

CLARIFICATIONS						
S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
1	I - SCHEDULE SUMMARY - Contract Period	3	5	The duration of Contract will be deemed to have commenced from 90th day from Date of Purchase Order placed by the Bank.	Requesting bank to amend from 90th day to 180th day	Please adhere to the Terms of RFP
2	I - SCHEDULE SUMMARY - Summary/PBG/Performance Security	3	8	10% of Total Order Value.	3% of the contract Value valid for one year and renewable every year should be considered for PBG. The limit of PBG of 3 % is as per guidelines of Ministry of Finance, Department of Expenditure Procurement Policy Division (No. F.9/4/2020- PPD) dated 30th December 2021 which are applicable to all tenders/ contracts.	It is clarified that directions were applicable upto 31.03.2023 only. If any further extension post 31.03.2023 is issued by GoI, the same will be incorporated, as applicable.
3	I - SCHEDULE SUMMARY - Bid Submission	3	10	Last Date and Time for Submission of Bids	Kindly extend the due of submission for 1-2 weeks	Please refer Amendment Corrigendum
4	I - SCHEDULE SUMMARY - Pre-bid Meeting	3	13	28.04.2023 / Friday / 11:00 AM / Indian Bank, Corporate Office Security Department	Along with the Physical Meeting, we request Bank to provide the Virtual Meeting Link for our technical team to attend the Pre-Bid meeting online from outside of Chennai.	Please adhere to the Terms of RFP

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5	III - SERVICE LEVEL AGREEMENT - Delivery, Installation and Commissioning	12	1	1.3 Delivery of complete systems with all accessories and installation are to be completed within 3 months from the date of issue of delivery instructions by the Bank/ Zonal Office. In case of delay in delivery/ installation in the stipulated period, penalty shall be levied at the rate of Rs. 100/- per delayed day per ATM site and the cumulative amount shall be deducted from the payment of the first month, subject to a maximum amount equal to one month charge.	<p>We request Bank to consider initial lead time of 6-8 weeks from date of Site Orders to start the field roll-out for up to 20% of the sites allotted to respective Vendors; and thereafter, 4-6 weeks for subsequent lots of site orders.</p> <p>The Bank shall inform the bidder of any change in the locations or sites of the ATM on a prior basis in order for the bidder to arrange for such work to avoid any delay. The Bank should not levy penalty in the event the delay is due to the Bank or any such events out of control of the Bidder. We request Bank to modify this clause accordingly.</p>	Please adhere to the Terms of RFP
6	III - SERVICE LEVEL AGREEMENT - Delivery, Installation and Commissioning	12	1.3	Delivery of complete systems with all accessories and installation are to be completed within 3 months from the date of issue of delivery instructions by the Bank/ Zonal Office.	How many sites to be completed within 3 months?	It is clarified that all allotted sites to the Service Provider as per Bank's Purchase Order.Refer clause in RFP on splitting of Bids
7	III . SERVICE LEVEL AGREEMENT - Integration Testing & User Acceptance Testing	12	2.1	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same without any additional cost to the Bank duly complying the Bank's IT guidelines.	Please elaborate on the integration part. Development efforts may be involved.	Please refer Amendment Corrigendum

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8	III . SERVICE LEVEL AGREEMENT - Integration Testing & User Acceptance Testing	12	2.1	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same without any additional cost to the Bank duly complying the Bank's IT guidelines.	We request Bank to clarify which Bank's systems the e-Surveillance solution is expected to integrate with. It's essential that integration with any Bank's systems/servers shall be arrived at only in line with the mutually agreed Business Requirements Document (BRD) or Statement of Work (SoW) towards the same. In the event that the Bank doesn't provide complete clarity on this essential information via its Corrigendum or Response to Pre-Bid Queries, the timelines and commercials towards procurement of necessary Servers infrastructure & one-time integration effort shall be on mutual agreed Terms & Conditions, including commercials.	Please refer Amendment Corrigendum

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9	III . SERVICE LEVEL AGREEMENT - Integration Testing & User Acceptance Testing	12	2.3	The Bank will carry out the acceptance tests as per Scope of Work (Annexure-9) supplied and implemented by the successful bidder as part of the Project. The successful bidder shall assist the Bank in all acceptance tests to be carried out the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the bidder would need to provide insurance of those items till successful acceptance. The Bank at its discretion, may modify, add or amend the acceptance tests which then will have to be included by the Bidder. The successful bidder shall arrange for the respective tests at the relevant sites in the presence of the officials by the Bank. The successful bidder shall ensure that the tests will involve trouble free operation of the complete e-Surveillance System apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance tests	We request Bank to clarify the below:We request Bank to provide for Deemed Acceptance, if implementation is delayed beyond a week after delivery of the kits/materials for reasons not attributable to Vendor; i.e. Vendor would be allowed to bill the Bank form expiry of such week long waiting period.UAT / Acceptance must be as per SoW Annexure 9 only; and Bank should not be permitted to alter the same at its sole discretion arbitrarily. Any changes in the UAT / Acceptance Testing must be as mutually agreed with the Vendor.	Please adhere to the Terms of RFP

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10	III . SERVICE LEVEL AGREEMENT - Acceptance of Solution	13	3.2	The commissioning of the solution will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP / GeM bid	We request Bank to provide for Deemed Acceptance, if implementation is delayed beyond a week after delivery of the kits/materials for reasons not attributable to Vendor; i.e. Vendor would be allowed to bill the Bank from expiry of such week long waiting period.	Please adhere to the Terms of RFP
11	III . SERVICE LEVEL AGREEMENT - Onsite and Offsite Resources:	13	4.1	The bidder has to provide technically qualified Onsite and Offsite resources that are well versed in the proposed solution for the entire contract period at their own cost.	As the Bank expects the Bidder to offer solution as a service from Bidder's own DC-DR setup, we request Bank to clarify the need for any Onsite Resource/s (within Bank's HQ office) for whole contract period, except for the Offsite field resources for routine maintenance support. If Bank still insists, we request Bank to specify the nos of resources to be deployed at Bank's Onsite location so all Bidders are on equal footing.	It is clarified that Onsite resource requirement is envisaged upto project LIVE and not 24x7x365 requirement. Being purely administrative in nature, the same cannot be catered for in commercials.
12	III . SERVICE LEVEL AGREEMENT - Onsite and Offsite Resources:	13	4.2	The selected bidder should provide a dedicated Project Manager with whom bank will be able to coordinate until project live.	AT Head office/Zonal office ?	It is clarified that it is required at Corporate Office - Additionally, Asst Project Managers (SPOC) should be there for each FGM Block for coordination with Zones.

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13	III . SERVICE LEVEL AGREEMENT - Onsite and Offsite Resources:	13	4.3	Bank reserves the right to claim change in resource based on the performance of the resources	Since there is no separate line item pricing for such resource in the Commercial Bid, costs for such resources needs to be built in the per month per site price to be quoted by the Bidder. We, therefore, request Bank to confirm requirement of resources so Bidder can include the same in costing and/or Bank may also add a separate line item in the Commercial Bid format towards Resource requirement.	Please refer Amendment Corrigendum
14	III. SERVICE LEVEL AGREEMENT - UPTIME	14	5.1	The bidder shall guarantee a 24x7x365 availability of the solution with monthly minimum uptime of 99.99 %.	Minimum uptime should be 98%. Since, telecom solution which would be used will be 4G sim card based solution and no service provider provides any assurances on uptime currently.	Please refer Amendment Corrigendum

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15	III. SERVICE LEVEL AGREEMENT - UPTIME	14	5.5	Level 1 – Severity(Critical) - Within 2 hours of call reported Level 2 – Severity(Medium) - Within 3 hours of call reported Level 3 – Severity(Low) - Within 4 hours of call reported	Response and Resolution time to be revaluated since it is quite aggressive and not practical in most scenarios.Suggested Changes:Level 1 – Severity(Critical) - Within 24 hours of call reported Level 2 – Severity(Medium) - Within 48 hours of call reported Level 3 – Severity(Low) - Within 72 hours of call reported Our Field Engineers will visit the site within the laid down TAT in all cases. However, often in the case of Severity 1 cases (major disruptions), there is a likely hood of damage to our panel, equipment and sensors. In such cases there may arise a need to replace/repair major components which may involve shipping from our assembly line and may cause delays. Every endeavour will be made to ensure the lowest possible downtime of the system WE suggest to have practical resolution time i.e. 24 hrs., 48hrs. & 72 hrs. depending on severity & location.	Please refer Amendment Corrigendum

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16	<p>III. SERVICE LEVEL AGREEMENT - Penalties/Liquidated damages for not maintaining uptime:</p>	14	5.6.1	<p>Penalty for not maintaining Uptime5.6.1 The solution should have a minimum uptime of 99.99% on a monthly basis Penalty will be charged as per the table below, if the required uptime is not maintained on a monthly basis.</p>	<p>We Request Bank to clarify how 99.9% is to be computed? Surveillance System in ATM lobbies comprises of several components. Failure of which comment/s would be considered as Site downtime; please clarify. We feel that system uptime is meaningless for systems such as e-Surveillance solution. The efficacy of the system should be assessed on basis of success rate of providing footage on demand; say, Bidder-Vendor must ensure requested footage is retrieved and provided to the Bank in 98% of the requests per month with a 48 Hrs from the request.Alternatively, we request Bank to consider penalties at these rates:System is completely non-functional for more than 30 minutes and upto 4 hours in a day: 5% of monthly rental for that location for each instance of failure. System is non-functional for more than 4 hours and upto 24 hours in a day: 15% of monthly rental for that location for each instance of failure. System is non-functional for beyond 24 hours and upto 48 hours: 20% of monthly rental for that location for each instance of failure. System is non-functional for beyond 48 hours: 30% of monthly rental for that location for each instance of failure.</p>	<p>Please refer Amendment Corrigendum</p>



