



# CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

**HEAD OFFICE :: GUNTUR**

**Guntur**

**Dept.: Information Technology**

**Date: 12.07.2023**

## Addendum - I

### RFP for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

Tender Reference : 099/51/RFP/2023-24/03, Date: 28.06.2023  
Date of Addendum : 12-07-2023

#### **Purpose of Addendum:**

Amendments in RFP document ----- Page Nos - 6, 7, 8, 9, 18, 41 & 72  
Clarifications in RFP document ----- Page Nos - 1, 2, 6, 7, 8, 9, 11, 16, 17, 18, 19, 20, 22, 24, 25, 26, 27, 28, 34, 38, 39, 40, 42, 48, 57 & 72

#### **Amendments:**

Page No. in RFP	Current Clause details as per RFP	To be amended as
6	<b><u>1. Event Based Surveillance activities:</u></b> 1.5 Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis / or on a shift basis, wherever the ATMs & Cash Recyclers functioning is on a shift basis.	<b><u>1. Event Based Surveillance activities:</u></b> 1.5 Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor OR camera analytics on a round the clock basis / or on a shift basis, wherever the ATMs & Cash Recyclers functioning is on a shift basis, such that the objective of event based detection is met with no lapses at any cost.
7	<b><u>1. Event Based Surveillance activities:</u></b> 1.23 De-installation/ Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	<b><u>1. Event Based Surveillance activities:</u></b> 1.23 De-installation/ Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank. It is the responsibility of the vendor to do the dismantling and shifting activities and a prior notice of 48 hours may be provided to the vendor.
8	<b><u>4. Preventive Maintenance:</u></b> a. The Service Provider shall carry out preventive maintenance once in a monthly in consultation with Bank's team during the warranty period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc.	<b><u>4. Preventive Maintenance:</u></b> a. The Service Provider shall carry out preventive maintenance once in two months in consultation with Bank's team during the warranty period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software



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		etc.
9	5. Web portal and mobile based application: d. To provide real-time status of UPS.	5. Web portal and mobile based application: d. To provide real-time status of power supply at the site.
18	<b><u>XI. Penalty Clauses:</u></b> 11.2.4 In case the cleanliness and upkeep of the site is not maintained by Beat Marshal- in case of negligence by Beat marshal in maintenance of the site a penalty of Rs.250/- per incidence per site will be applicable.	The clause is out of the scope of RFP. Hence this clause is removed.
18	<b><u>XI. Penalty Clauses:</u></b> 11.2.5 In case of delay in reaching the site by QRT at the time of incidence - in case of an incident if the QRT does not reach the site in the time frame as defined in the RFP, a penalty of Rs.500/- per incidence will be applicable except for the cases where site is inaccessible on account of unforeseen circumstances like bandhs, civil commotion, floods, earthquakes, etc.	The clause is out of the scope of RFP. Hence this clause is removed.
18	<b><u>XI. Penalty Clauses:</u></b> 11.2.7 In case of delay on opening and closing the shutter- in case of delay in opening and closing the shutter as per predefined time a penalty of Rs.500/- per incidence per site will be applicable.	The clause is out of the scope of RFP. Hence this clause is removed.
41	Annexure-7B - General Functional and Business Requirements.	Revised Annexure-7B - 'General Functional and Business Requirements' is provided herewith.
72	COMMERCIAL BID FORM - B	Revised COMMERCIAL BID FORM - B is enclosed.

## Clarifications:

Page No.	Clause	Clarification sought	Clarification given
1	Contract value is missed in the RFP given.	Requesting for contract value.	No Change in RFP Terms and Conditions.
6	1.7 Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet	Video storage for a period exceeding 90 days may require upgradation to a higher storage	No Change in RFP Terms and Conditions.



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	higher period for storing in case of any future administrative / regulatory requirements).	capacity which may have a commercial impact. Request if and whenever, such an eventuality arises, it is to be done at a mutually agreed additional cost.	
6	1.9 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.	The messages are required in the local language i.e. Telugu along with English.
7	1.24 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.	No Change in RFP Terms and Conditions.
9	J 5.Web Portal and Mobile based Application: To develop any new feature in the dashboard at no extra cost to the bank.	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.	No Change in RFP Terms and Conditions.
11	VII & VIII RFP Fee is exempted for the Bidders having the NSIC Certificate or MSME Certificate; Bidder has to submit the valid proofs from NSIC at the time of Bid submission.	Please clarify whether the same exemption implies to Earnest Money deposit also? As per Circular No.1(2)(1y2016-MA dated 10th March,2016 & As per Rule 160(ix a) of GFR, 2005 may relax condition for EMD and tender fee which MSMEs are exempted from paying Application fee/cost & EMD, subject to furnishing of Valid	Refer Page No.12 <b>VIII. Earnest Money Deposit (EMD):</b> ix. The MSME Bidders should submit the EMD or "Bid Security Declaration" on their



