

	<b>RESPONSE TO BIDDERS - AMENDMENT</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
1	6	4	Schedule [A]: Last Date of Submission/Closing Date on GeM Portal	We request the Bank to share with us the virtual per-bid meeting link via E-mail to attend the pre-bid meeting	Revised Last Date of submission of Bids : <b>28.07.2025 / Monday 1600h</b>
2	30	1.3.1 (W)	De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	A notice of at least 72 hrs be provided before any dismantling is required to be done and to enable us to align our technician accordingly.	Upto 48 hours notice shall be provided.
3	34	1.9.21 (b)	Regulate switching on/off power supply to glow sign boards of Branch as per pre-defined timings site-wise.	Controlling is possible .But from branch side Common contactor relay to be provided for switch off . This will be under Branch scope only. Amendment required for the same.	Clause Deleted.
4	34	1.9.21 (c)	Regulate timer-based switching off/on of ACs installed at Branch sites, if not switched-off by, staff while closing the site for the day.	Controlling is possible .But from branch side Common contactor relay to be provided for switch off . This will be under Branch scope only. Amendment required for the same.	Clause Deleted.
5	56	2.33.7	The solution should have a minimum uptime of 100% on a monthly basis. Penalty will be charged as per the table below, if the required uptime is not maintained on a monthly basis.	The efficiency of the system is dependent basically on the availability of two essentials - power and internet connectivity. 100% power is generally not available at No of sites. Even after installing an 8 to 10 hrs battery back up for power, very often, due to disruption in electric supply especially in rural areas, there is a raw power issue. Also, no internet service provider guarantees a connectivity of more than 95%. As such, it is requested that an uptime of 95% be considered.	<b>Central Monitoring Station shall have 100%</b> uptime and proper redundancy in place. There should be DC and DR for CMS.  <b>98% uptime shall be maintained for all branches</b> mandatorily.
6	42	1.11.11	Certification - UL, CE, FCC, BIS.	Kindly Consider certification – UL/ CE/ FCC/BIS.	BIS certification is mandatory and any other certification will be an advantage.
7	33	1.9.21	(a) Switching-off Main Lighting DB and AC DB of any site (wherever provided), if not switched-off by staff while closing the site for the day. (b) Regulate switching on/off power supply to glow sign boards of Branch as per pre-defined timings site-wise. (c) Regulate timer-based switching off/on of ACs installed at Branch sites, if not switched-off by, staff while closing the site for the day.	Request bank to clarify if already there is any relay based module installed at branches which can be controlled by modbus. If not then for each branch Power rating would be different and this will in result cause non-uniform solution for each branch also this will require to modify switching equipment to be made of different rating rating for each branch. Would require power consumption details for supplying MCB Controlling is possible .But from branch side Commoncontactor relay to be provided for switch off .	Clause Deleted

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8	29	1.11.4	Flame Sensors	we would like clarification bank has already asked for heat and smoke detectors which can easily detect any smoke and fire condition in branch, Flame detectors are broadly for industrial use and it also impact overall costing of BOQ by great extent. And there are multiple sensors along with cameras to monitor any unwanted conditions, having all this in place heat and smoke detector is ideal for branch scenario. We request bank to consider	Bank shall consider subject to Bidders' ability to comply with SOW ie., ability to detect Fire hazards.
9	42	1.11.10	Alarm Hooters: External hooters with sound level of 150 dB up to 500 meters.	150 dB (decibels) represents an extremely loud sound level that can cause immediate and permanent hearing damage, 130 DB is widely used in security industry. We request bank to consider the same.	130 db and above can be considered
10	23-25	Section II – Clause 9.1 – Eligibility Criteria – Experience	Work Experience: Bidder must have executed similar works of ₹35 Cr × 3 / ₹45 Cr × 2 / ₹75 Cr × 1 in the last 3 years ending 31.12.2024.	We respectfully request that MSEs be exempted from this clause, subject to demonstrating technical capability and infrastructure readiness. This would align with Govt. of India MSE procurement policy. We also suggest allowing smaller but technically sound firms with prior installations of similar solutions to be considered.	<p>The amended clause is given under :</p> <p>Work Experience: Bidder must have executed the following -</p> <p>3 similar completed works costing not less than the amount equal to <b>Rs 25 Crores each</b> (or)</p> <p>2 similar completed works costing not less than the amount equal to <b>Rs 38 Crores each</b> (or)</p> <p>1 similar completed work costing not less than the amount equal to <b>Rs 75 Crores.</b></p>