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17	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 1	Non-compliance to regulator guidelines - Rs.5000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date. We request Bank to list down future compliance requirements which it envisages as would be most definitely be enforced by regulatory bodies so bidder can confirm feasibility and incorporate costs in his pricing. Else, we believe that Bank should insist upon Bidder's solution being compliant with regulatory guidelines as of date of submission of bid. Any changes or future additions need to be discussed between the Bank & the bidder/vendor and, if feasible, be implemented on mutually agreed Terms & Conditions, if feasible.	It is clarified that guidelines of the regulator would be with a definite timeline and since such requirements cannot be foreseen / presumed arbitrarily. Penalty would be enforced from the due date as per stipulated timelines and may not be applicable overnight. Please refer Amendment Corrigendum
18	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 2	Delay in the Procurement of functionalities required by the Bank - Rs.2000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date.	Please refer Amendment Corrigendum
19	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 3	Delay in addressing Security related observations - Rs.5000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date. Non-compliance to security related observations is too vague & is not exactly defined. In any case, we request that any such observations to be mutually discussed for feasibility, timelines and incremental cost/price implications before implementation. We request Bank to modify this clause accordingly.	It is clarified that any aspect of the E-surveillance solutions leading to compromise of Safety and security of the ATM / Customer due to non resolution within TAT will be accounted as service deficiency. Please refer Amendment Corrigendum

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20	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 4	Failure to deploy onsite support personnel with sound knowledge / Failure to deploy onsite support when the existing personnel is on long leave - Rs. 5000 per calendar day if proper replacement is not provided within 5 working days from the date reported by the Bank.	Penalty should be revised to Rs.500/- per calendar day. We request Bank to drop this, unless Bank clarifies need for Onsite Resource since it's seeking Solution as a Service to be delivered from bidder/vendor's premises.	Please refer Amendment Corrigendum
21	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 7	Loss to Bank for every unreported/undetected incident	Need clarification on Bank's insurance claim. In any case, the penalty shall be as per PROVEN actual loss, subject to a maximum of 30% of monthly fees payable to the Bidder/Vendor. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP.
22	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 8	a) Non-Supply of Video Footage b) Non retention of video footage Rs. 10,000/-per incident or actual loss to the Bank whichever is higher.	Penalty should be revised to Rs.500/- per incident or actual loss.	Please adhere to the Terms of RFP.
23	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 9	Non maintenance of Turn Around Time for CCTV footages.	Bank to define the quantum of video footage requirement and beyond that quantum, additional footage delivery to be charged at mutual agreed rate. In any case, the penalty shall be as per PROVEN actual loss, subject to a maximum of 30% of monthly fees payable to the Bidder/Vendor for the affected ATM site. We request Bank to modify this clause accordingly.	It is clarified that Dependent on per Zone requirement based on incident occurrence / untoward incident / disputed transactions. Varies from State to State based on the L & O Situation.

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24	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 10	Unable to handle the crowd/detection of person entering with mask or helmet	We request Bank to define the 'crowd/mask'. In any case, the penalty shall be as per PROVEN actual loss, subject to a maximum of 30% of monthly fees payable to the Bidder/Vendor for the affected ATM site. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP.
25	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 11	Failure of any equipment/sensor should be replaced/repaired within 24 hours.	This penalty should be confined to Level 1 Severity cases only and applied at 5%-10%-12%-15% rates. We request Bank to modify this clause accordingly.	Please refer amendment under Ser 15
26	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 12	Shifting/Reinstallation in case of dismantled/relocated ATM/Cash Recycler/eLobby sites to new location	Requesting Bank to lower this penalty to Rs.200/- per day and applicable if delay beyond 10 days (within City), 20 days (within State) & 25 days (across States), subject to a maximum of 1000/- for any instance. We request Bank to modify this clause accordingly.	Please refer Amendment Corrigendum
27	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 13	Loss occurring out of equipment installed by vendor OR due to negligence on part of e-Surveillance vendor or any of its associates	This penalty shall be as per PROVEN actual loss, subject to a maximum of 30% of monthly fees payable to the Bidder/Vendor for the affected site. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP.
28	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.3	Computation of all penalties at respective Zonal Offices. All penalties shall be recovered concurrently from the total bill payable to the vendor for the particular month, subject to the maximum of 50% of the bill payable.	We request bank to reduce this capping from 50% to 25%. Requesting Bank to modify this to: All penalties shall be recovered concurrently from the total bill payable to the vendor for the particular month, subject to the maximum of 30% of the bill payable for the such site attracting the penalty.	Please adhere to the Terms of RFP.



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29	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.4 & 5.6.5	However, the penalties/loss amount referred above at S. No. 6, 9, 11, 12; will be recovered fully to the extent of 100% from all the outstanding bills of the Service Provider and residual recovery amount, if any, will be recovered from the future bills and/ or by invoking the performance bank guarantee.	The right to set off dues would be an additional burden to the Bidder. Hence we suggest to waive off this clause. Requesting Bank to modify this to: However, the penalties/loss amount referred above at Sr. No. 6, 9, 11, 12; will be recovered up to 30% from monthly fees for such site/s attracting these penalties.	Please refer Amendment Corrigendum
30	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.5	Both the above Penalty and Liquidated Damages are independent of each other and applicable separately and concurrently.	Once the site is operational, are liquidated damages applicable? After the site is operational, wont only penalties, if any, be applicable? Please clarify.	Please adhere to the Terms of RFP.
31	III. SERVICE LEVEL AGREEMENT - Penalties/Liquidated Damages for non-performance:	16	5.7	Penalties/Liquidated Damages for non-performance:	We request Bank that bank should either levy penalty or liquidated damages. The reason for penalty/LD should be solely attributable to the Bidder and not otherwise. Further, Bidder should be entitled for a cure period before such penalties/LD. Further, in case Bank cancels the contract as per its convenience or wherein its cancelled due to the acts or omission of Bank, the Bank shall not be entitled for any compensation and instead be liable to pay unrecovered costs to the Bidder and within specified time as will be mentioned in the notice by the Bidder.	Please adhere to the Terms of RFP.

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32	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.1	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Will not be feasible to provide the warranty certificate to the bank since material orders are consumed for various different orders. This is an Opex model contract, where all AMCs and Warranty is in the scope of Service provider. Hence this clause should be excluded.	Please refer Amendment Corrigendum
					In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement. Further, the bank should not be allowed to withheld the whole payment.	Please adhere to the Terms of RFP.
					Payment timeline from bank side after invoice and related details submission not defined. Please clarify.	Please refer RFP. Para 7, Page 18 under Payment Terms.

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33	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.2	The solution provider has to submit installation report/ UAT Form report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Serial number on invoice is not feasible to mentioned. Serial number can be contained in Installation reports.	Please refer Amendment Corrigendum
34	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.3	Bank will not pay any amount in advance. The payments to the Service Provider will be made on monthly basis based on monthly invoice raised by the Bidder along with monthly downtime reports after deducting applicable penalty, if any. All invoices shall be submitted by the Service Providers to the respective Zonal Office and payments released from respective Zonal Offices only.	As per Annexure 27 of the RFP, there is more than 80 Zonal offices and 14 FGMOs of Indian Bank. There will be so complication for service provider to liaison with Zonal Offices PAN India. We would request bank to allow Service Provider to submit invoices in FGMOs and Point of Contact should be FGMOs only for payments as well.	Please adhere to the Terms of RFP

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35	III. SERVICE LEVEL AGREEMENT - Payment Terms	18	6.5	The Bank shall right to withhold any payment due to the Bidder, incase of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to default on the Bank. If the line items is mentioned in the commercial bid is not taken up by the Bank during the course of assignment, the Bank will not pay the amount quoted against such activity/line item.	Delay should be directly attributable to the Bidder and shall be exempted under Force Majeure situation. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
36	III. SERVICE LEVEL AGREEMENT - Security	18	10.1.6	Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.	Bidder shall be responsible to support the functionality as defined in the RFP as of bid submission date. Updates would be limited only to secure such functionality. Any enhancements or upgrades after bid submission shall be as per mutually agreed Ts-&Cs, incl. commercials, if feasible. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
37	III. SERVICE LEVEL AGREEMENT - Security	19	10.1.8	Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.	Request Bank to share such Security Policy/ies as relevant for the SoW under this RFP.	Please adhere to the Terms of RFP

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38	III. SERVICE LEVEL AGREEMENT - Security	19	10.1.9	The selected bidder will have to establish all the necessary procedures / infrastructure / technology / personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.	Bidder shall be responsible RBI Control measures as of bid submission date. Any future compliances after bid submission shall be on mutually agreed Ts-&-Cs, incl. commercials (if any), if feasible. We request Bank to modify this clause accordingly. Also, the Bidder is responsible for compliance which are required for provision of services under the Agreement.	Please adhere to the Terms of RFP
39	III. SERVICE LEVEL AGREEMENT - Subcontracting	19	12	Subcontracting: The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	The Successful Bidder shall be permitted to sub-contract any of its obligations under this RFP to its affiliates, subsidiaries and preferred vendors with a prior intimation to the Bank. We request Bank to modify this clause accordingly.	It is clarified that Non core activities may be subcontracted with the prior consent of the Bank, however core activities like surveillance and monitoring, sub contracting is not permissible.

