Response to Pre-bid Meeting Queries for "ENGAGEMENT OF SYSTEM INTEGRATOR FOR IMPLEMENTATION OF CENTRALISED CCTV MONITORING SYSTEM AT DIFFERENT CURRENCY CHESTs OF BANK"
RFP Reference: HO/CC:CM/115/01 RFP Issuance Date: 21st January 2023
Date of Meeting:- 02.02.2023 at 3 PM on MS Teams (Online Mode)

Sr. No.	Page No.	Point / Section	Category (Eligibility/ Scope /Commercial / Legal /General / Any Other)	Clarification pointas stated in the tender document	Comment/Suggestion/Deviation	Bank's Response
1	5	Technical Bid Evaluation Criteria:	Software capacity: The video management system shall allow up to 2,000 number of cameras, recording servers and clients to be connected to management server across multiple sites.	Does Bank require recording of Cameras at central location? As by enabling recording at central location will increase server infrastructure, licences, bandwidth consumption etc.		Recording of Cameras is not required at central location
2	A	Annexure 08- Project Details and Scope of Work	In order to structure the overall project, the Bank desires to have its Currency Chests remotely monitored to ensure physical security and to have a Quick Response Time (QRT).	If bidder will have to provide QRT services then will it be covererd in Capex OR Opex?		Providing QRT services is out of scope of RFP
3	B	Detailed Scope of work :	Presently, Bank has 137 Currency Chests functional in 18 Zones across the length and breadth of the country. All the Currency Chests are equipped with CCTV monitoring comprising of -1- DVR each and having CCTV cameras ranging from 12-16 per Chest.	For integration with the existing devices of the bank, we request bank to provide below details of devices: 1. Make and Model 2. Firmware Details 3. End of Life Details 4. End of Support Details 5. OnVIF confront or not Suggestion: We sugest to use same manufacturer VMS and device atleast NVR / DVR for better experience and reporting		Details shall be provided to Successful bidder. As mentioned in the RFP, bidder has to Understand the scope for integration of existing Currency Chest CCTV equipment available at each location with Central Monitoring Station (CMS) ensuring optimal use of existing equipment.The selected Service Provider shall advise Bank in case of any component needs to be repaired / upgraded / replaced / new purchases to be undertaken,
4	B	Detailed Scope of work :	Presently, Bank has 137 Currency Chests functional in 18 Zones across the length and breadth of the country. All the Currency Chests are equipped with CCTV monitoring comprising of -1- DVR each and having CCTV cameras ranging from 12- 6 per Chest.	To have sufficient data on DVR and NVR hard drives, Is responsibility of Bank or Bidder? In case of its bidder responsibility then we need to check capacity of each hard drive and if it is required we will request you to change the hard drive.		It is out of scope of RFP.
5		Listing of broad components of the scope of work of the Systems Integrator is given below for quick reference:	Proposed solution should be implemented at Bank's own premises using secured public network through VPN encrypted tunnels or any equivalent security standards which should comply with Bank IT Security policies/standards.	Only VPN is required or Can we use relative technologies like MPLS/SDWAN.		VPN is required
6		Listing of broad components of the scope of work of the Systems Integrator is given below for quick reference:	The selected Service Provider shall advise Bank in case of any component needs to be repaired / upgraded/replaced/new purchases to be undertaken, networking / security / link/ bandwidth requirements at Currency Chests / CMS/Data Centres, requisite connectivity from branch to CMS / Data Centres etc.	Is there any specific required like ILL, Broadband, ATM CID, Framerelay, MPLS etc? OR bidder can select based on best availibility. Also please confirm is there is any minimum bandwidth requirement from the bank.		Bank will provide connectivity at DC and DR locations and charges for these links will be borne by the Bank. All other links has to be factored and implemented by the bidder and charges has to be borne by the bidder for the same. Bidder has to provide detail network architecture along with link details for finalizing the link requirement
7		Listing of broad components of the scope of work of the Systems Integrator is given below for quick reference:	Monitoring the network links/devices at all locations, troubleshoot and coordinate with respective vendors/ OEM's for necessary resolution as per defined SLA.	Does bank require to have a dedicated resource at bidder's premise to monitor network performance OR bank will intimate us in case of any networking discrepancy / malfunctioning of solution		As specified in the scope of work in RFP, Bidder has to take care of network performance by any means.