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11	22	9.1 Eligibility Criteria	3. The Bidder's yearly turnover should be more than Rs.80 Crores during the last 03 Financial Years(ie., 2021-22, 2022-23 & 2023-24)	<p>We respectfully request Bank a revision to the Bidder Turnover eligibility clause mentioned in the tender document. Currently, the clause mandates that the bidder must have an average annual turnover of more than Rs. 80 crores during the last three financial years (i.e. 2021-22, 2022-23, and 2023-24).</p> <p>We kindly request the bank to consider revising this requirement to "more than Rs. 60 crores" over the same three-year period.</p> <p>This revision will enable broader participation from qualified bidders who possess the necessary technical expertise, experience and financial capacity, but fall slightly short of the current turnover threshold.</p> <p>We believe that this modification will encourage healthy competition without compromising the quality and reliability of the services expected under the tender and many pure-play e-Surveillance vendors would be able to provide competitive pricing for the bank.</p> <p>We sincerely hope for your positive consideration of our request.</p>	<p>The amended clause is given under :</p> <p>The bidder's <b>yearly turnover should be more than Rs.75 Crores</b> during the last 3 preceding Financial years (2022-23, 2023-24 &amp; 2024-25)</p>
12	21	7	Bid Security (Earnest Money Deposit)	As we are more than 500 Cr company request the bank to amned this clause EMD exemption is allowed as per GEM guidelines.	EMD exempted as per GeM guidelines.
13	35	1.10-7	4-Zone Conventional Fire Alarm Control Pane	Since the intrusion panel is integrated to support connecting both Fire and intrusion Sensors,hence separate Fire Alarm Panel may not be required in branch. We seek clarity for this clause please.	Bank shall consider subject to Bidders' ability to comply with SOW ie ability to detect Fire hazards.
14	43	14	NVR - Network Protocol SADP, iSCSI,ISUP	SADP is brand specific protocol, iSCSI is a popular implementation of SAN systems, as per tender scope of work, NVR will be used for recording, ISUP brand specific & hence we request you to delete these three protocols,	Any of the Protocols as mentioned may be implemented to meet the RFP Criteria
15	43	17	Certification - FCC part 15 Subpart B, ANSI C63.4-2014, CE EN 55032: EN 61000-3-2, EN 61000-3-3, EN 50130-4, EN 55035: 2017	As per GOI notification P-45021/65/2019-BE-II (47608) for MII, INDIAN STANDARD IS (BIS) : 13252 Is Equivalent to UL/CE certification.also please note asking for such international certificates/standards which are discriminatory & are contradictory to MII policy .	BIS certification is mandatory and any other certification will be an advantage.
16	81	ANNEXURE – VII	DETAILS OF FINANCIAL PERFORMANCE OF BIDDER	We suggest the bank to include FY24-25 as well.	Included.

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17	24	Section II – Clause 9.1 – Eligibility Criteria – Point 9	The bidder should be providing e-surveillance to minimum 1500 sites including at least 750 sites in 1 PSB/PVB, of which 500 must be bank branches.	We request you to consider relaxing this requirement for MSEs by allowing them to qualify if they have implemented minimum 1500 sites, including at least 100 bank branches.	The bidder should be providing e-surveillance to minimum 1500 sites including at least 750 sites in 1 PSB/PVB, of which minimum <b>300 must be bank branches.</b>
18	33	1.9.20	ESS solution should have capability for live monitoring of a site/sites through selected/all cameras if required, at ESS and/or authorized locations (ZOs / CO) through client/application software and mobile application. It should also provide capability to pull video back-up from selected/all cameras of any site.	Pull backing Images/videos from Mobile app/ Web site dashboard is not possible. Only option for live view.	Please adhere to T&C of RFP. Demonstration of the Integrated Application should be provided at Indian Bank Corporate Office during Technical Bid evaluation. The integrated application should include all the features as mentioned in the RFP including the billing module.
19	23	9.1.	The bidders should be having its own Command Center/Central Monitoring Station and a Disaster Recovery Monitoring Station, both in two different Seismic Zones within India.	Command centre and Disaster Recovery Monitoring Station, both in two different Seismic Zones within India. Please clarify , 1 command centre required in seismic zone(A)and 1 Disaster recovery monitoring statio required in seismic zone (B).both things required in 1-1 locations or 2-2 locations.	Please adhere to T&C of RFP. The Command Centre / Central Monitoring Station and Disaster Recovery Monitoring Station will be inspected by Bank Officials anytime during Technical Evaluation

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1	NA	General	Cameras count per Branch?	No of cameras required per branch including two hidden camera	Max of 16 cameras and min of 14 cameras
2	27	1.1	For TCO purpose, the total number of Branches to be considered is Nine Hundred and Forty Three(943).	We are expecting all 943 Sites are only branches and without on site atm's attached	943±25% of branches ONLY. without ATMs (Onsite or Offsite_ not included)
3	28	1.3.1 (f)	Storing of Images and Video for any Verification (180 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	Video storage for a period exceeding 90 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.	It is clarified that 180 days storage is onsite & 7 days on cloud compulsory.
4	29	1.3.1 (r)	The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports (in portable device) to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.	Can we share footage directly with the bank? Since providing footage in portable device is a chargeable service, We request if and whenever, such an eventuality arises, it be done at a mutually agreed additional cost.	Footage to be shared as a Link for onward submission to LEA by the Bank.
5	32	1.9.3	The ESS should be able to establish two-way audio communication with persons available at any site. For this two sets of two-way audio communication (for redundancy) in the form of speaker and microphone will be provided at each site, It shall be active 24x7. The speakers & microphones should be installed such that they are not easily removed/tampered.	Why two sets of Two way audio required? Clarification	For redundancy. Yes 2 Sets are required.
6	32	1.9.14 (b)	Object detection (available/not available).	What kind of objects to be detected, what is the minimum size of the object	As per AI facility availability, use of Sharp tools such as Knife, Guns and similar objects.