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40	III. SERVICE LEVEL AGREEMENT - Defect Liability	19	13	In case the product/items/service provided by the selected bidder is found to be defective or do not achieve the targeted performance as specified herein or with bugs within the period of the contract, the selected Bidder shall forthwith replace such defective solution at no extra cost to the bank without prejudice to other remedies as may be available to the Bank as per GeM bid terms.	The Bidder shall only be liable for providing liability for defects/non-performance if the defect is solely attributable to the Bidder. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
41	IV-Bid Process - Clarification to RFP & Pre-bid Queries	20	1	No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.	Any binding terms and conditions, including the RFP and other terms and conditions of the Contract will be binding subject to the comments herein and upon mutually agreed terms, particularly legal terms like indemnity, LOL, LD, non-solicitation reps and warrants, etc., which can be entered on a mutually decided basis.	Please adhere to the Terms of RFP
42	IV-Bid Process - Pre-bid Meeting	20	2	Participation in Pre-bid Meeting	we are requesting you to kindly allow us to participate in the pre bid meeting without tender Fee (DD) we will pay/submit tender cost at the time submission of technical bid Last date request to extend the due date by 2 weeks max for sufficient preparation of documents."	Please adhere to the Terms of RFP

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43	IV-Bid Process - Bid Preparation and Submission	22	5.5	Prices quoted by the Bidder shall remain fixed for the period during the terms of contracts and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.	Bidder should be entitled to revise the rates in case of specific directions provided by a regulator or a government authority or on account of applicable law should compliance of the same lead to any changes required to be done in the manner in which the Services are performed and the same results in an additional cost for Bidder, the Bidder will perform the services as per the requirements stated in the agreement. Any cost of additional effort or work due to changes in applicable government laws and regulations would have to be borne by the Bank. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
45	V - SELECTION OF BIDDER	29	6.4	6.4. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.	Not Acceptable. To be deleted. The Bank should provide an opportunity to the Bidder to rectify the errors.	Please adhere to the Terms of RFP
46	V - SELECTION OF BIDDER	29	6.5	6.5. If there is discrepancy in the total arrived at in the Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.	If there is discrepancy in the bill, the Bank can calculate and intimate the same to the Bidder, for Bidder to verify the calculations and confirm, before the payment is processed by the Bank.	Please adhere to the Terms of RFP



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47	VI - OWNERSHIP & AWARDING OF CONTRACT	30	3.1	3. Right to Alter Quantities/Location: 3.1. Bank reserves the right to alter the quantities / locations for implementing the proposed services by adding/deleting/substituting the devices/locations, etc., from the specified in the RFP at the same rate arrived on the same terms and conditions of this RFP.	The Bank shall alter quantities/locations by informing the Bidder on a prior basis. Also, bank shall bear all non-cancellable costs which are made by bidder before such alteration. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
48	VI - OWNERSHIP & AWARDING OF CONTRACT - Execution of agreement	31	7.1	Within 21 days from the date of acceptance of the Purchase Order or within 30 days from the date of issue of Purchase Order whichever is earlier	The process of implementation after the issue of PO involves placing of orders for components on multiple manufacturers (whose production capacity is now severely hampered in view of the ongoing pandemic, shipping, receiving and testing of components, return and replacement of defective lots/quantities if any, assembly and detailed testing at our end, pre-installation configuration, shipping to respective locations from our assembly facility at Hyderabad Telangana, installation, post-installation configuration and testing and after that the site goes live.	It is clarified that the clause indicates signing of agreement and not implementation of E Surveillance solution. Please adhere to T & C of RFP.

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49	VI - OWNERSHIP & AWARDING OF CONTRACT - Security Deposit / Performance Bank Guarantee	31	8.1	The successful bidder should submit a Security Deposit/Performance Guarantee @ 10% of the total project cost as specified in the Bid Schedule within 15 days from the date of acceptance of the purchase order. Further relaxation if any provided by Government of India will be applicable for the tender.	We request bank to accept Single Performance Guarantee for All Zonal Offices Centrally at Central Office of Indian Bank. We request Bank to modify this clause as: The successful bidder should submit a Security Deposit/Performance Guarantee @3% of the total project cost as specified in the Bid Schedule within 21 days from the date of acceptance of the purchase order. Further relaxation if any provided by Government of India will be applicable for the tender	It is clarified that Single PBG to be submitted to Corporate Office
50	VI - OWNERSHIP & AWARDING OF CONTRACT - Security Deposit / Performance Bank Guarantee	31	8.2	If the successful bidder fails to submit the Security Deposit/Performance Bank Guarantee within the stipulated time, penalty at 0.5% for each completed week of delay or part thereof on the value of the order (exclusive of taxes) plus GST will be deducted from the delivery payment or from any other payments for delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value (Excl. of Taxes) plus GST.	We request Bank to modify this clause as If the successful bidder fails to submit the Security Deposit/Performance Bank Guarantee within the stipulated time, penalty at 0.1% for each completed week of delay or part thereof on the value of the order (exclusive of taxes) plus GST will be deducted from the delivery payment or from any other payments for delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 3% of the total order value (Excl. of Taxes) plus GST.	Please adhere to the Terms of RFP
51	VI - OWNERSHIP & AWARDING OF CONTRACT - Security Deposit / Performance Bank Guarantee	32	8.8	The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.	The Guarantee can be given with rights of protest or demur. Further, the guarantee can be invoked only upon a proven breach by the Bidder. Further, Bidder should be entitled for cure period of minimum 30 days. We request Bank to modify this clause accordingly.	It is clarified that a cure period of 15 days from the date of notification to the Service Provider will be provided prior to issue of notice of termination / invocation of Bank Guarantee



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
52	VI OWNERSHIP & AWARDING OF CONTRACT - Order Cancellation / Termination of Contract	32 - 33	10	Order Cancellation/Termination of Contract:	<p>i. We request Bank that In case of early termination, Bidder can only assist the Bank for another vendor. However, Bidder should not be held liable for any expenditure incurred by the Bank pertaining to the same. ii. Further, even the Bidder should be entitled to terminate the Agreement in case Bank defaults the payment terms as agreed.iii. In the event the order is cancelled by any reason, the Bidder shall be entitled to charge Bank, the foresee costs to be incurred by Bidder. We request Bank to modify this clause accordingly.</p>	Please adhere to the Terms of RFP
					<p>Bank should provide cure period of 30 days for Bidder to rectify the breach or default. If the Bidder fails to rectify the breach of default within the cure period, the Bank can terminate the Agreement by providing the notice period. Bank to modify the clause accordingly.</p>	It is clarified that a cure period of 15 days from the date of notification to the Service Provider will be provided prior to issue of notice of termination / invocation of Bank Guarantee on account of any or all of the below mentioned subclauses.
					<p>Termination of convenience should be within 120 days prior written notice to the Bidder.</p>	It is clarified that there is no clause for termination for convenience in the RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
53	VI OWNERSHIP & AWARDING OF CONTRACT - Order Cancellation / Termination of Contract	33	10.9	10.9. The Bidder is obligated to support the orderly transition and complete knowledge transfer to another vendor or to the Bank.	Time period for transition and knowledge transfer to be fixed as mutually agreed between the Parties. The Bank shall be liable to pay the fees till the period, the bidder provides Services including transition and knowledge sharing.	Please adhere to the Terms of RFP
54	VII - General Terms & Conditions - Confidentiality and Non - Disclosure	34	2	Confidentiality and Non-Disclosure 2.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-11.	Request Bank that draft of Non Disclosure Agreement to be decided mutually before execution of SLA. Also Bidder should be responsible for actual breach and not threatened breach. The Bidder shall use the Confidential Information and keep it confidential except to the extent that any Confidential Information :- (i) is now or subsequently becomes publicly available through no act, fault, breach or omission on the part of the Bidder; or (ii) disclosure by Bidder which is required by law or by order of any court or government or regulatory agency in India. However in such an event, the Bidder shall intimate the Disclosing party about the disclosure. The Bidder shall ensure, that any such disclosure will be limited to the extent of Confidential Information required to satisfy that disclosure obligation. The indemnity should be applicable for loss/damage suffered by Bank on account of and to the extent of any disclosure of the Confidential, due to breach solely on the part of Bidder, its employees or representatives. The clause to be modified accordingly	Please adhere to the Terms of RFP



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
55	VII - General Terms & Conditions - Roles & Responsibilities during Project Implementation	34	3.3	3.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.	The Bidder should be provided the option to repair or replace (both).	Please adhere to the Terms of RFP
56	VII - General Terms & Conditions - Responsibilities of the Selected Bidder	34	4.2	The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty period and the selected Bidder shall provide the same.	Not relevant to services covered under RFP. Request Bank to remove this clause.	It is clarified that it is required for periodical review of Service Providers as per guidelines in force. Please refer Amendment Corrigendum
57	VII - General Terms & Conditions - Indemnity	36	7	Indemnity	The Bidder should only be liable for direct damages losses which are suffered by the Bank and which are proven by the adjudicating authority and not otherwise. Further, indemnity provision shall survive till the termination or expiration of the Contract.	Please adhere to the Terms of RFP
58	VII - General Terms & Conditions - Indemnity	36	7.3	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project except the following third party claims third party claims for	We suggest to add the total contract value during execution. Also, there should not be any exclusions for limit on liability. Parties cant be liable for indirect losses. We request Bank to modify this clause accordingly.	Limitation of Liability : It is clarified that the Service providers aggregate liability shall be limited to the value of the contract. This limit shall not be applicable to 3rd party claims for IP infringement indemnity / Bodily injury including death.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
59	VII - General Terms & Conditions - Assignment	37	11.1	The successful bidder shall not assign to any one, in whole or in part, its obligations to perform under the GeM bid/contract, except with the Bank's prior written consent.	The successful Bidder shall be permitted to assign with written intimation to Bank. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
60	VII - General Terms & Conditions - Force Majeure	37	8	Force Majeure	The Force Majeure definition should also include, Pandemic and notifications issued by governmental or semi-governmental bodies from time to time. We request Bank to modify this clause accordingly.	Please refer Amendment Corrigendum
61	VII - General Terms & Conditions - Inspection of Records	37	9	Inspection of Records:Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this GeM bid and the vendor shall extend all cooperation in this regard.	An adequate prior notice must be given to Bidder for such audits. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
62	VII - General Terms & Conditions - Negligence	37	10	<p>Negligence: In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.</p>	<p>We suggest Bank to consider 90 days' notice to remedy the breach since it's solution as a service model & winding up or transfer may take time. We request Bank to modify this clause accordingly.</p>	<p>Please adhere to the Terms of RFP</p>

