Part –III: BID OPENING AND EVALUATION CRITERIA**

#### **COMMERCIAL EVALUATION/REVERSE AUCTION**

Commercial Bids of bidders, who will be qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

Bank will finalize the L-1 vendor based on the TCO quoted by the bidder in Annexure – G.

The Bidders who's Price Bid (indicative) have not been rejected / disqualified by the Bank will be asked to participate in the reverse Auction, which will be conducted for determining the L1 vendor separately for each item. The business rules, term and conditions of the

Reverse Auction process will be provided to such short listed bidders in due course. Bidders have to comply with the procedure prescribed by the vendor appointed by the Bank for reverse auction. The technically qualified bidders will also be advised about the date of the reverse auction and date of training for this purpose.

## **Annexure-B**

### **Technical Specification for e-Surveillance Systems**

- For Analogue IR Camera (Lobby & Back Room) – should support the features of analogue IR Camera along with the advance technology of latest version features in future.

### **Extension of Bid Submission date**

The last date for submission of bid documents for the RFP for **Request for Proposal (RFP) For Supply, Installation and Maintenance of E-Surveillance System at ATM Sites & Branches on Rental Basis** which was scheduled on **24.01.2017**, is hereby extended up to **07.02.2017 upto 3:00 P.M.** Technical bids will be opened on **07.02.2017 at 3:30 P.M.** All other terms and conditions of the above RFP & subsequent pre-bid responses / addendum / corrigendum will remain unchanged.