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		certificate for claiming Exemption.	organization's letter head as per the Annexure - 14 duly signed and stamped by their authorized signatory.
17	11.2.1 to 11.2.7 Penalty for Operational Deficiency.	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 down-time of the system.	No Change in RFP Terms and Conditions.
17	11.1 The complete e-Surveillance system for ATMs & Cash Recyclers should be delivered and installed and made operational at all the identified ATM/CASH RECYCLER sites within 21 days of acceptance of order. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rupees One Thousand only) per week per ATM/CASH RECYCLER site (starting from completion of the above stated 21 days).	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 past 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. Please consider.	No Change in RFP Terms and Conditions.
19	11.3 Both the above Penalty and Liquidated Damages are independent of each other and applicable separately and	Once the site is operational, are liquidated damages applicable? After the site is operational, won't only penalties, if	No Change in RFP Terms and Conditions.



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	concurrently.	any, be applicable? Please clarify.	
34	2 The applicant should be providing e- Surveillance system to deter crime for a minimum of 2000 Sites of at least 2 reputed Banks, preferably Public Sector Banks in India as on 31-02-2023 with a minimum of 500 sites in a single Bank.	The projected number of sites in the commercial bid (RFP) is 87 sites. In terms of eligibility criteria, you asking for an experience work on 2000 sites, which seems exorbitant. You are kindly requested to reconsider.	No Change in RFP Terms and Conditions.
34	2 Metal contact Sensor for sensing the removal of ATMS & CASH RECYCLERS, Cash Recyclers and More Unit of other Self-service Terminals, opening of hood and chest door, and other equipment placed with the ATM/CASH RECYCLER room.	How many ATMs, Cash recyclers etc. should be considered per site? Auto Shutter open/close monitoring activity or control activity?	Currently each site is equipped with one ATM only. No Change in RFP Terms and Conditions.
38	3 Image/Video Items Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	Please Modify, cloud storage will be at 1 fps due to network limitations.	No Change in RFP Terms and Conditions.
38	4) 2 Way audio items 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 on site and command center connectivity?	No Change in RFP Terms and Conditions.
39	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).	No Change in RFP Terms and Conditions.



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40	Billing module (automatic calculations of monthly bills).	<p>Billing module - is not feature of CMS (monitoring software platform), CMS is mainly designed for surveillance purpose only - including monitoring/health check up, alarm handling/ report generation against triggered alarm/event.</p> <p>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.</p>	No Change in RFP Terms and Conditions.
42	One 2 mega pixel IP hidden Camera with mirror.	Can it be 2 megapixel hidden camera.	No Change in RFP Terms and Conditions.
57	Performance Bank Guarantee.	3% of the contract Value valid for one year and renewable every year should be considered for PBG.	No Change in RFP Terms and Conditions.
6	<b>III. Broad Scope of Work:</b> (At onsite ATMs & Cash Recyclers, depending upon ground situation, the area of surveillance extending on to some part of the Branch or the whole Branch would be covered under the same package).	Request Bank to Modify this clause as At onsite ATMs & Cash Recyclers, depending upon ground situation, the area of surveillance extending on to some part of the Branch or the whole Branch would be covered under the mutually agreed cost).	No Change in RFP Terms and Conditions.
6	1.1. Detection of Intrusion in the ATMs & Cash Recyclers. ATM/CASH RECYCLER premises/ adjoining portion of Branch premises, in case of Onsite ATMs & Cash Recyclers wherever, due to structure & lay-out, such overlaps occur.	Request Bank to Modify this clause as Detection of Intrusion in the ATMs & Cash Recyclers. ATM/CASH RECYCLER premises in case of Onsite ATMs & Cash Recyclers. Because the bidder is going to provide the e-surveillance systems for ATM/Cash Recycler Premises.	No Change in RFP Terms and Conditions.
6	1.3. Alert in case of fire/abnormal heat, smoke, in the	Request Bank to Modify this clause as alert in case of fire/abnormal	No Change in RFP Terms and