8	V	Delivery:	The Service Provider shall make arrangement of resources accepted by the Bank as per the requirements of this tender within 4 weeks from the date of order placement hence, all the Resources/ Services should be delivered within -4- weeks from the date of purchase order.	We suggest that delivery TAT should be increased to 8-16 weeks, due to procurement of Hardware		Clause remains same as in the RFP.
9		Minimum Technical specifications for VPN Router at CC/CMS:	Minimum Technical specifications for VPN Router at CC/CMS:	Is there any specific brand of Router is required or It can go with industry standards		Can provide any industry standard certified device which will meet the minimum technical specs
10		Minimum Technical specifications for Switch at CC/CMS:	Minimum Technical specifications for Switch at CC/CMS:	Is there any specific brand of Router is required or It can go with industry standards		Can provide any industry standard certified managed device which will meet the minimum technical specs as specified in RFP

11	B	Section 2 - Commitments of the Bidder(s)	The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.	Can ISO and Other related Certificates can be used of Wholly Owned Subsidiary Company of the Bidder? We request you to consider the Consortium of Holding and Wholly owned Subsidiary for participation in the tender. In case of Consortium, All liabilities and obligation will relies on Bidder Only. Need Clarification on this point.		No consortium allowed and bidder is not permitted to use any certificate of subsidiary company
12	1	II. SLA/Penalty & Additional charges/Adherence to the planned Implementation Schedule / The delay for each milestone as per the agreed planned schedule.	1% of work order value for every subsequent week of delay, subject to a maximum of 2% of the total contractual value, post which Bank may invoke annulment of the contract. The penalty will be levied for delay due to reasons attributable to the vendor.	We request bank to reduce the penalty for this clause, Existing penalty is too cumbersome.		No change in the RFP clause
13	23	SUBCONTRACTING	The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.	Both of these clauses are contradictory. Kinldy clarify.		a. If the Bidder is engaging any third party in executing the project, details thereof shall be furnished. The Bidder shall detail the responsibilities of such third parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. b. The Bidder must specify any and all relationships with third parties in respect of the ownership, which are relevant to this RFP. c. Ownership letter by the Bidder to be submitted (Under taking letter by the Bidder taking the full ownership of the project execution in case third party also involved in project execution. The Bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership) d. Bidder to be the single point of contact for bank and would be responsible for all the action /support offered by their partners / associates for the works associated with this RFP.
14	Section 6	Equal treatment of all Bidders / Subcontractors	In case of Sub-contracting, the Principal Contractor (Bidder) shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.			Clarifed in above query.