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
63	VII - General Terms & Conditions - Insurance	38	13	Insurance	We request the bank to amend the clause that the bidder ensure the insurance of equipment till Delivery of the machine on Site. Bidder shall under no condition/s be responsible for any losses incurred because of any acts of Terrorism, Warlike situation/s, Bomb explosion, Act of Foreign Enemy, hostilities, civil war, Rebellion, insurrection, Civil Commotion, Military or Usurped Power, Seizure, Capture, detainment by the order of any government or any other authority. Hence losses under such situations cannot be lodged. We request Bank to modify this clause accordingly.	It is clarified that The Hardware to be supplied will be insured by the bidder against all risks of loss or damages during the contract period. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.
64	VII - General Terms & Conditions - Social Media Policy	41	21	Social Media Policy	The Bidder does not have access to such policy; so it's unfair to expect bidder's confirmation to comply.	It is clarified that it is available on Public domain / Bank's website.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
65	VII - General Terms & Conditions - Hiring of Existing / Ex / Retired Employees of the Bank	41	22	22. Hiring of Existing/Ex/RetiredEmployees of the Bank:Bidder or any of its sub Bidder(s) shall not hire any of the existing/ex/retired employees of the bank during the contract period or after the closure/ termination of contract even if existing/ex/retired employee actively seek employment from the Bidder or any of its sub Bidder(s).The period / duration after the dateof resignation/retirement/ termination after which theexisting/ ex/ retired employee shall be eligible for taking up such employment shall begoverned by regulatory guidelines/HR policies of the Bank.	The restriction to hire the employees of the Bank is already provided in clause above and restriction to hire the ex/retired is not acceptable. Hence this clause has to be deleted.	Please adhere to the Terms of RFP
66	VII - General Terms & Conditions - Right to Audit	41	24	Right to audit	i. We request Bank to provide a reasonable notice of audit at least 60 days in advance. ii. We request Bank that the bidder should be responsible only to show the relevant data pertaining to the Agreement and not otherwise. Further, there should not be any conflict of interest with the Auditors. We request Bank to modify this clause accordingly.	Please adhere to T & C of RFP.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
67	VII - General Terms & Conditions - Legal Disputes and Jurisdiction of Court	43	26.2	All disputes and controversies between Bank and Selected Bidder shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.	Request Bank to have exclusive jurisdiction of the courts in Mumbai instead of Chennai.	Please adhere to the Terms of RFP
68	Anexure-5	53	2	1. Bid Eligibility Criteria	we have registration certificate as shop establishment certificate approx. 80 % zone as per tender remaining also we have GST registration certificate. Kindly allow to submit GST registration for remaining zones"	Please adhere to the Terms of RFP
69	Anexure-5	53	3	3 similar completed works costing not less than the amount equal to 40% of estimated cost. 2 similar completed works costing not less than the amount equal to 50% of the estimated cost. 1 similar completed work costing not less than the amount equal to 80% of the estimated cost.	Project Estimated cost – not mentioned Kindly mention	Please refer Amendment Corrigendum

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
70	Anexure-5	53	3	Work Experience during last 3 years ending 31.03.2022 in carrying out similar works and who fulfil following Qualification Criteria <ul style="list-style-type: none"> • 3 similar completed works costing not less than the amount equal to 40% of estimated cost. • 2 similar completed works costing not less than the amount equal to 50% of the estimated cost. • 1 similar completed work costing not less than the amount equal to 80% of the estimated cost 	Kindly clarify Whether to submit work experience certificate for all the criteria or any one of the three given criteria.	It is clarified that Work Experience certificate of the Criterion (any 1) which the MSP / Bidder has completed to be furnished.
71	Anexure-5	53	3	Work Experience during last 3 years ending 31.03.2022 in carrying out similar works and who fulfil following Qualification Criteria <ul style="list-style-type: none"> • 3 similar completed works costing not less than the amount equal to 40% of estimated cost. • 2 similar completed works costing not less than the amount equal to 50% of the estimated cost. • 1 similar completed work costing not less than the amount equal to 80% of the estimated cost. 	We are registered under MSE and covered under "Small" category. Can we claim exemption for work experience ?	It is clarified that E-surveillance in ATMs is in vogue in Indian Bank since 2016. The solutions require credibility and established infrastructure and certain exposure in detection / deterrence of crimes against Banks. Being PSB, and considering the Bank's reputation and Brand Image, a conscious decision has been taken by the committee to ensure the MSP has atleast minimum requirement of 3 years in the field as on 31.03.2023. Hence work experience cannot be waived off.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
72	Anexure-5	54	8	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 PSB/PVB ATMs in India as on 31/12/2022 with at least 600 Sites in any one PSB/PVB	<p>This clause needs more clarity in understanding hence it should be written as :</p> <p>The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 Public Sector Banks / Private Sector banks or ATMs in India as on 31/12/2022 out of which at least 600 ATM Sites in any one Public Sector Banks / Private Sector banks Request to amend requirement as Public Sector Banks / Private Sector banks or ATMs & NBFC (Non Banking Financial Companies)</p>	<p>It is clarified that Bank intends to provide relaxation to MSEs in terms of Tender Fee, EMD, Annual Turnover etc. However, since E Surveillance of ATMs being a critical Security Operation, the Work Experience has been made mandatory. The bidder must have experience for number of years as indicated in the RFP as on 31.03.2023 of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Additionally, The bidder should be providing e- Surveillance system to deter crime for a minimum of 1500 ATM Sites including installations for at least in 2 PSB/PVB ATMs in India as on 31/03/2023 with at least 600 ATM Sites in any one PSB/PVB.</p>

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
73	Anexure-5	54	10	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 sites in Two PSBs/Pvt. Bank as on 31/12/2022, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.	This clause is already taken care by clause no 8 as mentioned above as far as Central monitoring of 1500 nos sites is concerned , however since this clause also pertains to Central Monitoring Station Infrastructure, it should be amended as follows :The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent	Please refer Amendment Corrigendum
74	Anexure-5	55	14	Documents related to BCP/DRP should be vetted by respective auditors	can we submit self-attested undertaking in our letterhead.	Please refer Amendment Corrigendum
75	Anexure-5	55	17	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/01/2023.	Kindly mention the value of solvency certificate	Please refer Amendment Corrigendum
76	Anexure-5	55	17	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/01/2023.	If there are multiple banker of the bidder, can it be taken from any one banker OR from Main Banker(s)?	It is clarified that it should be Main Banker of the MSP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
77	Annexure-5A	56	2	Infrastructure Available - Number of Branch / Regional offices Registered in the name of the bidders	We have our own registered offices and central monitoring station at two states (Telangana and Andhrapradesh) and holding satellite service centers entire PAN India as of now with dedicated engineers at every zone and region covered, Will submit the list for your ready reference. The GST registrations for the same can be done on allotment of order, and we can submit a declaration/undertaking for the same.	Please adhere to the Terms of RFP.
78	Annexure – 6	57	2	Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.	Requesting you to kindly consider wired / wireless solution as an option whichever is suitable as per site & available at OEM sites. Wireless sensor/solution requirement is rising up now-a-days, but with that overall solution cost / maintenance cost will be increased.	Please refer Amendment Corrigendum
79	Annexure – 6	57	2	Metal contact Sensor for sensing the removal of ATMS, Cash Recyclers and More Unit of other Self-service Terminals, opening of hood and chest door, Auto shutter open/shut and other equipment placed with the ATM room.	How many ATMs, Cash recyclers etc. should be considered per site? Auto Shutter open/close monitoring activity or control activity?	It is clarified that sites may be with Single / Multiple ATM / CR. Variable. However, charges for E-surveillance accordingly catered if there are more than 01 machine.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
80	Annexure – 6	57	3	<p>Image / Video Items</p> <p>a) 8 Channel NVR with Tamper indication and Surveillance rated HDD with 120 Day"s motion based recording capacity.</p> <p>Apart from NVR, motion based recording and images of 7 days should be available at cloud also on real time basis.</p> <p>b) Cameras –</p> <p>One 2 mega pixel IP Dome IR Camera – for front Lobby</p> <p>One 2 mega pixel IP Bullet IR Camera – for out- side ATM room</p> <p>One 2 mega pixel IP hidden Camera with mirror</p> <p>One 2 mega pixel IP Camera IR – front / Back lobby</p>	<p>Is NVR is the mandate, or we can use the hybrid DVR with analog cameras and IP cameras? Totally, how many cameras we need to install per site?</p>	<p>Please adhere to the Terms of RFP</p>