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	ATM/CASH RECYCLER premises /adjoining portion of Branch premises in case of Onsite ATMs & Cash Recyclers, wherever, due to structure & lay-out, such overlaps occur.	heat, smoke, in the ATM/CASH RECYCLER premises. Because for branches, we don't are not providing e-surveillance systems.	Conditions.
7	1.21. The Bank may shift its ATMs & Cash Recyclers during the contract period. In these cases, the bidder has to shift the same equipment to the new location. 1.22. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Request Bank to Modify this clause as the Bank may shift its ATMs & Cash Recyclers during the contract period. In these cases, the bidder has to shift the same equipment to the new location on mutually agreed cost.	No Change in RFP Terms and Conditions.
7	1.22. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Request Bank to Modify this clause as during the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same with mutually agreed cost.	No Change in RFP Terms and Conditions.
8	Note: Further Bank shall have the full discretion to avail any of the services enlisted in the scope of work. Bank, at its sole discretion, at any point of time, may avail or discontinue any of the services or increase / decrease the numbers of the sites during the period of contract by giving 15 days prior intimation to the bidder/s. In another words, Bank will not be obliged to accept all the works from the bidders at all the sites.	The Bank should be obligated to accept such works which are a part of the scope of work unless such scope of work is modified with prior intimation to the Vendor.	No Change in RFP Terms and Conditions.
8	SERVICE PROVIDER shall maintain and upgrade the Systems during the Contract Period so that the System shall, at all times during the contract Period, meet or exceed the specifications in the	The Service Provider shall at its cost correct any and all errors etc. if the error unless such error is due to act/omission of the Bank.	No Change in RFP Terms and Conditions.



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	Project Documents and the performance requirements as set forth in this Agreement. SERVICE PROVIDER shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the Systems.		
16	No advance payment will be made. Payment shall be made on monthly basis, by the Head Office against the invoice raised by the SERVICE PROVIDER after verification of uptime report submitted and deducting the penalties if any.	The deduction of penalty from the payment shall be burden for the Service Provider. Hence the penalty should be waived off. Further we are not ok with deduction of penalties from our receivable.	No Change in RFP Terms and Conditions.
16	The payments shall be made only for the services provided by the service provider as mentioned in the scope of work.	Any work done by the Service Provider which is not a part of the scope but has been authorised by the Bank, shall be construed as a part of the scope of work.	No Change in RFP Terms and Conditions.
17	11.1 Penalty For delay in supply and installation- The complete e-Surveillance system for ATMs & Cash Recyclers should be delivered and installed and made operational at all the identified ATM/CASH RECYCLER sites within 21 days of acceptance of order. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rupees One Thousand only) per week per ATM/CASH RECYCLER site (starting from completion of the above stated 21 days).	We request Bank to modify this clause as The complete e-Surveillance system for ATMs & Cash Recyclers should be delivered and installed and made operational at all the identified ATM/CASH RECYCLER sites within 21 working days of acceptance of order. Sites not covered in given timeline would attract a penalty at the rate of Rs.100 (Rupees One Hundred only) per week per ATM/CASH RECYCLER site (starting from completion of the above stated 21working days).	No Change in RFP Terms and Conditions.
17	The maximum penalty would not exceed 50% of the aggregate monthly charges payable to vendor for all sites for a particular month. Beyond this, Bank shall have the option of	We Request Bank to Modify this clause as The maximum penalty would not exceed 5% of the aggregate monthly charges payable to vendor for all sites for a particular month. Beyond this, Bank	No Change in RFP Terms and Conditions.





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	cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a Sixty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	
17	11.2.1 In case e-Surveillance system for ATMs & Cash Recyclers is non-functional then the penalty will be applied as per below.	We Request Bank to modify/amend this clause to Total duration for which the system is Non-Functional in a month >1 hrs to <=4 hrs Penalty Percentage of Monthly Rentals 3% >4 hrs to <=8 hrs Penalty Percentage of Monthly Rentals 5%, >8 hrs to <=16 hrs penalty Percentage of Monthly Rentals 8%, >16 hrs to <=24 hrs Percentage of Monthly Rental 10% >24 hrs to <= 48 hrs & Beyond 2 Days Percentage of 15% maximum	No Change in RFP Terms and Conditions.
17	11.2.2 In case any of the equipment installed at the site is Non-operational Camera, sensors, 2- way audio system, hooter, battery backup of panel.	We Request Bank to modify/amend this clause to Duration for which the e-surveillance equipment is Non-Functional in a day  >1 hrs to <=4 hrs Penalty per equipment per site Rs.30 per day >4 hrs to <=8 hrs Penalty per equipment per site Rs.40 per day >8 hrs to <=16 hrs Penalty per equipment per site Rs.50 per day >16 hrs to <=24 hrs Penalty per equipment per site Rs.60 per day >24 hrs to <= 48 hrs & Beyond 2 Days per equipment per site maximum of Rs.100 per day	No Change in RFP Terms and Conditions.
17	The Bank may withhold payment of any amount that it disputes in good faith for the services rendered, related to erroneous	The Bank should waive this clause pertaining to set-off as it would be a revenue loss to the Service Provider.	No Change in RFP Terms and Conditions.