15	30	A Eligibility Criteria D Prequalification Criteria for Original Equipment Manufacturer (OEM) of Video Wall Display, Video Wall Controller and CMS software offered by the bidder against this RFP	Eligibility	2. OEM should have made gross profits from Indian business during the last there Financial years (2019-20, 2020-21 and 2021-22*).	It is a restrictive clause for Make in India OEMs especially CMS Software OEMs to participate. Therefore it is requested to either remove this clause in its entirety or It is requested to change this clause to "OEMs of CMS Software should have postive netwroth as on the date of bid submission".	No change in the RFP clause
16	30	A Eligibility Criteria D Prequalification Criteria for Original Equipment Manufacturer (OEM) of Video Wall Display, Video Wall Controller and CMS software offered by the bidder against this RFP	Eligibility	3. OEM should have minimum average turnover of 10 crores from Indian business in last threefinancial years (2019-20, 2020-21 and 2021-22*).	RFP is asking only Rs. 75 Lakh turnover for the bidders but 10 crores for the OEMs which is quite contradictory. It is a restrictive clause for Make in India OEMs especially CMS Software OEMs to participate. Therefore, it is requested to remove this clause in its entirety to allow Make in India OEMS to participate in the bidding process.	No change in the RFP clause
17	30	A Eligibility Criteria D Prequalification Criteria for Original Equipment Manufacturer (OEM) of Video Wall Display, Video Wall Controller and CMS software offered by the bidder against this RFP	Eligibility	5. Bidder should have received ISO 9001:2015 certification	Please correct the typographical error & change the clause to "OEMs should have received ISO 9001:2015 certification"	No change in the RFP clause
18	31	Technical Bid Evaluation Criteria	Eligibility	2. CMS solution Provided in multiple cites / gepgraphical location of the same client.	Please clarify is the clause is applicable for the bidders or the OEMs of the CMS software.	This clause is applicable to Bidder

19	46	Annexure 08- Project Details and Scope of Work B. Detaled Scope of Work	Scope of Work	Presently, Bank has 137 Currency Chests functional in 18 Zones across the length and breadth of the country. All the Currency Chests are equipped with CCTV monitoring comprising of -1- DVR each and having CCTV cameras ranging from 12- 16 per Chest	Please specify the make & Model of DVR's deployed at respective currency chests. Also please note that the responsibility of making available the 64-bit APIs/SDKs, from the existing vendors/OEMs of the DVRs/NVRs/Cameras, to achieve the desired integration for the required use cases shall lie with the bank.	Make and Model of existing set-up at Currency Chest shall be shared with successful bidder. Bank shall ensure that all requisite support from the Bank's DVR vendor shall be provided to succesful bidder during integration.
20	46	Annexure 08- Project Details and Scope of Work B. Detaled Scope of Work	Scope of Work	Centralised CCTV Monitoring System needs to be set up at Bank's Head office premises in Vadodara with big Display Units/Screens for viewing [Video Wall].	Please specify the number of screens for the Video wall as the same has a dependency on the CMS Software licenses to be proposed	Number of screens required is six as detailed in the commercial Bid format.
21	48	Listing of broad components of the scope of work of the Systems Integrator is given below for quick reference	Scope of Work	CMS shall have capability to integrate multiple system and shall have capability to cross linkage from multiple systems.	Please give details/exmaples of the "multiple Systems" to be integrated in future as this has bearing on the proposed CMS software licneses and the cost associated with the same. Also please note that the responsibility of making available the 64-bit APIs/SDKs, from the existing/new vendors/OEMs of the multiple systems to be integrated, to achieve the desired integration for the required use cases shall lie with the bank.	Presently feeds of approx 600 Cameras needs to be viewed in the Video Wall. Banks wants the solution offered by the bidder to be scalable and customizable to meet any future business requirement of the Bank.
22	48	Listing of broad components of the scope of work of the Systems Integrator is given below for quick reference	Scope of Work	CMS Software to have the functionality of pulling the footages for verification from Currency Chest DVR as and when required by the bank	Please specify the make & Model of DVR's deployed at respective currency chests. Also please note that the responsibility of making available the 64-bit APIs/SDKs, from the existing vendors/OEMs of the DVRs / NVRs / Cameras, to achieve the desired integration for the required use cases shall lie with the bank.	Already Clarified above
23	56	Annexure - 09 Commercail Bid: Note	Commercial	The cost quoted by the bidder for all the hardware should include 3 years OEM comprehensive Onsite Warranty (enterprise Level Support or equivalent) and 2 years OEM comprehensive Onsite AMC (Enterprise Level Support or equivalent) for both hardware and software (24 x 7 support).	Please clarify if the OEM needs to deploy dedicated onsite manpower at Vadodra on 24*7 basis during 3 years warranty period and 2-years AMC period	Not Required
24	96	ANNEXURE 16- Technical Specifications; Technical Specifications of Central Monitoring Software; Other Requirements 1. Maintenance / Dashboard Centre Overview	Technical Specifications	User can view the overall system running status, including server, channel, and device. It should provide a clear view of fault information and allows user to locate the fault source and type. The status should include Channel offline, Device offline, Video Loss, Video Tampering, HDD Error, HDD Full, NO HDD etc.	Status of Server Hardware is typically monitored by the NMS/EMS Systems. Please clarify if the bank's existing NMS/EMS systems needs to be integrated with CMS to achieve this desired funciotnality.	Bank will provide connectivity at DC and DR locations and charges for these links will be borne by the Bank. All other links has to be factored and implemented by the bidder and charges has to be borne by the bidder for the same. Bidder has to provide detail network architecture along with link details for finalizing the link requirement
25	1	Commerical bid	55" Video Wall installation with 3 years warranty (All Necessary accessory Kit for wall mounting, Connectors & miscellaneous items need to be considered)	In RFP only Monitor size is mentioned i.e. 55". Requesting to provide clarification for Video wall size. (e.g. 2x2, 2x3, 3x3, etc) Also Requesting to provide number of Video walls		One Video Wall of size 3X2 is required
26	15	Annexure 15	Compliance with various standards	Is 9001 and 27001 expected		Requirement already mentioned in the RFP.