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7	109	5	<b>Maintenance</b> - The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro & urban and 48 hrs. in other regions from the time of fault occurrence. In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.	<p>Maintenance of every equipment/sensor site on a real-time basis will be ensured through our system of health checks and field visits. The TAT for replacement/repair/rectification of items through routine maintenance will be ensured. However there may be occasions where major items like our panel box may go defective due to power fluctuations and dust issues which would require replacement of the entire unit. in such cases, the laid down TAT may be exceeded.</p> <p>The frequency of detailed Preventive Maintenance once a quarter would be sufficient and may please be considered.</p>	Please adhere to T&C of RFP.
8	23	9.1.6	Present / Past litigations, if any of the Clients as on 31.03.2025.	Is it required on Bidder company letter head or CA Letter Head because in Annexure-XV mentioned as " <i>On letter head of CA firm</i> ". & <i>one place written at Bidder Letter head</i> . Kindly confirm	Please adhere to T&C of RFP
9	55	2.31	Installation and implementation to be completed on or before 90 days from the date of Purchase order issued by Corporate Office. The point of delivery/ destination will be as defined by the Bank in the purchase order.	Kindly consider the delivery period as 120 days from the date of purchase order issued by corporate office.	Please adhere to T&C of RFP;
10	45	clause 2.5	contract period	Can we have the contract period for 60 Months as per 1st phase RFP ?	Please adhere to T & C of RFP.
11	28	1.3.1 h	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 centre	On page no. 31, section 1.9.3, the setup for two-way communication is mentioned, and on page no. 36, only one set is specified for the branch. So please confirm whether only 1 set is needed or if 2 sets are required.	Please adhere to T&C of RFP

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12	31	1.9.9	The CMS should be able to differentiate between real or fake alerts. No intimation on false alerts shall be given to the Bank Officials either on phone or by SMS. False alert ticket shall be closed with remark that it was a false call with causes. However, all such false alarm instances must reflect in the dashboard	MIS report of all genuine and false alerts will be shared as incorporation of same in Dashboard will be additional cost. Need your inputs if that is okay to bank	Please adhere to T&C of RFP, No additional cost shall be borne by Bank.
13	36	1.1	2 MP IP based Hidden Camera with mirror with 64 GM Micro SD card WITH AUDIO RECORDING FACILITY	Each branch does not have a ZSO cabin, so please confirm where the second pinhole camera should be installed.	Recommended areas_ One each covering strong room entrance and one inside BM Cabin covering Entrance. To be installed in concealed manner
14	36	1.10.	NVR with minimum 16TB internal HDD to be incorporated in the controller/control panel of CMS installed at site. Redundancy in Cloud storage.	Page no. 36, section 1.10 mentions a minimum 16TB HDD (with minimum 2 SATA), while page no. 43, section 1.11.12 mentions a minimum 32TB HDD (with minimum 4 SATA). So please confirm whether 2 SATA ports are required or 4 SATA ports.	NVR with minimum 16TB internal HDD to be incorporated for atleast 180 days storage in the NVR installed at site. Redundancy in Cloud storage for 7 days. 16 ch NVR with minimum 2 SATA ports supporting upto 32 TB internal HDD in each, to be installed at site.
15	70	Section V, Part I	Situations : Sharp tools / Knives / weapons / face fully covered or with helmet / noise above 80 decibels should generate an alert ticket on 24x7 basis.	It will not be possible to measure using AI through a decibel meter.	As per AI facility availability, use of Sharp tools such as Knife, Guns and similar objects.
16	117	Section V, Part I	Should generate an alert ticket on 24x7 basis. Realtime indication in Web application and mobile application should be enabled. Notification raised in Mobile application	Alerts cannot appear on the web portal in real time because the CMS receives the alert first. Only after it is logged and remarked in the CMS will it be visible on the web portal.	Please adhere to T&C of RFP
17	31	1.9.10	Alert event should be generated in the CMS even if internet services are not available, either through SMS or phone call.	Entire solution has been designed to communicate via TCP/IP. As already backup lines are there. Request to consider only TCP/IP based communication	Please adhere to T&C of RFP
18			Perimeter breach,Overcrowding at Branch,Premises cleanliness,Branch total footfalls.	For cleanliness we request to consider housekeeping report, for footfall need clarification footfall count need to be done at main gate/lobby or any specific space. Strong room door open/Close we request to consider this feature through sensors as well. we also request to exclude footfall in Branch like scenarios as any bank branch would have very dynamic scenarios.	Please adhere to T&C of RFP
19	36	1.1	Cloud based Storage for 7 days	We request bank to please clarify is it for all cameras or for any specific cameras	Please adhere to T&C of RFP, for all cameras.

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20	37	1.1	Main controller/Control panel/ Control Unit with in-built 10 hours battery backup	We request bank to clarify if they are asking for 10+12=22 Hours of backup. As It has already been asked to provide separate UPS/Power Backup for 12 hours in addition to that we request bank to please consider inbuilt backup of 3-4 hours as we will be providing UPS backup for 12 hours.	Please adhere to T & C of RFP.
21	42	1.11	Lens Type - Varifocal lens, 2.8 to 12mm motorized @ F1.4	Standard Bank operation can be covered by fixed lens, request the same to be considered. If due to some specific reason motorized lens camera is required then what would be the quantity, is it for all cameras or any specific camera	Please adhere to T & C of RFP.
22	40	b	Main control panel should have built-in gateway with multiple connectivity: LAN/Wi-Fi/GPRS/3G/4G/5G/Broadband.	Request bank to consider Router as a mode of gateway. Router provides more robust connectivity than inbuilt modem mechanism.	Please adhere to T & C of RFP.
23		1.11.2	Recording resolution -12 MP/8 MP/6 MP/5 MP/4 MP/ 3 MP/1080P/D1. <input type="checkbox"/> Incoming Bandwidth - min 256Mbps <input type="checkbox"/> Outgoing Bandwidth - min 256Mbps <input type="checkbox"/> Decoding Capability - 16ch@1080P(25FPS) <input type="checkbox"/> Synchronous playback - 1/2/9/16 Channel.	We request bank to please clarify as in the document it has been asked to provide 2MP cameras but in NVR specification it is being asked to support upto 12MP cameras with decoding capacity of 16 channels @HD, Can we consider any lower model of NVR with lower decoding capability. We also seek clarity if there is any specific bitrate required at recording should be done.	Please adhere to T & C of RFP.
24		1.11.3	PoE + Switch (16 Channel):	We request bank to clarify is it mandatory to provide POE switch or we can use non POE switch and for power we can use additional power source	Please adhere to T & C of RFP.
25	99	ANNEXURE- XVII	MeitY Form-1	We request bank to please clarify MeitY Annexure is applicable for all or only for the OEM who are participating directly to tender	Applicable to all
26	57	2	Delay in the Procurement of functionalities required by the Bank :- Rs.200 per calendar day, per site from due date	Bank should consider to extend delivery timelines due to ongoing demand supply challenges caused by STQC	Please adhere to T & C of RFP.
27	57	3	Delay in addressing Security related observations:- Rs.500 per calendar day, per site from due date	Bank should consider to extend delivery timelines due to ongoing demand supply challenges caused by STQC	Please adhere to T & C of RFP.