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	invoice and may set-off penalty amount which service provider owes the Bank under this Agreement.		
17	Penalty and Liquidated damages	Any delay or non-performance by the Service Provider due to force majeure situation shall not be covered under this clause and no penalty shall be levied for such incidents. Additionally, levying liquidated damages and penalty would be burdensome for the Service Provider and the Bank shall waive off both.	No Change in RFP Terms and Conditions.
18	11.2.3 In case the ticket flow defined in the SOP is not followed when a ticket is generated the inaction of the command center as per the process defined in SOP will attract a penalty of Rs.500/- per incidence. Further any loss to the Bank's asset due to such negligence will be borne by the service provider only.	We Request Bank to modify this clause as the inaction of the command center as per the process defined in SOP will attract a penalty of Rs.100/- per incidence. Further any loss to the Bank's asset due to such negligence will be borne by the service provider only.	No Change in RFP Terms and Conditions.
18	11.2.6 In case of non-reporting or delay in reporting of the health status report to the MS Service provider- in case the health status or downtime of UPS is not reported to the MS Service provider a penalty of Rs.200 per incidence per site will be applicable.	We Request Bank to modify this clause as 11.2.6 In case of non-reporting or delay in reporting of the health status report to the MS Service provider- in case the health status or downtime of UPS is not reported to the MS Service provider a penalty of Rs.100 per incidence per site will be applicable.	No Change in RFP Terms and Conditions.
19	11.3 Penalties FOR Non-maintenance of Sites - Penalties FOR Negligence on the part of the Vendor - If the successful bidder fails to complete the due performance as per this Agreement, CHAITANYA GODAVARI GRAMEENA BANK	We Request Bank to modify this clause as If the successful bidder fails to complete the due performance as per this Agreement, CHAITANYA GODAVARI GRAMEENA BANK reserves the right to terminate the contract and recover Liquidated Damages maximum 3% of	No Change in RFP Terms and Conditions.



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	reserves the right to terminate the contract and recover Liquidated Damages maximum 10% of contract value.	contract value.	
19	11.4 Penalty for Non Submission of CCTV footage - Flat Rs.25,000/- (Rupees Twenty Five thousand only) per incident for non-submission of CCTV footage.	We Request Bank to amend this clause as 11.4 Penalty for Non Submission of CCTV footage - Flat Rs.1,000/- (Rupees One thousand only) per incident for non-submission of CCTV footage.	No Change in RFP Terms and Conditions.
19	11.5 Penalty for Damaging Bank' s asset- Any damages to the Bank's asset due to negligence of services provider will be recovered on actual basis from the bills.	We Request Bank to amend this clause as Any damages to the Bank's asset due to negligence of services provider will be recovered on mutually agreed actual basis from the bills.	No Change in RFP Terms and Conditions.
19	Penalties FOR Non-maintenance of Sites - Penalties FOR Negligence on the part of the Vendor. The decision taken by CHAITANYA GODAVARI GRAMEENA BANK in this regard shall be final and successful bidder shall not dispute the same.	We cannot agree for both the penalty and liquidated damages. We suggest Liquidated Damages to be deleted. We cannot agree that the decision of the bank will be final, we suggest that the decisions needs to be based on mutual agreement between the parties.	No Change in RFP Terms and Conditions.
20	Penalty for Damaging Bank' s asset- The Bank reserves the right to recover an amount as deemed reasonable, as Liquidated Damages for non- performance. Both the Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.	While ascertaining any loss or damages the claim amount needs to be mutually acceptable within the parties and the same cannot be based on Banks sole discretion. We cannot agree for liquidated damages.	No Change in RFP Terms and Conditions.
20	Fall clause: The Bidder undertakes that it has not supplied/is not supplying	We cannot agree for this clause, the prices offered vary from case to case and cannot be compared. We will not be able to acknowledge any	No Change in RFP Terms and Conditions.



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	<p>similar product/systems/subsystems/services/solutions software in a comparable business circumstances at a price lower than that offered in the present bid in respect of any other public sector bank in India/PSU/Ministry or Dept. of Govt. of India or any PSU and if it is found at any stage that similar product/system or subsystems were supplied by the bidder to any other ministry/Dept. of Govt. of India/PSU at a lower price, than that vary price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the bidder to the buyer, if the contract has already been concluded.</p>	<p>such claim as this will lead to breach of Confidentiality clause.</p>	
20	<p>Indemnity</p>	<p>The Service Provider 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. Also, indirect losses should be excluded.</p> <p>Also below clause to be added: Bidder shall not be responsible under indemnity provisions in this Agreement to the extent that loss is attributable to the negligence or breach of this Agreement and breach of applicable Laws by the Bank or its employees or for any services that is availed by bank outside the scope of this Agreement . We suggest to add clause related to LIMITATION OF LIABILITY wherein the our liability shall be limited to</p>	<p>No Change in RFP Terms and Conditions.</p>