27	98	Video Wall controller	Technical specs	6ch HDMI	At least 8 Ch HDMI interface shall be asked, to get redundancy in case any ports gets damaged physically	As already mentioned in the RFP document, the specifications given are minimal. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements & considering redundancy.
28	98	Video Wall controller	Technical specs	32ch@1080P H.265 decoding	Suggested to ask for more decoding capability since for 3X2 screen 8X8 cameras can also be seen to get good overview of the cameras. Request to change decoding capability to 64@1080P	As already mentioned in the RFP document, the specifications given are minimal. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements.
29	99	Video Wall controller	Technical specs	6 RJ-45 ports (10/100/1000M), 2 in mainboard and 4 in control board	Suggested to go with 2 RJ45 network ports, 6 RJ45 ports are not needed for network connectivity, 2 can provide descent network isolation (if programmed such way)	Bidder can offer solution with 2 RJ45 network port however Bidder to ensure meeting all the Bank's requirement, factoring Redundancy, Scalability of the solution and successful implementation of the project as defined in the scope of RFP.
30	99	Video Wall controller	Technical specs	4 RS232 ports (4 RJ45), for console	1 RS232 port will be sufficient for console connectivity	Bidder to offer solution with minimum 2 RS232 port however Bidder to ensure meeting all the Bank's requirement factoring Redundancy, Scalablity of the solution and successful implementation of the project as defined in the scope of RFP.
31	10	5.3	Forfeiture of EMD	In case the bidder withdraws their bid prior to validity period of the bid for any reason whatsoever;	The EMD should not be forefeited if the bid is witdrawn due to force majeure or any such reasons not under the control of the bidder.	Clause remains same as mentioned in the RFP.

32	11	Performance Bank Guarantee	Performance Bank Guarantee		Either the penalty or Liquidated damages should be levied, Bank should not levy both. Further, before levying Liquidated damages or invoking Bank guarantee, Bank should provide reasonable period to cure the defect / delay, if any. Further, the Bidder shall be accountable for damages only if the reason for the same is directly attributable to the Bidder and not otherwise.	Clause remains same as mentioned in the RFP.
33	12	7. Sub - Contracting	Sub - Contracting	The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it need to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing	There shall be no requirement of written approval in case succesful bidder appoints its affiliate, subsidiaries or preferred vendors as sub-contractors. However, bidder shall be solely responsible to Bank for all acts carried out by its appointed sub-contractors.	Already Clarified above
34	12	9. Compliance with Laws	Compliance with Laws	Compliance with Laws	Compliance of Laws shall be restricted to the services rendered to the Bank under this Project and with such laws which are applicable for the Services and not otherwise.	Clause remains same as mentioned in the RFP.
35	12	10. Termination	Termination	10.1 Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason. 10.2 At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request For Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information, Bank may terminate his contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit. 10.3 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same, In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract	Bidder should be entitled to terminate the contract by providing 90 days written notice as and by way of convenience. Further, Bidder shall also be entitled to terminate the Agreement by providing 30 days written notice, in case Bank fails to make payment as agreed in the Agreement. Further, in the event of delay in payment or non-payment, Bidder shall also be entitled to suspend the services provided herein.	Clause remains same as mentioned in the RFP.