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
81	Annexure – 6	57	3.a	8 Channel NVR with Tamper indication and Surveillance rated HDD with 120 Day"s motion based recording capacity. Apart from NVR, motion based recording and images of 7 days should be available at cloud also on real time basis.	Why do we need 8 ch NVR for 4 Cameras..? Kindly Confirm	It is clarified that 1. Sites may be equipped with more than 1 ATM / BNA which require multiple cameras for seamless coverage.2. Project duration being 5 years, there is an inherent need to cater to futuristic demands by Local L& O authorities, IBA, RBI. Hence 8 Channel NVR required.
82	Annexure – 6	57	3.a	SL.No. 3)a - Image / Video Items : 8 Channel NVR with Tamper indication and Surveillance rated HDD with 120 Day"s motion based recording capacity. Apart from NVR, motion based recording and images of 7 days should be available at cloud also on real time basis.	As we understand that System will be installed at each of remote ATM site. Location wise (Village/Metro city/ Urban/ etc) - during ATM transaction / people gathering - chance of motion detection will vary. So it will have impact on Bandwidth & storage requirement part also. It would be very helpful for us - if you could specify how much % (60-70%) motion detection we can consider for 24hrs basis. (As Industry std we consider 70% of total hrs for motion based recording)	Please adhere to the Terms of RFP.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
83	Annexure – 6	57	3.b	Cameras – One 2 mega pixel IP Dome IR Camera – for front Lobby One 2 mega pixel IP Bullet IR Camera – for out- side ATM room One 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IP Camera IR – front / Back lobby	Add features to the camera: Vandal Proof Dome Camera	Please refer Amendment Corrigendum
84	Annexure – 6	57	3.b	One 2 mega pixel IP hidden Camera with mirror	Can it be 2 megapixel hidden camera	Please adhere to the Terms of RFP.
85	Annexure – 6	57	3.b	b) Cameras –One 2 mega pixel IP Dome IR Camera – for front Lobby One 2 mega pixel IP Bullet IR Camera – for out- side ATM room One 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IPCamera IR – front / Back lobby	We assume that each site will have minimum 4 Cameras, motion based recording will be kept in Local 8channel NVR. Need clarification - How many cameras (per site) to be added with Central Monitoring station. 4 cameras or 1 camera/each site against event-based alarm linkage/Pop-up/recording purpose. Accordingly Backend CMS platform, licensing / Storage device/ HDD / Bandwidth will vary.	It is clarified that All cameras, all contracted (ESS implemented) sites, for 120 days minimum required. Full HD (1920 x 1080 Pixels at 25 FPS) recording.
86	Annexure – 6	58	3.c	SL.No. 3)c - Image / Video Items : All above mentioned cameras must have SD card of 32 GB to capture recording	<u>Requesting you amend the SD card capacity to 256GB for higher days of recording at edge level</u>	Please adhere to the Terms of RFP.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
87	Annexure – 6	58	3.e	SL.No. 3)e - Image / Video Items : Camera analytics for head count in ATM premise	Seeking clarification - Please help with purpose of use Head count in ATM. For head count feature is mainly popular in shop/Mall/Retail sector - for such analytics / feature mainly a dedicated camera being used so such feature will increase the overall project cost at higher side. <u>So, requesting you to kindly remove this point.</u>	It is clarified that it is required to ascertain footfall required for assessment of viability / profitability / potential of the Site. To detect / thwart potential untoward incidents and to auto generate alert tickets for incident escalation.
88	Annexure – 6	58	3.g	Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.	Please clarify	It is clarified that disconnection implies video loss, incase of eventuality.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
89	Annexure – 6	58	3.h	SL.No. 3)h - Image / Video Items : Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.	Requesting to specify the trigger alert criteria on which pre-recorded message to be played for 60sec. Suspicious activity is general term and system needs to feed with exact conditions for triggering the pre-recorded message	It is clarified that Service provider's onus is to ensure safety / security of ATM / Asset. Any activity contrary to the objective will fall under suspicious category necessitating the feature of pre-recorded messages. For example, 1. Covered / Masked face.2. More than 1 person in ATM Lobby.3. Potentially hazardous tools / weapons.4. Person inside ATM for prolonged duration / non transacting. Please refer Amendment Corrigendum
90	Annexure – 6	58	5	Communication equipment with GSM / VPN/ multi SIM intelligent Router with bandwidth aggregator/or any aggregation technology with minimum Triple/quad connectivity (4G SIM & above) to ensure that functioning of ATM is not impacted because of the failure of any communications equipment	Please clarify if the connectivity is active active or active passive i.e. two independent 4G/GSM radios or single 4G radio with 2 sim slots. We recommend active active (2 radio system) because otherwise hardware aggregation as of no use.	It is clarified that the solution to meet the requirement of minimum 98 % uptime to be utilised

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
91	Annexure – 6	58	5	SL.No. 5) Communication Equipment at Sites : Communication equipment with GSM / VPN/ multi SIM intelligent Router with bandwidth aggregator/or any aggregation technology with minimum Triple/quad connectivity (4G SIM & above) to ensure that functioning of ATM is not impacted because of the failure of any communications equipment	We recommend to use SIM/Network based VPN with redundancy for smooth operation and to handle 4900+ sites data at centralized location sufficient bandwidth should be available at remote / central location.	Please adhere to the Terms of RFP.
92	Annexure – 6	58	6	SL. No. 6) Central Alarm Monitoring Station (Infrastructure requirements) : a) Servers with „HOT REDUNDANCY“ with immediate changeover facility from Primary server to secondary server with no time loss.	Please help to clarify on "Hot Redundancy" requirement - with the term of HOT REDUNDANCY. Only CMS Level redundancy at same premises or also including Central storage device. Based on inputs it will be helpful for us to calculate required backend solution & devices qty..	Please adhere to the Terms of RFP.
93	Annexure – 6	58	7	SL. No. 7) Central Alarm Monitoring Station Alert Handling Service requirement : f) Capability of sending SMS to ZO Officials incase of single staff operation for ATM replenishment.	Seeking clarification - This is actually not function of CMS platform or alarm panel, manual human interference is required at the time of ATM replenishment to notify designated ZO official via phone call or SMS. <u>Kindly remove this point from technical requirement part.</u>	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
94	Annexure – 6	59	9	SL. No. 9) Central Image Pulling :a) Central Monitoring Station must have the ability to pull images and Video footage centrally from site NVR and cloud of when demanded by the Bank.	Seeking clarification -As we understand that each remote ATM sites will be connected to Central Monitoring station through its secure 4G-SIM/VPN based network connectivity for central monitoring as well as event based recording. Requesting to clarify if provision needs to be given at CMS level for pulling data manually from site NVR & stored at central storage. (cloud)	It is clarified that Facility should be available at the CMS primarily to ensure redundancy, as a back up measure, the data can be retrieved from the site NVR.
95	Annexure – 6	59	10.d	Capability to provide remotely activate hooter and two way communication.	Clause should be Excluded. Since it is a potential security threat for configuration of devices at locally.	Please adhere to the Terms of RFP
96	Annexure – 6	59	10.g	SL. No. 10) Web based portal : g) Billing module (automatic calculations of monthly bills)	Billing module - is not feature of CMS (monitoring software platform), CMS is mainly designed for surveillance purpose only - including monitoring/health checkup, alarm handling/ report generation against triggered alarm/event. For billing purpose - need to use 3rd party other related application tool. So, requesting you to remove this point from Alarm panel-technical requirement section and can be included in Scope of functionality part - for which vendor has to develop such portal for monthly billing.	It is clarified that By Billing Module, Bank requires system generated downtime of sites / zone which may be extracted for verification on daily basis or as per requirement. This downtime consolidated over a period of one month should validate with the daily uptime / downtime reports, thereafter which Bank will co-relate the authenticity of the Billed amount and eligible payment based on system uptime . In case of any discrepancy, the higher reported downtime as extracted shall be considered for arriving at the eligible payment for the month

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
97	Annexure – 6	59	13	SL. No. 13) Mobile based Application b) Capability to provide status of UP/down sites with individual equipment age wise	a CMS software platform comes with multiple module/features/report generation/operational mode where as a Mobile based application comes with very limited feature to meet the basic/primary requirement of user (e.g. Live viewing, playback, notification). It's not recommended to include all dedicated features in Mobile application and to run such feature required a dedicated high-end hardware resource. So, requesting you to kindly remove this point from mobile application as it's dedicatedly used in CMS at CCC.	Please adhere to the Terms of RFP
98	Annexure – 6	59	13	SL. No. 13) Mobile based Application b) Capability to provide status of UP/down sites with individual equipment age wise	a CMS software platform comes with multiple module/features/report generation/operational mode where as a Mobile based application comes with very limited feature to meet the basic/primary requirement of user (e.g. Live viewing, playback, notification). It's not recommended to include all dedicated features in Mobile application and to run such feature required a dedicated high-end hardware resource. So, requesting you to kindly remove this point from mobile application as it's dedicatedly used in CMS at CCC.	Please adhere to the Terms of RFP.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
99	Annexure – 7	60	1.2	1. Alarm Panel Key Features :1.2) 16 – 32 Zone Alarm Panel	Here asked 16-32 supporting Zone alarm panel, but in RFP site wise or average how many sensor/zone to be used that is not specified in separate BoQ. Panel can be connected with multiple no. of sensors locally. Among them how - many zone / sensor to be added in CMS platform that need to be specific - according backend server / CMS licensing part & over cost will vary.	Please adhere to the Terms of RFP.
100	Annexure-7	60	1.2	16 – 32 Zone Alarm Panel with UL/FCC/CE Certification	It should be BIS Certified for all equipment.	Please refer Amendment Corrigendum
101	Annexure-7	60	1.5	Built-In Internal SMPS and Battery with minimum 12 Hours backup for alarm panel for Alarm Panel, Router, Microphone, Speaker, NVR and 1 IR Vandal Proof Dome Camera + 1 IR Vandal Proof weather proof Bullet Camera + 1 IP Based Vandal Proof Camera + 1 hidden Camera with mirror. All Cameras should be of High Resolution and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues	In the Point No. 1.9 "Built-In Internal SMPS and Battery (8 Hours) for router, NVR, 4 Cameras, Microphone and speakers" - Kindly clarify whether you need 8 hrs backup or 12 hours as mentioned in point no. 1.5. OR you need 8 hours backup for router, NVR, 4 Cameras, Microphone and speakers and 12hours backup for alarm panel.	Please refer Amendment Corrigendum