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		6months invoice value.	
22	Liquidated damages	As stated above, no liquidated damages shall be levied on the Service Provider. The Bank shall notify the Service Provider of any such defects/errors and the Service Provider shall rectify the same. Upon failure of the Service Provider to do so, the Bank shall have a right to terminate the services.	No Change in RFP Terms and Conditions.
22	The commercial offer shall be on a fixed price basis. No upward revision in the prices would be considered during the offer validity period.	Any upward revisions due to change in law/order etc. shall be considered and the price shall be modified accordingly.	No Change in RFP Terms and Conditions.
22	Right to alter quantities	The Bank may alter the quantities by providing a prior intimation to the Service Provider.	No Change in RFP Terms and Conditions.
24	Order Cancellation: I) In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, the Bank reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.	We cannot agree with the additional cost.	No Change in RFP Terms and Conditions.
24	II) If the bidder does not perform satisfactorily or delays execution of order, the Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the	We cannot agree with the additional cost.	No Change in RFP Terms and Conditions.



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	original quoted cost for such deliverable as per commercial bid, which the Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.		
24	Bank shall have option to terminate/cancel this RFP at any stage without any prior notice.	The Bank shall inform of such decision to terminate the services on a prior basis.	No Change in RFP Terms and Conditions.
25	Effect of termination	The Bank shall pay the Service Provider any outstanding payments upon termination.	No Change in RFP Terms and Conditions.
26	XXVI. Sub-Contracting: Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.	We request Bank to allow Sub-Contracting allowed as same will required subcontractors for installation and AMC management, connectivity, etc. but core like monitoring will stay with bidder	No Change in RFP Terms and Conditions.
27	Pre-Integrity Pact	This should be made mutual.	No Change in RFP Terms and Conditions.
28	Dispute Resolution	We suggest the arbitration venue as Mumbai.	No Change in RFP Terms and Conditions.
48	The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.	The IEM shall secure the confidential information of the Bidder and the Bank shall ensure responsibility that the confidentiality is maintained by such IEM appointed by the Bank.	No Change in RFP Terms and Conditions.



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57	ANNEXURE-13 FORMAT OF PERFORMANCE BANK GUARANTEE (To be submitted on Non-Judicial stamp paper of appropriate value purchased in the name of the issuing Bank)	The BG draft will be subject to change as the Bank may have certain reservations.	No Change in RFP Terms and Conditions.
72	COMMERCIAL BID FORM - B 2.Shifting of all equipment (installed by E-surveillance vendor) 3.Additional camera (any type of camera as mentioned in scope of this RFP)	Request Bank to share the shifting site & additional Camera details with the exact requirements.	Refer scope of the RFP for camera details and the details of shifting site shall be provided at the time of shifting.
2	BID DETAILS: Last Date & Time of Bid Submission	We request Bank to extend the bid submission timeline by at least 15 working days post release of Corrigendum and Bank's Response to Pre-bid Queries.	No Change in RFP Terms and Conditions.

All the other terms and conditions of the RFP read with Addendum-I remain unchanged.

Place : Guntur  
Date : 12.07.2023

Dr. B V RAMANA RAO  
GENERAL MANAGER

### Annexure-7B - General Functional and Business Requirements

Our detailed functional and business requirement out of above Mandatory Requirements and capabilities are given hereunder which will be expected to be fulfilled by the bidders for the service deliverance.

[GENERAL FUNCTIONAL AND BUSINESS REQUIREMENTS criteria is expected to be fulfilled in general however, if there is any minor deviation in compliance, not affecting the critical service capabilities, the bid may be considered at the sole discretion of the Bank for further processing].

S.No.	Alarm Panel Specification	Compliance (Yes/ No)	Allotted Marks	Marks obtained
<b>Sensors, Detectors and Cameras are Certified</b>				
<b>1</b>	<b>Alarm Panel Key Features</b>		<b>6</b>	
1.1	Panel with on-line connectivity to Central Monitoring Station			
1.2	16 – 32 Zone Alarm Panel			
1.3	Ethernet card for TCP/IP Networking			
1.4	8 Hours internal battery Back-up 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.			
1.5	Metal Security enclosure with Key lock for Alarm panel, NVR & Router with Key and Tamper zone on opening			
1.6	ATM Mains power sensing ability (Power Input Sensor- Mains Input (ON/OFF) (Silent Zone)			
1.7	One Mirror for rear view by the customer			
1.8	Built-In Internal SMPS and Battery (8 Hours) for router, NVR, 4 Cameras, Microphone and speakers			
1.9	ATMS, Cash Recyclers and other Self- service Terminals, and other equipments Removal Zone (Unique Zone)			
1.10.	ATMS, Cash Recyclers and other Self- service Terminals, and other equipments Seismic Sensor / Vibration Sensor Zone (Unique Zone) (Drilling and hammering protection)			
1.11	ATMS, Cash Recyclers and other Self- service Terminals, and other equipments hood and Chest Door Zone (Unique Zone)			
1.12	ATMS, Cash Recyclers and other Self- service Terminals, and other equipments Thermal Sensor Zone (Unique Zone)			
1.13	ATM Back Room Door open Zone (Unique Zone)			