36	13-14	11. Grievance Redressal and Dispute Resolution	Grievance Redressal and Dispute Resolution	Grievance Redressal and Dispute Resolution	The current arrangement for dispute resolution is by appointmnet of 3 arbitrators. We suggest appoint of a sole arbitrator who is mutally appointed by the Parties.	Clause remains same as mentioned in the RFP.
37	22	19. Cyber-security measures	Cyber security compliance	Cyber security compliance	The Bank should have efficient cyber security measures and the audit by Bank or its represntatives should be restricted to the scope of services proivded in the RFP.	Clause remains same as mentioned in the RFP.
38	22	Disclaimer	Disclaimer	The Bank has disclaimed liability in the event of negligence, misrepresnetation and etc…	The Bank shall be liable for any losses ariring due to negligence, misrepresnetation, omission etc.	Clause remains same as mentioned in the RFP.
39	46	Annexure 8	Project Details and scope of work	I. General terms related to this scope and RFP	Bank shall be liable to the bidder or its personnel in the event there is any injury or death invloved which is directly attributable to the acts or omission of the Bank.	Clause remains same as mentioned in the RFP.
40	52	Annexure 8	Project Details and scope of work	V. Delivery	The Bank shall levy penalty in the event of delay of the implelentation schedule. Hence, thelate delivery fee should be waived off.	Clause remains same as mentioned in the RFP.
41	54	Annexure 8	Project Details and scope of work	VII. Payment Terms	As per the RFP terms, the price which is fixed once shall not be changed. This can be subject to change of pricing due to any regulatory or statutory order/law.	Clause remains same as mentioned in the RFP.
42	54	Annexure 8	Project Details and scope of work	VIII. Right to Alter Quantities	There should be minimum commitment from the Bank to procure as mentioned in the RFP. Further, Bank should be under an obligation to take the quantity where Bidder cannot cancel the order.	Clause remains same as mentioned in the RFP.

43	61-65	Annexure 11- Integrity Pact	Annexure 11- Integrity Pact	PRE CONTRACT INTEGRITY PACT	Business to make a note and confirm entire clause. Further, both the parties should comply with Prevention of Corruption (Amendment) 2018, Act and as amended from time to time. All the clauses should apply mutually to both the parties. Further, the place of jurisdiction would be Mumbai. Further, The Bank should serve with pre invocation notice to rectify the error or breach if any, within the time period specified in the said notice before the Bank can decide to invoke the guarantee at its sole desecration. Further, the Bank should agree that it shall not invoke the performance Bank guarantee beyond the losses suffered by the Bank which is directly attributable to the bidder and shall return the same to the bidder upon expiry or termination of the contract.	Clause remains same as mentioned in the RFP.
44	68	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	AMC	Below exclusions to be added under AMC: -Any service resulting from theft attempt, negligence, misuse, or abuse, including the failure to operate and care for Machine in accordance with the manufacturer's power, environmental, and other specifications. -Movement of Machine by anyone other than Bidder. - Machine breakdown due to an alteration to Machine or use of an attachment not provided and/ or supplied by Bidder in writing to be compatible with Machine standard interfaces. -Machine is opened, tampered with or repaired by any person other than a person authorized by Bidder - Data loss due to Virus or otherwise - Service Calls due to external circumstances such as water, fire, riots, accidents or environmental conditions including but not limited to improper power supply. - Any improper handling by the Customer/ third party. - Force Majeure events.	Can be considered by Bank at time of executing SLA with succesful bidder.
45	70-72	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	12. Confidentiality	Request Bank to convert this clause reciprocal with a view to safeguard Bidder's confidential information shared during RFP process.	Clause remains same as mentioned in the RFP.