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
102	Annexure-7	60	1.5	Built-In Internal SMPS and Battery with minimum 12 Hours backup for alarm panel for Alarm Panel, Router, Microphone, Speaker, NVR and 1 IR Vandal Proof Dome Camera + 1 IR Vandal Proof weather proof Bullet Camera + 1 IP Based Vandal Proof Camera + 1 hidden Camera with mirror. All Cameras should be of High Resolution and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues	Do we need to have 8 hours or 12 hours battery backup	It is clarified that 12 hours Battery back up is required
103	Annexure-7	61	1.15	CCTV Camera 1 (with IR Vandal Proof Dome Cameras), Speaker & Microphone removal Zone in series	Do we need Additional speaker and microphone set up with CCTV camera 1 along with GSM based 2-way communication system....?	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
104	Annexure-7	61	1.21	Ser 1.21) Auto Shutter Lock Sensor Zone	This feature is not available as of now and It's difficult to install auto shutter opening / closing feature with existing infrastructure. Most of the existing shutter will not be suitable for installing rolling shutter motor. The shutter gear shaft needs to be replaced to make it work. This involves lot of civil work. Also additional power back system needs to be deployed. Requesting Bank to modify this clause	It is clarified that sensor is only to identify whether ATM Cabin shutter is closed or Open.
105	Annexure-7	62	2.15	Ser 2.15) PIR Motion Sensor/ Occupancy Sensor	It can be done more accurately with camera analytics. Kindly add camera analytics as option.	Please refer Amendment Corrigendum
106	Annexure-7	62	3.1	Ser 3.1) 8 Channel NVR with Tamper indication and Surveillance rated 4TB HDDwith 120+ Day's motion based recording capacity. Bidder must provide the HDD specification and proof that HDD is Surveillance rated HDD.	As we understand that System will be installed at each of remote ATM site. Location wise (Village/Metro city/ Urban/ etc) - during ATM transaction / people gathering - chance of motion detection will vary. So it will have impact on Bandwidth & storage requirement part also. It would be very helpful for us - if you could specify how much % (60-70%) motion detection we can consider for 24hrs basis. (As Industry std we consider 70% of total hrs for motion based recording)	It is clarified that Scope for incidents to go undetected / undeterred. Hence, please adhere to T & C of RFP. Any movement / motion inside the ATM Lobby shall be required to be captured.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
107	Annexure-7	63	3.2	Ser 3.2) 120+days motion based recording capacity	Request Bank to clarify on What's 120+ days, need to be specific. Also, cloud storage with be at 1 fps due to network limitations.	It is clarified that More than 120 days (ie) min requirement of 120 days should be available. Cloud storage should be with atleast 25 FPS for clarity of visual recognition. RBI Mandate to Bank is to submit produce video (motion based) footages in case of disputed transactions and not images. The universally accepted norms for realistic video (Live / Playback) is 25 - 30 FPS. It includes all cameras in ATM Site
108	Annexure-7	62	6	SL No. 6) Central Alarm Monitoring Station (Infrastructure Requirements) 6.1) Data Storage on Network Access Storage (NAS) for high data Redundancy	Seeking clarification on " High Data Redundancy" Please help to clarify for data storage at NAS with no. of channels, resolution, FPS , no. of days etc. Depending upon your input Backend Storage Device qty. & HDD Qty. will vary.	Please refer clarification under ser 85 & 107



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
109	Annexure-7	63	6	SL No. 6) Central Alarm Monitoring Station (Infrastructure Requirements) : 6.8) Should have a documented and tested Business Continuity Plan (BCP), a Disaster Recovery site according to Disaster Recovery Plan (DRP) and the documents related to both BCP/DRP should be submitted to the Bank. 6.9) If not, then can DRC be implemented within 3 Months from date of first purchase order (Due undertaking to be submitted)	Are you planning to prepare a separate setup for DRC (Data Recovery site) - at same premises or in different location ? Kindly clarify this point. If required DRS setup, then need to consider same backend in BoQ (e.g. same Qty. backend hardware/CMS platform/Storage device/Bandwidth/ HDD) to run both setup parallelly. Cost implication need to consider for DRC.	It is clarified that DRC should be at an alternate site. Being OPEX model procurement, the DRC is within the scope of the MSP / Bidder.
110	Annexure-7	63	7.1	Ser 7.1) On-line Alarm Panel with TCP/IP communication over secure wireless VPN Network for Alarm data, Video data and Audio data.	Requirement of secure wireless VPN network is restrictive tech choice, limiting competitive participation of bidders. We request Bank to allow for equivalent alternatives.	Please adhere to the Terms of RFP
111	Annexure-7	63	7.4	Ser 7.4) International standard SIA messaging	IOT bases solutions using advance secure protocols	Please adhere to the Terms of RFP
112	Annexure-7	64	8.16	Ser 8.16) Chest Door opening should have a schedule setting at Central Monitoring Station.	Do we need to have schedule setting for chest door opening or do we need to monitor at any time day/night?	Please adhere to the Terms of RFP
113	Annexure-7	64	8.17	Ser 8.17) An alert ticket must be raised if chest door is opened at any time of the day/night.	Do we need to have schedule setting for chest door opening or do we need to monitor at any time day/night?	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
114	Annexure-7	64	9.1	Ser 9.1)An alert ticket must NOT be raised if there is motion after 06.00 hrs and before 22.00 hrs. Siren must NOT Sound. Auto SMS to be enabled for Bank	SMS cannot be triggered in such cases.	Please adhere to the Terms of RFP
115	Annexure-7	65	14.1	Ser 14.1) Central Monitoring Station must have the ability to pull images and Video footage centrally from site NVR of when demanded by the Vendor/ Bank.	Since several alternative technology options are available, we request Bank to modify this clause to allow for equivalent alternative technologies.	Please adhere to the Terms of RFP
116	Annexure-7	65	14.5	Ser 14.5)Vendors to provide the facility of downloading the images/video footages centrally to the head Office and Circle Offices.	Required the duration of the video pulling.	It is clarified that it is dependent on the gravity of the incident / crime. Variable on case to case basis
117	Annexure-7	65	15	Ser 15) The system should be able to remotely switch ON and OFF the Signage	Is this requirement mandatory?	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
118	Annexure-7	65	18	<p>SL No. 18) Reports -</p> <p>G) Cameras/ Sensors down report with all details that include -</p> <ul style="list-style-type: none"> • Date and Time of system down and resumed functioning • Reason • Site Id • Site Address including location, state and city 	<p>Remote site - IP Camera/NVR/DVR/ Intrusion alarm are to connected via TCP/IP communication with Central Monitoring station.</p> <p>So, by any form communication breaks & further no communication established between devices & CMS then only it'll be treat as down-time/offline. Reason can be anything that need to be troubleshoot at that time. Reason can't be identified through CMS software/report. While preparing the report - Vendor has to create a separate field to include the reason of offline/down with root cause.</p>	Please adhere to the Terms of RFP
119	Annexure-7	66	18 (D)	<p>Ser 18(D) E- Surveillance System down report with all details that include -Date and Time of System down and resumed functioningReason,Site ID,Site Address including location, state and city</p>	<p>Seeking clarification - What are the key parameter, by which we can measure that system down time/ report.remote site - IP Cameras/NVR/DVR/ Intrusion alarm are to connected via TCP/IP communication with Central Monitoring station. So, by any form network communication breaks & no further communication established between devices & CMS then only CMS will treat as down-time/offline of particular site.Reason can be anything but in some cases we found actually in remote site all system are running ok, reason can be - SIM card issue, router/switch issue, network issue, hanging issue, power related issue, data-pack not recharge etc.Kindly clarify this point.</p>	Please adhere to the Terms of RFP

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120	Annexure-7	67	18 (F)	Ser 18(F) Video Housekeeping Reports	Need Report format	It is clarified that Video capturing the ATM Lobby with housekeeping images to be provided
121	Annexure-7	65	18 (F)	Ser 18(F)• 06.00 hrs – 18.00 hrs • 1800 hrs – 0600 hrs	Are they to be sent as one consolidated daily report or as three separate reports in the morning, afternoon & evening.	It is clarified that 2 individual reports (Morning and Evening)
122	Annexure-9	69	Note	The above requirement is indicative only and may vary based on the Business Requirement of the Bank or change in guidelines issued by RBI or any regulatory body. Further Bank may use this Solution for any future site control measures.	We request Bank to appreciate that it won't be possible for Bidder to envisage at the time of Bid submission what may be future technological enhancements or regulatory mandates for compliance. Hence, we request Bank that all such future requirements / enhancements not defined in the RFP shall be implemented, if feasible, on mutually agreed Terms & Conditions, incl. extra commercials if any.	Please adhere to the Terms of RFP
123	Annexure-9	69	1.b	Major Scope of Services to be rendered by the vendor is as follows: 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.	To achieve such feature - cameras has to be installed at proper mounting guideline-height/angle/distance. And this function not supporting by edge-level camera - for such purpose need to use AI based backend device/software platform. Also these are requirement for 4900 ATM sites, so if the trigger occurs at central monitoring station, monitoring of these all alerts will be cumbersome job thus requesting you to remove this point.	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
124	Annexure-9	69	1.g	Storing of Images and Video for any Verification (120 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	We request Bank to amend this clause as any future commitment may be delivered only if feasible and on mutually agreed Terms & Conditions, incl. commercials.	Please adhere to the Terms of RFP
125	Annexure-9	70	1.g	Storing of Images and Video for any Verification (120 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	Video storage for a period exceeding 120 days may require upgradation to a higher storage capacity which may have a commercial impact. Request if and whenever, such an eventuality arises, it be done at a mutually agreed additional cost.	Please adhere to the Terms of RFP. It is clarified that Disputed transactions may have to be stored for a period beyond 120 days. Not all recordings shall be required to be stored for a period beyond 120 days. Bank's requirement is to ensure scalability of the MSP system to provide such solutions.
126	Annexure-9	70	1.k	Storing of ticket related notes / recordings of conversation with various parties for 120 days minimum. Storing of suspicious / criminal events would be for beyond 120 days, till the closer of the case.	Every suspicious activity may not culminate into a case. We request Bank to elaborate on what's a case, unless it's specific dispute or fraud or criminal act.	Please adhere to the Terms of RFP
127	Annexure-9	70	1.u	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.	We request Bank to clarify what 'addition of the site' this clause refer to. We request Bank to modify this clause to allow for additional commercials as per mutually agreement	Please refer Amendment Corrigendum