1.14	Cheque Drop Box removal (Unique Zone)			
1.15	CCTV Camera 1 (with IR Vandal Proof Dome Cameras), Speaker & Microphone removal Zone in series			
1.16	CCTV Camera 2 (IR Vandal Proof Bullet Camera) Removal Zone (Unique Zone)			
1.17	CCTV Camera 3 (IR Vandal Proof PIN hole Camera) Removal Zone (Unique Zone)			
1.18	CCTV Camera 4 (IP Vandal Proof Dome Camera) Removal Zone (Unique Zone).			
1.19	Smoke / Fire Sensor Zone (Unique Zone)			
1.2	Panic Switch Zone (Unique Zone)			
1.21	Motion Sensor Zone to Detect motion between 22.00 hrs and 06.00 hrs or any differentially defined time set to detect motion in ATM room (Unique Zone).  Timing should be programmable for each site specific requirements.			
1.22	Glass Break Zone to Detect breaking of glass (Unique Zone)			
1.23	8 Hours battery backup for Alarm Panel			
<b>2</b>	<b>Required Sensors and Devices</b>		<b>6</b>	
2.1	ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Removal Sensor (Metal contact Sensor)			
2.2	ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Seismic sensor / Vibration sensor Zone (to work with UL 291 Business hour and UL 291, 24 hour ATM Chest)			
2.3	ATMS, Cash Recyclers, hood and other equipments Chest Door Zone (Plastic / metal Contact Sensor)			
2.4	ATMS, Cash Recyclers & other Self-service Terminals, and other equipments Thermal Sensor with Rate of rise feature			
2.5	ATM Back Room Sensor (Metal contact Sensor)			
2.6	Security Enclosure Tamper Sensor			
2.7	Removal Sensor Cheque Drop Box, UPS and Battery (Metal contact Sensor)			
2.8	Door open Sensor for Cheque Drop Box (contact Sensor)			
2.9	Speaker Removal Sensor (Plastic Contact sensor)			
2.1	Microphone Removal Sensor (Plastic Contact Sensor)			
2.11	CCTV Camera 1 Removal sensor			
2.12	CCTV Camera 2 Removal Sensor			
2.13	CCTV Camera 3 Removal Sensor			
2.14	CCTV Camera 4 Removal Sensor			
2.15	Glass Break Sensor			
2.16	PIR Motion Sensor/ Occupancy Sensor			
2.17	Removal sensor for Siren/hooter			
2.18	Panic Switch/ Duress Button at backroom/ lobby / as required			
2.19	Backdoor open/close sensor			