46	72-73	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	13. Indemnity	Bidder should be liable to indemnify to the Bank only for the proven and actual losses and which are directly attributable to the Bidder and not otherwise. Further, Business has to ensure that the responsibilities pertaining to the losses by malware, adware and other virus attacks are not on us. Tthe indemnity should survive till the termination and/or expiration of the Agreement.	Clause remains same as mentioned in the RFP.
47	74-76	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	16. Termination	Bidder should be entitled to terminate the contract by providing 90 days written notice as and by way of convenience. Further, Bidder shall also be entitled to terminate the Agreement by providing 30 days written notice, in case Bank fails to make payment as agreed in the Agreement. Further, in the event of delay in payment or non-payment, Bidder shall also be entitled to suspend the services provided herein.The Vendor shall be provided with an opportunity by way of 30 days written notice to remedy breach before cancellation. In case of cancellation by whatever reasons, Bidder should be entitled for non-cancellable costs i.e. the cost already incurred by the Bidder for the project. Also, If there is additional cost, it should be mutually discussed. In any event, Bidder cannot be responsible in case Bank procures materials from any third party.	Clause remains same as mentioned in the RFP.

48	76-77	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	18. LAW, JURISDICTION AND DISPUTE RESOLUTION Arbitration d) All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work orafter the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. e) The place of arbitration shall be _____. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings	i. The Sole Arbitrator should be appointed by both the parties mutually. ii. It is suggested that the place of arbitration shall be Vadodra.	Clause remains same as mentioned in the RFP.
49	77	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	19. AUDIT All Service Provider records with respect to any matters covered by this Agreement shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Service Provider provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.	The Audit shall be permitted only to the extent of the services covered under the RFP and should not be a blanket right given.	Clause remains same as mentioned in the RFP.
50	77-78	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	20. LIMITATION OF LIABILITY Except the grounds mentioned under the para two of this clause, Service Provider's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value. However, Service Provider's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Service Provider as part of procurement under the Agreement.	It is suggested that the clause to be reciprocal and the following language may be added: "Notwithstanding anything contrary contained in other provisions of the Agreement, Neither party shall be liable to other for any loss and profits reputation, damages, claims, demands, compensation, etc. from the other or from any third party directly or indirectly affected or loss of business or any other losses and shall also not be liable for any losses, demand, claims, penalties, damages, indemnities etc. or of similar nature caused to the other beyond monetary amount greater than the total amounts paid for the immediately preceding 6 months of arising of cause of action by virtue of Services rendered under the Agreement. " Further, The Bidder will not be responsible for any of data loss attributed to any reasons of force majeure or for other reasons beyond the control of the Vendor (e.g. Natural calamity, electricity failure, data migration, system failure, virus etc.). The Bidder will not be responsible for any malfunctioning of the system due to virus attacks, tampering with the existing software system/data base, hardware/operating system, Database related problems. Also, if the loss is due to the acts and omissions of the employees of the Bank, Bidder should not be liable for such losses.	Clause remains same as mentioned in the RFP.
51	78	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	23. SUBCONTRACTING The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.	There shall be no requirement of written approval in case succesful bidder appoints its affiliate, subsidiaries or preferred vendors as sub-contractors. However, bidder shall be solely responsible to Bank for all acts carried out by its appointed sub-contractors.	Clause remains same as mentioned in the RFP.
52	79	Annexure 12 - Service Level and Non-Disclosure Agreement	Annexure 12 - Service Level and Non-Disclosure Agreement	27. FORCE MAJEURE	The Force Majeure definition should also include, notifications issued by governmental or semi-governmental bodies from time to time or any other acts of Government, Pandemic and Lock-down etc.	Clause remains same as mentioned in the RFP.

53			General		Further, would suggest to add below clause as well: The reconciliation of the reports /statements should be followed by the bank on day to day basis for the services provided by the Vendor. In case of any error/s or discrepancies found during the verification the Bank should inform or notify the Vendor within 48 hours and maximum within Seven days from the time the MIS reports/statements submitted by the vendor failing which the reports/statements submitted by the vendor shall stand confirmed as correct and undisputed. The vendor shall not entertain any claims or liabilities raised by the bank later than prescribed time hereinabove.	Suggestion is not acceptable to Bank
54	11	6.1	6. Performance Bank Guarantee	The value of PBG should be 10% of the total contract value, valid for entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations	Request bank to consider same at 3% of TCO to be considerd on annual renewal	Clause remains same as mentioned in the RFP.