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28	57	4	Incident Reporting: For every identified incident, the bidder should have evidence of incident (video recording, two-way audio communication logs, system logs), records for action taken and reporting to respective authorities as per agreed mechanism. Bank shall randomly verify the location on monthly basis for SLA monitoring. In case of non-compliance, Bank will levy a penalty of 1% of the total monthly bill payable to the selected bidder	1% should be monthly billing of that particular site	Please adhere to T & C of RFP.
29	58	5	Failure to submit mandatory reports as per Annexure-26 :- Bank shall randomly verify the location on monthly basis for SLA monitoring. In case of non-compliance, Bank will levy a penalty of 1% of the total monthly bill payable to the selected bidder.	1% should be monthly billing of that particular site	Please adhere to T & C of RFP.
30	58	7	a) Non-Supply of Video Footage b) Non retention of video footage :- Rs. 10,000/-per site or actual loss to the Bank whichever is higher.	This clause Penalty will be applicable only if there is a loss to bank	Please adhere to T & C of RFP.
31	58	8	Non maintenance of Turn Around Time for CCTV footages:- Rs. 500/- per requirement for such delays beyond 3 days or Sl. No. 7(a) above whichever is higher.	Rs. 500/- per requirement for such delays beyond 3 days in case there is no loss to bank. If loss then it will cover in clause no 7(a)	Please adhere to T & C of RFP.
32	58	10	Failure of any equipment/sensor should be replaced/repared within 24 hours.:- Upto 24 Hours – 10% of monthly rent of site. 24-48 Hours: 30% of monthly rent of the site. 48-72 Hours: 50% of monthly rent of the site. Beyond 72 Hours: 100% of monthly rent of the site	.5% of monthly billing of that particular site for every 1% reducing server level	Please adhere to T & C of RFP.
33	108	5	The Bank may shift/renovate its Branch 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". Shifting will be within Zone, normally.	re-installation charges 25,000 per site as we have to give the new items and dismantle charges and re-installation charges to vendor	Please adhere to T & C of RFP.
34	108	5	During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost	will be reimbursable basis	Please adhere to T & C of RFP.

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35	108	5	De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	we request bank to consider an amount of INR 5000 per site for every such cases	Please adhere to T & C of RFP.
36			Maximum Penalty	Maximum penalty can be 10% of monthly billing of that particular site	Please adhere to T&C of RFP
37	16	Section 1	The Total Number of Branches for which the solution is proposed to be implemented is about (943) Nine Hundred and Eight only as on 31.03.2025. The above requirement is indicative only and may vary + 25% Branches	Contract period will start from date of installation	Please adhere to T&C of RFP
38	16-17	3.1	L1,L2,L2 (50:30:20) if L2 &L3 Match price with L1, If only L2 or L3 match price with L1 the (60:40), if L2 & L3 not macthed the (all given to L1)	Allocation should be done based on ratio devided in RFP not on based on to match L1 Price	Please adhere to T&C of RFP
39	41	1.11.5	Wired/Wireless PIR Sensor: Work on quad linear technology (IR & Microwave - 30 ft range) to avoid any false alarm activation in active mode.	We request bank to please clarify does it really require IR+Microwave with 20 mtrs of range, in general branch scenario IR with 12 meters is ideal detector for operation	Please adhere to T&C of RFP
40	27	1.3.1(g)	Images and Video for any Verification (180 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements) will be stored in DVR placed in Back Room at site location and the real time backup for the same should be available at central monitoring location.	What is the meaning of "realtime backup" is it realtime cloud storage backup?	Real time cloud backup
41	28	1.3.1(o)	Providing audio – video footage/ images for submission through Branch to Police authorities/ Civil Administration authorities, under the law.	IS audio based recording mendtory for all 14 cameras(10 dome,2 bullet and 2 hidden) irrespective of location where camera is going to be installed I the branch.	Yes, for all installed cameras
42	29	1.7.3	Two-way Audio to deter/warn criminal attempts/activities. 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. Pre-recorded message of minimum 60 seconds should be played to deter any theft / burglary or any suspicious activity.	Please define or share the list of bank recommended voice message to be played on the speaker(circumstance/alert wise).	Will be shared subsequently