2.20.	UPS/batteries removal sensor			
2.21	ACs removal sensor			
2.22	Shutter sensor to monitor opening/closing activity			
<b>3</b>	<b>Image / Video Items</b>		<b>5</b>	
3.1	4 Channel NVR with Tamper indication and Surveillance rated HDD with 90+ Day's motion based recording capacity. Bidder must provide the HDD specification and proof that HDD is Surveillance rated HDD.			
3.2	90+ days motion based recording at cloud			
3.3	IP Dome IR Camera – front Lobby			
3.4	IP Camera IR – front / Back lobby, as required			
3.5	IP Bullet IR Camera – out Side ATM room for entrance / front surrounding monitoring			
3.6	IP hidden Camera with mirror			
<b>4</b>	<b>2 Way Audio Items</b>		<b>5</b>	
4.1	High standard Speaker with audio cables.			
4.2	High standard Microphone with audio cables.			
4.3	Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.			
<b>5</b>	<b>Communication Equipment at Sites</b>		<b>6</b>	
5.1	GSM /VPN with minimum 4G multi SIM intelligent Router with bandwidth aggregator/any other suitable mode (triple/quad Connectivity is required)			
5.2	High Gain Antennae where required			
5.4	The functioning of the ATM should not be impacted because of the use or failure of any communication equipment			
<b>6</b>	<b>Central Alarm Monitoring Station Infrastructure Requirements</b>		<b>6</b>	
6.1	Servers with 'HOT REDUNDANCY'. If the Primary server fails, the secondary server takes over immediately with no time loss.			
6.2	Minimum <b>30 MBPS</b> Primary Back-haul from Network provider Hub to Central Monitoring Station with auto switches over. Letter from network provider is required.			
6.3	<b>30 MBPS</b> Secondary Back haul from another Network provider for Back up to Primary Back Haul. Letter from network provider is required.			
6.4	UPS Supply to all systems			
6.5	Generator Back-Up to Mains Power with auto-Start			
6.6	Data Storage on Network Access Storage (NAS) for high data Redundancy			
6.7	GSM /VPN with minimum 4G multi SIM intelligent Router with bandwidth aggregator/any other suitable mode (triple/quad Connectivity is required) auto switchover			
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 <b>(Due undertaking to be submitted)</b>			
<b>7</b>	<b>Communication Requirements</b>		<b>5</b>	
7.1	On-line Alarm Panel with TCP/IP communication over secure wireless VPN Network for Alarm data, Video data and Audio data.			
7.2	TCP/IP Networking			
7.3	International standard SIA messaging			
<b>8</b>	<b>Central Alarm Monitoring Station</b>		<b>6</b>	
	<b>Alert Handling Service Requirement - (Scope)</b>			
1	The software alert should be in form of tickets and not only Pop – Ups			
2	The ticket should have ability to store escalation details as below associated with the particular site that generated the alert (Individual to the sites)			
3	The Bidder should have a Central Monitoring System to monitor the health of all equipment deployed at sites on 24 X 7 basis. All the complaints will be reported to the bidder and the Bidder should coordinate with their local representatives/ technicians to attend all the complaints. One CMS Console access to be provided at Chaitanya Godavari Grameena Bank, Head Office or any other location decided by the Bank including sufficient number of attendants.			
A	Store escalation matrix of 5 MSP agency individual associate with that particular site			
B	Store escalation matrix of 5 Housekeeping Agency individual associate with that particular site			
C	Store escalation matrix of 5 Dispatch Agency individual associate with that particular site			
D	Store escalation matrix of 5 Fire Department individual associate with that particular site			
E	Store escalation matrix of 5 Police individual associate with that particular site			
F	Store escalation matrix of 5 Bank individual associate with that particular site			
4	The ticket must have ability to note the conversation details of each escalation individual of MSP, Dispatch Agency, Police and Fire departments and Bank individuals within the ticket.			
5	The ticket must have the ability to record closure Comments			
6	Start Siren from Central station			
7	Stop Siren from Central station			
8	Bypass sensors from central station			
9	Reset Smoke/Fire sensor from Central Station			
10	Ability to put Alarm Panel on “Test Mode” that generates no SMS or emails when alarm panel is under testing			

11	Chest Door and Cheque drop Box door opening should have a schedule setting at Central Monitoring Station.			
A	An alert ticket must NOT be raised if door is opened after 06.00 hrs and before			
	23.00. Siren must not sound.			
B	Alert ticket must be raised if door is opened between 23.00 hrs to 06.00 hrs and siren must sound			
C	Video verification must be performed to verify the incident / activity			
D	If abnormal activity is detected, then use 2-way audio to deter the activity			
E	Ability to set the schedule individually for each ATM Site.			
F	Escalate as per escalation procedures if crime cannot be Deterred (Escalation matrix will be worked out mutually)			
<b>9</b>	<b>Back room Door opening should have a schedule setting at Central Monitoring Station.</b>		<b>5</b>	
A	An alert ticket must be raised if door is opened after 06.00 hrs and before 23.00 hrs, Siren must not sound.			
B	An alert ticket must be raised if door is opened between 23.00 hrs to 06.00 hrs and siren must sound			
C	Video verification must be performed to verify the incident / activity			
D	If abnormal activity is detected, then use 2-way audio to deter the activity			
E	Ability to set the schedule individually for each ATM Site.			
F	Escalate as per escalation procedures if crime cannot be deterred (Escalation matrix will be worked out mutually)			
<b>10</b>	<b>Motion Monitoring of ATM room</b>		<b>5</b>	
A	An alert ticket must be raised if there is motion after 06.00 hrs and before 23.00. Siren must NOT Sound.			
B	An alert ticket must be raised if there is motion between 23.00 hrs to 06.00 hrs. Siren must NOT Sound.			
C	Video verification must be performed to verify the			
	incident / activity			
D	If abnormal activity is detected, start siren from central monitoring station and use 2- way audio to deter the activity			
E	Ability to set the schedule individually for each ATM Site.			
F	Escalate as per escalation procedures if crime cannot be Deterred. (Escalation matrix will be worked out mutually)			
<b>11</b>	<b>Sensor tripping must generate an alert ticket</b>		<b>5</b>	
A	Video verification must be performed to verify the incident			
B	If normal activity switch off siren from Central Station			
C	If abnormal activity perform 2-way audio to deter the Activity			
D	Escalate as per escalation procedures if crime cannot be deterred			
<b>12</b>	<b>Send SMS &amp; Emails instantaneously to the personnel as per the given Contact list. Details to be provided by the Bank</b>		<b>5</b>	