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
128	Annexure-9	71	1. v.	The bank may shift / renovate its ATM during the contract period. In such cases 30% of the cost per month per site shall be paid to the service provider towards the cost of shifting the equipment to the new location.	Does this cost include the consumables and efforts utilised in the activity?	Please adhere to the Terms of RFP
129	Annexure-9	71	1.x	De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank	It is requested that any dismantling of our equipment is done by our technical personnel only since all of them are sensitive electronic equipment. A notice of at least 72 hrs be provided before any dismantling is required to be done to enable us to align our technician accordingly.	Please adhere to the Terms of RFP
130	Annexure-9	71	1.x	Replacement of ATM	It is also requested that one months rental be considered for any ATM replacement at the same site because it involves dismantling of all sensors by a qualified technician and reinstallation on the new one besides reconfiguration	Please adhere to the Terms of RFP
131	Annexure-9	71	1.y	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 request Bank to appreciate that it won't be possible for Bidder to envisage at the time of Bid submission what may be future technological enhancements or regulatory mandates for compliance. Hence, we request Bank that all such future requirements/enhancements not defined in the RFP shall be mutually discussed for feasibility & extra commercials to be agreed at those future times.	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
132	Annexure-9	71	1.y	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.	If the additional sensors required to be installed are of high value, it is requested that this activity be done at a mutually agreed upon cost.	Please adhere to the Terms of RFP.
133	Annexure-9	71	2	Site preparation	Does this cost include the consumables and efforts utilised in the activity?	It is clarified that it is all inclusive.
134	Annexure-9	71	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.	We suggest Bank to obtain - as optional items (negotiable with winning bidders post Reverse Auction - rates applicable for shifting (i.e. A) Transportation: a) Within City, b) Within State, & c) Across States categories and B) De-installation & Re-installation of e-Surveillance kits.	Please adhere to the Terms of RFP. It is clarified that Shifting is generally within the Same Zone / Same State.
135	Annexure-9	72	7	Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity	Please specify if the messages are required in the regional language also besides Hindi and English.	Please refer Amendment Corrigendum

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
136	Annexure-9	72	11. (ii)	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.	How many user required for mobile and web base application...? Kindly Mentioned	It is clarified that Mobile App: 02 Per Branch (ATMs connected to the Branch), 01 Per ZO (All Sites in the Zone), 01 in CO (All Sites in the Bank) Web App : 01 in ZO(All Sites in the Zone), 01 in FGMO (All Sites under FGMO), 05 in CO (All Sites in the Bank), 04 Users for each Web App
137	Annexure-9	74	11.(x)	New dashboard features	Upgradation of features in our dashboard based on our in-house R&D is a regular feature of our system. However, if any complicated upgradation of features are desired at a later stage, the same may please be considered at a mutually agreed upon cost based on case-to-case basis.	Please adhere to the Terms of RFP
138	Annexure-9	73	12	Incident Management/ Reporting System -The possible incidents include 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.	Please clarify the incident alert regarding Water leakage, misbehaviour, mischief etc.	It is clarified that any untoward incidents affecting the safety & security of the customer & Bank property.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
139	Annexure-9	73	12.d	Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	Monthly changes in deployment of equipment at the site are unlikely. All functional issues at the site will be checked on a daily basis through our system of health check and regular maintenance. As such, the frequency of a detailed Site Audit Report being quarterly may please be considered.	Please refer Amendment Corrigendum
140	Annexure 10	75	Formula under Column 2	Total Price Including GST (Price per ATM per month x 60 x 4900 x GST per ATM per month)	As this is the TCO over 5 years of the contract, we believe that this should correctly read as: Total Price Including GST (Price per ATM per month + GST) x 60 x 4900) We request Bank to modify this formula accordingly	Please refer Amendment Corrigendum
141	Annexure-11	78	Non-Disclosure Agreement	Non Disclosure Agreement conditions	The terms of confidentiality shall also apply to Bank to ensure that Bidders data is not used for any other purpose by Bank other than for availing services covered under this RFP. Terms of confidentiality to be changed to be reciprocal. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
142	Annexure-16	84	Section 2 (1) (b)	The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.	We request bank to treat the parent company along with its 100% wholly owned subsidiaries as one entity. Experience of a holding company will be considered as experience of subsidiary or vice-versa. There is no need to form a consortium or venture.	It is clarified that work experience of Parent company may be counted towards the experience of Subsidiary, if the said subsidiary has been formed to carry out the work undertaken by the Parent Company but not vice-versa.
143	Annexure-16	86	Section 8	Independent External Monitor/Monitors: (1) The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.	The IEM may obtain Confidential Information of the Bidder; hence, Bank to be responsible to ensure that confidentiality is maintained by such IEM appointed by the Bank.	Please adhere to the Terms of RFP
144	Annexure-17	88	Bank Guarantee Format for Earnest Money Deposit	Bank Guarantee Format for Earnest Money Deposit	The Guarantee can be given with rights of protest or demur. Further, the guarantee can be invoked only upon a proven breach by the Bidder. Further, Bidder should be entitled for cure period of minimum 30 days. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Clarification
145	Annexure-24	97	MeitY Form-1	iii. Electronic Product for which the certificate is produced	Request Bank to confirm on what will this be since bidders are System Integrators as no one manufactures all gadgets - cameras / sensors, etc. We request Bank to modify this clause accordingly.	Please adhere to the Terms of RFP
146	Annexure-24	98	MeitY Form-1	vii. Sale Price of the product: viii. Ex-Factory Price of the product: ix. Freight, Insurance and handling: x. Total Bill of Material:	Sales price can't be stated (not even indicative) since this document is part of technical bid & any pricing information in technical bid disqualifies bid. Needs to be dropped. We request Bank to modify this clause accordingly.	Please refer Amendment Corrigendum.
147	Annexure-25	100	Vendor Risk Assessment	III) LEGAL ISSUES AND OBLIGATIONS: 1.Ever blacklisted from any organization for last 5 years	Request Bank confirm: Is this expected to be read as 'for' 5 yrs or 'during' 5 years?	It is clarified that During the preceding 5 years as of 31.03.2023
148	Annexure-25	100	Vendor Risk Assessment	IV) BUSINESS POSITION: Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	Request Bank to clarify if any GQ/IDC ratings apply for the industry.	Please refer Amendment Corrigendum

AMENDMENTS						
S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
1	I - SCHEDULE SUMMARY - Bid Submission	3	10	Last Date and Time for Submission of Bids	Kindly extend the due of submission for 1-2 weeks	Revised Last Date of submission of Bids : 29.05.2023 / Monday : 3.00 PM
2	III . SERVICE LEVEL AGREEMENT - Integration Testing & User Acceptance Testing	12	2.1	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same without any additional cost to the Bank duly complying the Bank's IT guidelines.	Please elaborate on the integration part. Development efforts may be involved.	In case, Bank needs to integrate Service Provider's solution/Servers with Bank's Systems/Server, the successful bidder should ensure the same as per mutually agreed rates duly complying the Bank's IT guidelines.
3	III . SERVICE LEVEL AGREEMENT - Onsite and Offsite Resources:	13	4.3	Bank reserves the right to claim change in resource based on the performance of the resources	Since there is no separate line item pricing for such resource in the Commercial Bid, costs for such resources needs to be built in the per month per site price to be quoted by the Bidder. We, therefore, request Bank to confirm requirement of resources so Bidder can include the same in costing and/or Bank may also add a separate line item in the Commercial Bid format towards Resource requirement.	Clause stands deleted.
4	III. SERVICE LEVEL AGREEMENT - UPTIME	14	5.1	The bidder shall guarantee a 24x7x365 availability of the solution with monthly minimum uptime of 99.99 %.	Minimum uptime should be 98%. Since, telecom solution which would be used will be 4G sim card based solution and no service provider provides any assurances on uptime currently.	The bidder shall guarantee a 24x7x365 availability of the solution with monthly minimum uptime of 98 %.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
5	III. SERVICE LEVEL AGREEMENT UPTIME	14	5.5	Level 1 – Severity(Critical) - Within 2 hours of call reported Level 2 – Severity(Medium) - Within 3 hours of call reported Level 3 – Severity(Low) - Within 4 hours of call reported	Response and Resolution time to be reevaluated since it is quite aggressive and not practical in most scenarios.Suggested Changes:Level 1 – Severity(Critical) - Within 24 hours of call reportedLevel 2 – Severity(Medium) - Within 48 hours of call reportedLevel 3 – Severity(Low) - Within 72 hours of call reportedOur Field Engineers will visit the site within the laid down TAT in all cases. However, often in the case of Severity 1 cases (major disruptions), there is a likely hood of damage to our panel, equipment and sensors. In such cases there may arise a need to replace/repair major components which may involve shipping from our assembly line and may cause delays. Every endeavour will be made to ensure the lowest possible downtime of the systemWE suggest to have practical resolution time i.e. 24 hrs., 48hrs. & 72 hrs. depending on severity & location.	If the system remains non functional for period beyond the permissible downtime, the penalties shall be applicable as below : (a) Failure above 24 hrs upto 48 hrs : 25% of Monthly charges(b) Failure above 48 hrs upto 72 hrs : 50 % of Monthly charges (c) Failure above 72 hrs upto 1 Week : 75 % of Monthly charges(d) Failure above 1 Week : 100 % of Monthly chargesThe above penalties are applicable per site.



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
6	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 1	Non-compliance to regulator guidelines - Rs.5000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date. We request Bank to list down future compliance requirements which it envisages as would be most definitely be enforced by regulatory bodies so bidder can confirm feasibility and incorporate costs in his pricing. Else, we believe that Bank should insist upon Bidder's solution being compliant with regulatory guidelines as of date of submission of bid. Any changes or future additions need to be discussed between the Bank & the bidder/vendor and, if feasible, be implemented on mutually agreed Terms & Conditions, if feasible.	Non-compliance to regulator guidelines - Rs.500 per calendar day, per site from due date.
7	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 2	Delay in the Procurement of functionalities required by the Bank -Rs.2000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date.	Delay in the Procurement of functionalities required by the Bank - Rs.200 per calendar day, per site from due date.
8	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 3	Delay in addressing Security related observations - Rs.5000 per calendar day from due date	Penalty should be revised to Rs.500/- per calendar day from the due date. Non-compliance to security related observations is too vague & is not exactly defined. In any case, we request that any such observations to be mutually discussed for feasibility, timelines and incremental cost/price implications before implementation. We request Bank to modify this clause accordingly.	Delay in addressing Security related observations - Rs.500 per calendar day per site from due date.