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43	32	1.9.14(a)	(a) Perimeter breach.	Please define this AI alert scenario along with the action that command centre need to take once they receive this alert.	All outer sides of Branch premises
44	32	1.9.14(d)	(d) Overcrowding at Branch	Please define this AI alert scenario along with the action that command centre need to take once they receive this alert. Also define over crowding can be triggered based on how much people count coming in same camera view.	05 persons in a 20 sqft near counters - especially in Jewel & Cash counters.
45	32	1.9.14(e)	(e) Person detection (available / not available)	Please define this AI alert scenario along with the action that command centre need to take once they receive this alert. Also define in which location camera/condition this needs to be implemented.	Any unauthorised intrusion during Off working hours including Holidays shall be captured under Person Detection. Under such scenario, onus vests with the vendor to undertake video verification, ascertain the authenticity of alert generation and proceed as per Escalation.
46	32	1.9.14(g)	(g) UPS Area identification (Battery removal, storage of flammable materials)	Please define list of flammable materials on which the bank needs to get alert through AI	Self Explanatory. Please adhere to T & C of RFP.
47	33	1.9.21(h)	h) The ESS solution should have capability to create multiple zones for the site and map the cameras with the sensors (intrusion or fire) present in these zones. This shall facilitate live streaming of videos from the cameras linked to the zone i.e., the zone having the intrusion or fire alert generating sensor/detector.	Please clarify this feature is mandatory or not.	Please adhere to T&C of RFP
48	35	1.1	Wired pressure sensors	Please allow us to use contact sensor or pressure sensor anyone of these, as anyone can be adequate enough to generate the NVR removal alert.	Contact Sensor OR Wired Pressure sensors can be utilised subject to compliance of SOW, as per Bidder's capability.
49				Also clarify that recording should be motion based or continuous in the HDD, SD cards and cloud.	Motion based recording with 180 days back up
50	36	1.1	Network connectivity Primary - leased lines / broadband / MPLS technology, Secondary- Dual SIM based VPN for redundancy/backhaul.	Please clarify that using leased lines / broadband / MPLS technology(as primary network connectivity is mandatory or not, in case secondary solution is strong enough to provide the required data bandwidth and speed, as secondary network connectivity solution already having dual operator sims for internet connectivity)	Please adhere to T&C of RFP. Bank Address Proof will be provided for the purpose of providing exclusive Broad Band, based on specific request by Selected Bidder.