A	In case of Robbery / Burglary/ snatching attempt - to Channel Managers, Branch Manager and nearest Police Station			
B	In case of Fire - to Channel Managers, Branch Manager and nearest Fire Brigade Station			
<b>13</b>	<b>Previous Pre-View functionality</b>		<b>5</b>	
A	The Central monitoring station must have a previous preview functionality attached to the ticket where they can view previous images of the site of last 30 minutes. This is required to get images even if the burglar has blocked the camera before perpetrating the crime.			
<b>14</b>	<b>Central Recording</b>		<b>5</b>	
A	When the Central Monitoring Executive has viewed the site through video verification, the video verification images should be stored centrally to ensure that images are available for forensic purpose even if the burglars destroy the NVR at the site			
<b>15</b>	<b>Central Image Pulling</b>		<b>5</b>	
A	Central Monitoring Station must have the ability to pull images and Video footage centrally from site NVR of when demanded by the Bank.			
<b>16</b>	<b>ATM Signage Power Management</b>		<b>5</b>	
A	The solution should be able to switch on/off the ATM signage as per defined timings. Scheduling and management for the above should be possible from remote monitoring Centre also.			
B	The signage should switch on/off even if there is no connectivity with the vendor's remote monitoring centre			
C	The vendor should be able to identify if the signage is not switched on/off even after executing the switch on/off command and it should be able to send SMS/E-mail to designated persons in case of such failures			
D	ATM Lobby Temperature monitoring sensor			
<b>17</b>	<b>QRT and Roaming Beat Marshal</b>		<b>5</b>	
A	QRT - To carry out the functions as described in the Scope			
B	Roaming Beat Marshal - To carry out the functions as described in the Scope			
<b>18</b>	<b>Reports</b>		<b>10</b>	
A	All Ticket Report with all details that include Date and Time of Alert			
	Site ID			
	Site Address including location, state and city			
	Type of Alert			
	Name of Operator to whom ticket was assigned			
	Time of acknowledging the ticket Time lapsed to acknowledge the ticket			
	Time when operator started deterrence (If any)			
	Time lapsed for above			

	Operator comments of his conversation with escalation persons			
	Operator closure comments			
B	Deterrence Ticket Report (where deterrence was performed) with all details that include -			
	Date and Time of Alert			
	Site ID			
	Site Address including location, state and city			
	Type of Alert			
	Name of Operator to whom ticket was assigned			
	Time of acknowledging the ticket Time lapsed to acknowledge the ticket Time when operator started deterrence Time lapsed for above			
	Operator comments of his conversation with escalation persons			
	Operator closure comments			
C	Chest Door Open Report with all details that include –			
	Date and Time of Chest door open			
	Site ID			
	Site Address including location, state and city			
	Type of Alert			
	Date and Time of Chest Door close			
D	MAINS Power Report with all details that include			
	Date and Time of Mains Power Change (ON or OFF)			
	Status of Change (ON or OFF) Site ID			
	Site Address including location, state and city			
E	E- Surveillance System down report with all details that include -			
	Date and Time of System down and resumed functioning. Reason			
	Site ID			
	Site Address including location, state and city			
F	Alarm panel not responding report with all details that include -			
	Date and Time of when not getting status			
	message from panel Site ID			
	Site Address including location, state and city			
	Type of Alert			
	Date and Time of regaining communication			
G	All reports in respect of Energy Saving Solution			

**Note:** The scope includes providing Hardware, Cables, Installation and Monitoring Services. This scope also includes any future requirements emerging at the site which can be addressed by the infrastructure created through this RFP.

**Place:**  
**Date:**

**Authorized Signatory**  
**Name & Designation**  
**Business Address**

**COMMERCIAL BID FORM - B**

S.No.	Particulars	No of Sites	No of monthly Payments in 3 years for each site	Charges per month / site (Rs.)	Total Amount (Rs.)
1	2	3	4	5	6 = 3x4x5
	<b>Monthly charges for Comprehensive Centrally Monitored Electronic Surveillance of ATM / e-Lobbies / Express Lobbies</b>				
<b>A</b>	<b>Sites</b>				
1	Event Based Surveillance System (including all CCTV camera)	87	36		
2	Shifting of all equipment (installed by E-surveillance vendor) per each site.				
3	Additional single camera (any type of camera as mentioned in scope of this RFP) along with all associated costs (storage/network/any other hardware etc.) to ensure the entire setup is operational without any lapse.				
	<b>Total Cost of Service(1+2+3) :</b>				
<b>B</b>	<b>Amount in Words :</b>				
	.....				
	.....				