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
9	III. SERVICE LEVEL AGREEMENT -Other Penalties	15	5.6.2 - 4	Failure to deploy onsite support personnel with sound knowledge / Failure to deploy onsite support when the existing personnel is on long leave - Rs. 5000 per calendar day if proper replacement is not provided within 5 working days from the date reported by the Bank.	Penalty should be revised to Rs.500/- per calendar day. We request Bank to drop this, unless Bank clarifies need for Onsite Resource since it's seeking Solution as a Service to be delivered from bidder/vendor's premises.	Clause stands deleted.
10	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.2 - 12	Shifting/Reinstallation in case of dismantled/relocated ATM/Cash Recycler/eLobby sites to new location	Requesting Bank to lower this penalty to Rs.200/- per day and applicable if delay beyond 10 days (within City), 20 days (within State) & 25 days (across States), subject to a maximum of 1000/- for any instance. We request Bank to modify this clause accordingly.	Penalty of Rs 100/- per day from the 16th day of placement of Delivery instructions
11	III. SERVICE LEVEL AGREEMENT -Other Penalties	16	5.6.4 & 5.6.5	However, the penalties/loss amount referred above at S. No. 6, 9, 11, 12; will be recovered fully to the extent of 100% from all the outstanding bills of the Service Provider and residual recovery amount, if any, will be recovered from the future bills and/ or by invoking the performance bank guarantee.	The right to set off dues would be an additional burden to the Bidder. Hence we suggest to waive off this clause. Requesting Bank to modify this to: However, the penalties/loss amount referred above at Sr. No. 6, 9, 11, 12; will be recovered up to 30% from monthly fees for such site/s attracting these penalties.	Computation of all penalties at respective Zonal Offices. All penalties shall be recovered concurrently from the total bill payable to the vendor for the particular month, subject to the maximum of 50% of the bill payable.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
12	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.1	Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	Will not be feasible to provide the warranty certificate to the bank since material orders are consumed for various different orders. This is an Opex model contract, where all AMCs and Warranty is in the scope of Service provider. Hence this clause should be excluded.	POD duly signed by BM /Officials and UAT (as per Bank format) attested by Branch is mandatory.
13	III. SERVICE LEVEL AGREEMENT - Payment Terms	17	6.2	The solution provider has to submit installation report/ UAT Form report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Serial number on invoice is not feasible to mentioned. Serial number can be contained in Installation reports.	The solution provider has to submit original installation report/ UAT Form report (as per Bank format) duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment for the first month post implementation. Scanned copy to be submitted to CO: Security Dept for records.
14	VII - General Terms & Conditions - Responsibilities of the Selected Bidder	34	4.2	The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty period and the selected Bidder shall provide the same.	Not relevant to services covered under RFP. Request Bank to remove this clause.	The Bank will call for Annual Audited Balance Sheet of the selected Bidder at any point of time during the contract period and the selected Bidder shall provide the same.



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
15	VII - General Terms & Conditions - Force Majeure	37	8	Force Majeure	The Force Majeure definition should also include, Pandemic and notifications issued by governmental or semi-governmental bodies from time to time. We request Bank to modify this clause accordingly.	8.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, Pandemic, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation
16	Anexure-5	53	3	3 similar completed works costing not less than the amount equal to 40% of estimated cost. 2 similar completed works costing not less than the amount equal to 50% of the estimated cost. 1 similar completed work costing not less than the amount equal to 80% of the estimated cost.	Project Estimated cost – not mentioned Kindly mention	Work Experience during last 3 years ending 31.03.2023 in carrying out similar works and who fulfil following criteria 3 similar completed works costing not less than the amount equal to Rs 35 Crores. 2 similar completed works costing not less than the amount equal to Rs 45 Crores. 1 similar completed work costing not less than the amount equal to Rs 75 Crores.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
17	Anexure-5	54	8	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 PSB/PVB ATMs in India as on 31/12/2022 with at least 600 Sites in any one PSB/PVB	This clause needs more clarity in understanding hence it should be written as: The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 Sites including installations for at least in 2 Public Sector Banks / Private Sector banks or ATMs in India as on 31/12/2022 out of which at least 600 ATM Sites in any one Public Sector Banks / Private Sector banks Request to amend requirement as Public Sector Banks / Private Sector banks or ATMs & NBFC (Non Banking Financial Companies)	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1500 ATM Sites including installations for at least in 2 PSB/PVB ATMs Sites in India as on 31/03/2023 with at least 600 ATM Sites in any one PSB/PVB
18	Anexure-5	54	10	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 sites in Two PSBs/Pvt. Bank as on 31/12/2022, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.	This clause is already taken care by clause no 8 as mentioned above as far as Central monitoring of 1500 nos sites is concerned , however since this clause also pertains to Central Monitoring Station Infrastructure, it should be amended as follows :The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, with capability to scale up by a minimum 3500 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 ATM sites in Two PSBs/Pvt. Bank as on 31/03/2023, with capability to scale up by a minimum 3500 ATM sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
19	Anexure-5	55	14	Documents related to BCP/DRP should be vetted by respective auditors	can we submit self-attested undertaking in our letterhead.	Documents related to BCP/DRP shall be in the form of self attestation by the competent authority / authorised personnel of the Service Provider in the Company / Agency Letter Head. Bank reserves the right to verify the authenticity at any point of time prior to award of contract and / or during the entire contract duration.
20	Anexure-5	55	17	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/01/2023.	Kindly mention the value of solvency certificate	Certificate of Financial Soundness from Bankers of bidders to be furnished (Solvency Certificate) as on 31/03/2023.
21	Annexure – 6	57	2	Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.	Requesting you to kindly consider wired / wireless solution as an option whichever is suitable as per site & available at OEM sites. Wireless sensor/solution requirement is rising up now-a-days, but with that overall solution cost / maintenance cost will be increased.	SL.No. 2 Note: All sensors should be temperature resist.
22	Annexure – 6	57	3.b	Cameras –One 2 mega pixel IP Dome IR Camera – for front LobbyOne 2 mega pixel IP Bullet IR Camera – for out- side ATM roomOne 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IPCamera IR – front / Back lobby	Add features to the camera: Vandal Proof Dome Camera	Vandal Proof Dome Camera



S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
23	Annexure – 6	58	3.g	Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.	Please clarify	Use of 2-Way Audio to deter the attempted crime and the system should be
24	Annexure – 6	58	3.h	SL.No. 3)h - Image / Video Items : Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.	Requesting to specify the trigger alert criteria on which pre-recorded message to be played for 60sec. Suspicious activity is general term and system needs to feed with exact conditions for triggering the pre-recorded message	Pre-recorded messages should be played with clear voice/sound quality for minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.
25	Annexure-7	60	1.2	16 – 32 Zone Alarm Panel with UL/FCC/CE Certification	It should be BIS Certified for all equipment.	16 – 32 Zone Alarm Panel with BIS/UL/FCC/CE Certification

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
26	Annexure-7	60	1.5	Built-In Internal SMPS and Battery with minimum 12 Hours backup for alarmpanel for Alarm Panel, Router, Microphone, Speaker, NVR and 1 IR VandalProof Dome Camera + 1 IR Vandal Proof weather proof Bullet Camera + 1IP Based Vandal Proof Camera + 1 hidden Camera with mirror. All Camerasshould be of High Resolution and should be able to record clear images andvideo in the scenario of dull light at ATM site or the bright light from the background.While viewing the site in real time through CCTV surveillance fromCommand centres of the vendor, there should be no interruptions due toconnectivity/Bandwidth related issues	In the Point No. 1.9 "Built-In Internal SMPS and Battery (8 Hours) for router, NVR, 4 Cameras, Microphone and speakers" - Kindly clarify whether you need 8 hrs backup or 12 hours as mentioned in point no. 1.5. OR you need 8 hours backup for router, NVR, 4 Cameras, Microphone and speakers and 12hours backup for alarm panel.	Point 1.9 :Built-In Internal SMPS and Battery (12 Hours) for router, NVR, 4 Cameras, Microphone and speakers.
27	Annexure-7	62	2.15	Ser 2.15) PIR Motion Sensor/ Occupancy Sensor	It can be done more accurately with camera analytics. Kindly add camera analytics as option.	2.15: PIR Motion Sensor/ Occupancy Sensor/Camera analytics
28	Annexure-9	70	1.u	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.	We request Bank to clarify what 'addition of the site' this clause refer to. We request Bank to modify this clause to allow for additional commercials as per mutually agreement	Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
29	Annexure-9	72	7	Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity	Please specify if the messages are required in the regional language also besides Hindi and English.	Pre-recorded message of minimum 60 seconds should be played with clear audio to deter any theft/burglary or any suspicious activity. Such Messages shall be in Regional Language, Hindi and English.
30	Annexure-9	73	12.d	Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	Monthly changes in deployment of equipment at the site are unlikely. All functional issues at the site will be checked on a daily basis through our system of health check and regular maintenance. As such, the frequency of a detailed Site Audit Report being quarterly may please be considered.	Monthly Health Monitoring Reports shall be submitted by MSP to respective Zones. Preventive maintenance of atleast 25 % of allocates Sites shall be done once every 3 months and the remaining allocated sites distributed per Quarter. All Such reports shall be duly authenticated by the Branch Officials & submitted to ZO.
31	Annexure 10	75	Formula under Column 2	Total Price Including GST (Price per ATM per month x 60 x 4900 x GST per ATM per month)	As this is the TCO over 5 years of the contract, we believe that this should correctly read as: Total Price Including GST (Price per ATM per month + GST) x 60 x 4900) We request Bank to modify this formula accordingly	Total Price Including GST (Price per ATM per month + GST) x 60 x 4900)
32	Annexure-24	98	MeitY Form-1	vii. Sale Price of the product: viii. Ex-Factory Price of the product: ix. Freight, Insurance and handling: x. Total Bill of Material:	Sales price can't be stated (not even indicative) since this document is part of technical bid & any pricing information in technical bid disqualifies bid. Needs to be dropped. We request Bank to modify this clause accordingly.	Clause stands deleted.

S.No	Head	Page No	Clause No.	Existing Clause	Query / Suggestions	Amendment
33	Annexure-25	100	Vendor Risk Assessment	IV) BUSINESS POSITION: Industry position of firm (like Gartner listing, etc.) and whether firm is in better position or best position or not in better position	Request Bank to clarify if any GQ/IDC ratings apply for the industry.	Clause stands deleted.