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51	40	1.11.4	Optical type smoke (both above & below false ceiling) conforming to the IS: 2189-2008.	Please clarify if (both above and below false ceiling) smoke sensors are mandatory for all false false ceiling area or any particular false ceiling area.	Please adhere to T&C of RFP.
52	6	3	Schedule [A]: Pre-bid Meeting Date and Venue Details	We request Bank to allow bidder at least 3 weeks time to prepare & submit the bid in the Banks format post release of corrigendum & pre bid query response.	Please adhere to T&C of RFP
53	9	10	SCHEDULE [B] GLOSSARY OF TERMS: "The Site" where applicable means the Branch Premises, where the E-surveillance solution is installed as a part of the Contract and which shall be monitored as part of E-surveillance.	We Request the bank to modify this clause as mean any premises of the Bank- branches and/or ATM lobbies.	Please adhere to T&C of RFP
54	23	8	The bidder should clearly submit litigations if any in their company letter head. False declaration may be result into disqualification.	We are unlikely to be able to present every lawsuit; instead, we can simply file a letter claiming that all lawsuits arose naturally and that none of them would significantly impact the bidder's ability to conduct business.	Please adhere to T&C of RFP
55	24	10	Bidder shall have minimum of Three continuous (03) years of experience of providing Centrally Monitored E-Surveillance Solution to Bank Branch & ATM locations - Copy of the relevant purchase order to be enclosed.	We request the bank to consider and accept Work Orders on fully-owned & functional subsidiary as valid credentials.	Please adhere to T&C of RFP
56	24	11	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 PSB / PVB as on 31/03/2025 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.	1500 Sites' / '750 Sites' mean Branches only or Bank would treat ATM lobbies also as Sites (if latter, definition needs to be altered) Also, we request Bank to consider Work Orders on fully-owned & functional subsidiary as valid credentials. We request the bank to clarify and amend this clause.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
57	27	1.3.1	1.3.1 Event based e-Surveillance Activities:	AI analytics for any facility which should be able to detect any person entering Branch with cover, face face mask and wearing helmet, et cetera. We need the clarification whether this needs to be enable only on the front camera or the entry camera or on or at all the cameras based on that the sizing of the adge devices and everything is depended,we request the bank to clarify.	AI analytics for any facility sholud be for All cameras
58	27	1.3-f	(Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	We request the bank to modify this cluase as 'Expandable' on mutual terms, incl. incremental commercials & timelines.	Please adhere to T&C of RFP
59	28	1.3-n	Bidder shall be liable for providing reports as per Bank's requirement and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank within 24hrs.	We request the bank to modify this clause, as the bidder shall be liable for providing reports as per the bank's requirement. and the bidder is under obligation to provide audio-video footage/images within 24, 48, and 72 hours for metro/urban, semi-urban, and rural locations, respectively.	Please adhere to T&C of RFP
60	28	1.3 - t	Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial.	We are hoping the bank to reconsider this provision as the location and site identification needed for system installation would be entirely up to the bank's judgement. Likewise, any site additions have to be carried out at a cost that has been concurred upon.	Please adhere to T&C of RFP
61	28	1.3 -u	(u) The Bank may shift/renovate its Branch 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". Shifting will be within Zone, normally.	We request Cost of Shifting be obtained in Commercial Bid and to be paid as a one-time charge for de-installation, transportation of equipment / gadgets, & re-installation. Bank needs to pay bidder during the period of discontinuation of use at same contracted rate.	Please adhere to T&C of RFP
62	28	1.3 - v	(v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	We urge that the bank alter this clause as (v). If an additional sensor is necessary throughout the term of the contract, the vendor will install it for an additional fee that can be agreed upon.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
63	29	1.3-x	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 the bank to modify this clause as compliances will be as applicable on date of bid submission; any subsequent changes shall be on mutual terms, incl. commercials & timelines.	Please adhere to T&C of RFP
64	29	1.4	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 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.	The bank is requested to change this clause to read, "Site preparation: The chosen bidder shall undertake all necessary site preparation work in order to install the intended device or equipment. Identification of the site and location for the system installation would be done entirely at the Bank's discretion. During the contract time, the bank may relocate its branches, requiring the bidder to relocate the same equipment at an extra expense."	Please adhere to T&C of RFP
65	29	1.7.4	The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period.	We requesting the bank to modify this as quarterly PM. Monthly PM would unnecessarily disturb functional systems and during Branch working hours.	Please adhere to T&C of RFP
66	31	1.9.10	Alert event should be generated in the CMS even if internet services are not available, either through SMS or phone call.	Alert event should be generated in the CMS internal service or not. Internet service are not available either through SMS or phone call. This functionality is not possible, we request the bank to modify this clause.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
67	31	1.9.14	<p>The ESS solution should have advanced features of Artificial Intelligence (AI), Machine Learning (ML) and Video Analytics (VA) for processing live video for real time identification of threats/suspicious activities at any site and generate alert to CMS accordingly. The ESS solution should be capable to generate alerts/provide valuable insights for following use cases using Edge AI features/tools viz.</p> <p>(a) Perimeter breach.  (b) Object detection (available/not available).  (c) Identification of sharp objects, gas cylinders and weapons.  (d) Overcrowding at Branch  (e) Person detection (available / not available)  (f) Premises cleanliness.  (g) UPS Area identification (Battery removal, storage of flammable materials)  (h) Branch total footfalls.  (i) Helmet detection.  (j) Face Mask detection.  (k) Camera tamper/video loss/change of video angle/video blockage/camera masking detection.  (l) Strong room door / SAFE ROOM DOOR open/closed detection.  (m) Cash Cabin door open detection during cash hours  (n) Fire Detection.</p>	<p>Regarding point 1.9.14, where a list of AI and video analytics features has been requested by the Bank, we would like to highlight that no specific specifications for the AI module have been provided. Without a clearly defined AI framework or benchmark, it becomes difficult to make an "apple-to-apple" comparison among competing solutions.</p> <p>To ensure a fair and technically accurate evaluation, we recommend that the Bank provide detailed specifications for the AI module, especially with respect to edge device compatibility and performance. Additionally, it is important to acknowledge the inherent limitations of AI-based analytics, as no AI system can guarantee 100% accuracy. This variability in performance is a key differentiator between competing technologies.</p> <p>We also request a written confirmation from the Bank acknowledging that not all AI features can be uniformly supported across all camera models. This clarity will help all stakeholders understand the scope and expectations of the AI implementation.</p>	Bidder has to provide the reports detailed in the RFP through the AI model. In case of any breach, model should be able to generate alerts and automatic escalation.
68	34	1.9.21 -n	<p>The network connectivity for the CMS solution i.e., leased lines, broadband, MPLS technology and dual SIM VPN including its hardware &amp; software shall be owned by the bidder. The MSP must size the same considering the CMS solution and upgrade the same if required, in future without any extra cost to the Bank.</p>	<p>We request bank to modify this clause as The network connectivity for the CMS solution i.e., leased lines, broadband, MPLS technology and dual SIM VPN including its hardware &amp; software shall be owned by the bidder. The MSP must size the same considering the CMS solution and upgrade the same if required, in future with extra cost to the Bank.</p>	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
69	35	1.1	2MP IP based IR Dome Camera with 64 GB Micro SD card WITH AUDIO RECORDING FACILITY	Page number 35, about two megapixel IP base IR dome camera with 64 GB microSD card with audio recording facility. Now the facility will be there, whether the Mic is required or not need to be clarified from the bank, there is no STQC camera available where audio recording facilities is available now the entire RFP since this is a PSU bank has to go under the Law of the ministry of electronics and communication where they clearly mentioned that we have to go with the SC approved camera only and as on date, there is no camera which are sticky approve has microphone inbuilt into it. So this needs to be taken up with the bank. Either we have to remove it or we have to Provide the division here.	Please adhere to T&C of RFP
70	37	Edge based AI capability in the form of AI Module/Box/Controller	To cover all cameras for all use case defined in the Tender separately For various types of alert generation on defined use cases and other machine learning and video analytics activities through image/video processing technology at the site.	The RFP mentions the requirement for edge-based AI capability but does not specify the AI model, processing requirements, or supported features. Without a defined specification, it is not possible to ensure an "apple-to-apple" comparison among bidders. Each vendor may interpret the AI requirement differently, leading to inconsistent solutions and unfair evaluation. Request: We strongly recommend that the Bank provide a detailed specification or baseline AI model for edge-based analytics to standardize all proposals.	Bidder has to provide the reports detailed in the RFP through the AI model. In case of any breach, model should be able to generate alerts and automatic escalation.
71	37	UPS & Battery back up Selected Bidder's UPS with minimum 12 hours back up to be used	All devices / equipment /controller shall source main power supply through Bidder UPS. The in-built battery backup with the controller shall be in addition to this arrangement	There is no technical details for UPS and bank is asking for 12 hours backup and the UPS technical specifications are not given in the RFP. We seek clarity for this clause please.	Please adhere to T&C of RFP



	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
72	42	1.11.11	Audio In/Out (1/1) > IR Range - Up to 40 m	Built in MIC, One way Audio, Two-way audio communication is already included in the scope of work; thus, we request that you specify built-in Mic Cameras to capture video and audio, as external Audio in/out would raise the cost of the camera.	Please adhere to T&C of RFP
73	43	15	Network interface - RJ-45 10/100 Mbps self-adaptive Ethernet interface -16 Ch1, RJ-45 10/100/1000 Mbps self-adaptive	POE or Non POE -Please confirm whether to offer POE or NON poe NVR	Please adhere to T&C of RFP
74	43	16	USB Interface - 4 Ports	3 or More, are sufficient & as per the Industry standards. We request the bank to modify and amend this clause.	Please adhere to T&C of RFP
75	44	Section 2.3 - 2.3.4	The payment will be made only for the services provided by the Service Provider as mentioned in the scope of work. The vendor has to submit the invoices within 1st week of every succeeding month along with the uptime and downtime reports	We request that - Any services required by the Bank but not included in the scope of services must be requested in writing by the Bank to the Bidder, and such written requirement will be included in the scope, and the Bank will be obligated to pay the bidder. If any errors are discovered in the invoice after it has been submitted by the bidder, they will be reported to the bidder, and the bidder will be given a fair opportunity to correct the invoice.	Please adhere to T&C of RFP
76	44	Section 2.3- 2.3.5	The Bank shall right to withhold any payment due to the Bidder, in case 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 are 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.	The Bank is urged to waive the condition relating to withholding payment and to provide the Bidder a sufficient opportunity to correct the default; if the bidder fails to do so, the Bank has the right to cancel this Bid. If any things are included in the Bid but are not needed by the Bank, the Bank will be obligated to reimburse the cost to the bidder, which will be at the bidder's discretion. Furthermore, we recommend that the Bank provide separate invoices for the debits and penalties; we do not agree that the Bank should withhold our payments.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
77	44	Section 2.3 - 2.3.7	The payments will be released through NEFT after deducting the applicable LD/Penalty (if any) and applicable TDS, centrally by respective Zonal Offices and the Service provider has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, region (State / UT) wise GSTIN etc	We urge that the Bank do not levy any LD costs. In such cases, the Bank may cancel this Agreement.	Please adhere to T&C of RFP
78	45	2.5 Contract Period	Contract Period - Bank will enter into contract initially for a period of three years from the 91st Day from date of issuance of Purchase Order and extendable further at the same terms & conditions, provided services of the bidder is satisfactory at Bank's sole discretion. The Bank will have the right to renegotiate prices at the end of the contract period of three years. In such case, the vendor has to submit a fresh bank guarantee or extend the bank guarantee submitted to bank as performance security for a period of three years post completion of three years of contract.	We request Bank for 5yrs contract so Capex investments are amortized over longer period for more competitive price for Bank.	Please adhere to T&C of RFP
79	45	2.6 Sub-Contracting	The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.	Urge the bank to consider that if the situation/urgency requires it, successful bidder may enlist the assistance of its authorised or registered affiliates, subsidiaries, or preferred suppliers, with the bank's due consent.	Please adhere to T&C of RFP
80	46	2.10 - Liquidated Damages (LD)	2.10.1 Liquidated damages 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 the bank to limit this to 10-15% of the monthly bill for affected sites.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
81	47	2.14 - Indemnity Clause	<p>Indemnity Clause: If at the time of the supplying the goods or services or installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any right claimed by any third party in India or abroad, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.</p>	<p>We recommend adding the following language: The Bank shall give a thorough notice of any indemnification claim together with pertinent supporting documentation. The Service Provider shall not be liable under the indemnity provisions of this Agreement to the extent that loss is caused by the Bank's or its employees' negligence, breach of this Agreement, or violation of applicable laws, or for any services provided by the Bank outside the scope of this Agreement.</p> <p>The Bidder agrees to indemnify the Bank solely for direct damages. In no event shall the Service Provider be liable for any indirect, incidental, consequential, or punitive damages, including loss of profit or goodwill, arising from or relating to this Agreement and/or its subject matter, whether such liability is asserted under contract, tort, or otherwise, even if such party has been advised of the possibility of such damages. Any data loss attributable to force majeure or other causes without the bidder's control (such as natural disasters, power outages, data migration, system malfunctions, viruses, etc.) will not be covered by the bid. The bidder shall not be liable for any virus-related system failures, tampering with the hardware or operating system, database-related issues, or any loose, soiled, forged, or counterfeit notes, nor for notes that are not issued by RBI during the Agreement. Our obligation for the aforementioned services shall be restricted to the extent of services rendered by us. We shall not be liable for any</p>	Please adhere to T&C of RFP
82	48	2.18 - Intellectual Property Rights (IPR)	While the successful bidder/ OEM shall retain the intellectual property rights for the application software, it is required that successful bidder shall grant user-based annual subscription License to the bank for the bank's exclusive use without limitation on the use of those licenses.	The Bank will be provided a non-exclusive licence with access limitations.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
83	52	Force Majeure - 2.24	<p>Force Majeure</p> <p>2.24.2 If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>2.24.3 If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.</p>	<p>We suggest deletion of below wording, as the decision to discontinue service during Force Majeure situation needs to be mutual :</p> <p>Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event</p> <p>Further, 6 months is too long period for Force Majeure. We suggest the same to be changed to 30 days and termination to be immediate.</p>	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
84	56	Penalty Clause 2.33.6 - 2.33.7	<p>2.33.6 If the system remains non functional for period beyond the permissible downtime, the penalties shall be applicable as below:</p> <p>(a) Failure above 24 hrs upto 48 hrs : 25% of Monthly Charges</p> <p>(b) Failure above 48 hrs upto 72 hrs : 50% of Monthly Charges</p> <p>(c) Failure above 72 hrs upto 1 week : 75% of Monthly Charges</p> <p>(d) Failure above 1 Week : 100% of Monthly Charges</p> <p>2.33.7 Penalty Clauses : Penalties / Liquidated damages for not maintaining uptime: The solution should have a minimum uptime of 100% 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>	We request for reduction to half of the %ges mentioend in the both the penalty clause.	Please adhere to T&C of RFP
85	57	13	<p>Random Verification of 180 days storage of 5-10% Sites_ by Bank</p> <p>Monthly service charge per site will be levied incase of non submission of footage.</p>	Point number 13 on page number 57 is a continuous clause because some ZS may use this as a weapon to penalise us heavily. Because right now this clause was not there in our ATMRFP and because of the same, we are able to fight with him because this this clause will give elimination to all the ZS who process our bill and it's very contagious clause. Either we have to convince Bank to remove these clothes or we have to factor the cost of this clause in our proposal.	Please adhere to T&C of RFP
86	58	2.37	<p>Compliance with Policy</p> <p>The successful bidder shall have to comply with Indian Bank's policies like Policy on Security Management, IT policy, Information Security policy, Cyber Security Policy etc. in key concern areas relevant to the RFP, extract details of which shall be shared with the successful bidder.</p>	The bidder shall comply with the applicable policies applicable to the services rendered by the Bidder under this agreement.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
87	60	2.40.7	Representation and Warranties The Bidder represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:	We suggest that the Representation and warranties shall survive only during the term of the agreement.	Please adhere to T&C of RFP
88	60	2.40.7. (a) iv	That there are – no legal proceedings pending or threatened against Bidder or any sub Bidder/third party or its team which adversely affect/may affect performance under the Contract; and	We suggest that there are legal proceedings pending, but the same have arisen out of regular business operations and the same do not materially affect business of the Bidder.	Please adhere to T&C of RFP
89	62	2.40.9	No Right to Set Off In case the Successful Bidder has any other business relationship with the Bank, no right of set off, counter-claim and cross-claim and or otherwise will be available under the agreement to the said Bidder for any payments receivable under and in accordance with that business.	This clause shall be made mutual in nature.	Please adhere to T&C of RFP
90	63	2.40.12	Solicitation of Employees  The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: (a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or (b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	We suggest to add exception to it.  It is however agreed between the parties that if the employment / recruitment happens through any of the third party job portal or online / social media recruitment sites the same shall not bet terms as Solicitation under this agreement.	Please adhere to T&C of RFP
91	89	Annexure X - Pre Contract Integrity Pact - Section 11	Independent External Monitor / Monitors	The Bank shall ensure that they enter a confidentiality arrangement with such IEMs to ensure the confidentiality of this RFP and both the parties is maintained.	Please adhere to T&C of RFP

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
92	93	Annexure XI - NDA - Section 10 & 11	10. Dispute resolution mechanism 11. Jurisdiction	We Suggest to change the jurisdiction to Mumbai or to a neutral state.	Please adhere to T&C of RFP
93	93	Annexure XI- NDA - Section 12	Indemnity clause: "The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."	This clause shall be captured in the definitive agreement/contract form and be deleted from here. Additionally the RFP has a confidentiality clause. Further we cannot agree for indemnity clause in an NDA.	Please adhere to T&C of RFP
94	95	ANNEXURE- XIII	Manufacturer Authorization Form	We request the bank to clarify MAFs to be provided for Control Panel, NVR, Cameras only?	MAF to be submitted for all Hardware being installed in the Branch Site.
95	104	Annexure XIX- 4 Penalty	Penalty	This clause should be waived off. The Bank has an additional right to terminate this Agreement on default. The reason for penalty should be solely attributable to the Bidder and not otherwise. Further, Bidder should be entitled for a cure period before such penalties. The Bank shall, while making any indemnity claim, shall provide a detailed notice of such claim together with relevant supporting documents. Further the penalties needs to be capped.	Please adhere to T&C of RFP.
96	111	Annexure XIX- 7	Termination for default	We suggest to add below wordings:  Before issuing any notice for termination for default the Bank needs to give sufficient advance notice to the Bidder to rectify the breach and the agreement can be terminated only in case of failure on part of the bidder to do so.	Please adhere to T&C of RFP.

	<b>RESPONSE TO BIDDERS - CLARIFICATION</b>				<b>Annexure</b>
S.No	Page No	Para No.	Description	Query	Bank's Response to Bidder
97	112	Section XIX - 8	<p>Force Majeure</p> <p>If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.</p>	<p>We suggest deletion of below wording, as the decision to discontinue service during force Majeure situation needs to be mutual :</p> <p>Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event</p> <p>Further, 6 months is too long period for Force Majeure. We suggest the same to be changes to 30 days and termination to be immediate.</p>	Please adhere to T&C of RFP.
98	112	Annexure XIX-9	Settlement of disputes	<p>The bidder proposes sole arbitrator instead of 3 arbitrators under dispute resolution since it is cost effective.</p> <p>We suggest if the jurisdiction for Arbitration shall be Mumbai or any other neutral location.</p> <p>We suggest deletion of the below wordings :</p> <p>failing such agreement, by the appointing authority namely the Indian Banks' Association (IBA).</p>	Please adhere to T&C of RFP