55			Generral	Extension	Request bank to consider 14 working days for submission from date of response to prebid queries	BID submission date remains unchanged
56			General		Request bank to consider service component of central monitioring and alert manageent from bidders premises for hardware deployed	View shall be taken by Bank subject to technical feasibility & other factors
57	30	8	C Experience & Support Infrastructure	ii. ISO 20000 / ITIL Certified for IT Services Management.	Request bank to consider ISO 27001 requirement for same.	Clause remains same as mentioned in the RFP.
58	50	Other Scope	Scope of Work	Re-establishing the network connectivity and application availability after any hardware / software failure in coordination with Bank team.	Request bank to clarify on network connectivity as we understand bank will be using its exisiting connectivity from DC and DR to Chests or vendor needs to establish same seperately, please clarify as we understan we only needs to comission link, but who will be responsibile for monthly connectivity charges	Bank will provide connectivity at DC and DR locations and charges for these links will be borne by the Bank. All other links has to be factored and implemented by the bidder and charges has to be borne by the bidder for the same. Bidder has to provide detail network architecture along with link details for finalizing the link requirement
59	51	II. SLA/Penalty & Additional charges			Request bank to cap penalty to 2% of payout	Clause remains same as mentioned in the RFP.
60	53	VI. ANNUAL MAINTENANCE CONTRACT (AMC)	Scope - AMC	(iii) The AMC charges shall be payable by the Bank on yearly basis at the end of the period subject to Tax Deduction at Sources(TDS) as per relevant provisions of Finance Act from time to time.	Request bank to allow increment in AMC pricing based on inflation of 3% p.a	Clause remains same as mentioned in the RFP. Bidder has to factor the inflation and quote the commercials accordingly. There will be no price escalation for during the contract period and any extension thereof.The Bank is not responsible for any assumptions or judgments made by the bidder for arriving at any type of costing.
61	11	5	Video encryption and video integrity	Software will support to check and analyze the video integrity of every channel that there is recording present or not. If not then software will generate reports accordingly	possible only if API gives access to videos stored inside the DVR	OK
62			EMD/BG		Bank is asking for BG EMD from nationalised banks, request bank to consider same even from private ccommecial banks like Kotak bank, IDBI bank,ICICI bank, Axix bank etc	it is mentioned in RFP that Bid Security (Earnest Money Deposit) shall be in the form of a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bankof Baroda) located in India.
63	95	ANNEXURE 16- Technical Specifications		Required recording days and HDD capacity are not mentioned in the RFP.	12 to 16 cameras A 10 TB hard drive is required to record for 180 days.	This requirement is optional/good to have,if techincally feasible. We clarify that central record keeping of live feeds is not required.
64	95	ANNEXURE 16- Technical Specifications		DVR and camera types Not specified in the RFP	We suggest NVR and a 2MP IP camera.	It is out of scope of RFP.
65	28	A. Eligibility Criteria	Eligibility Criteria - C Experience & Support Infrastructure	#1 The bidder should have been in providing e-surveillance & CMS services with Video Verification and 2-way Audio for ATMs and/or Bank Branches/Currency Chests in India for at least 3 years as on RFP date.	We request to revise the clause as below to allow broader participants. The bidder should have been in providing ~~e-~~surveillance & CMS services ~~with Video Verification and 2-way Audio for~~ ATMs and/or Bank Branches/ Currency Chests in India for at least 3 years as on RFP date.	Clause remains same as mentioned in the RFP.
66	29	A. Eligibility Criteria	Eligibility Criteria - C Experience & Support Infrastructure	#7 The applicant should submit a "Satisfactory Performance Certificate" from at least -3- Financial Institution / Corporate Bodies on whose panel it is conducting business related to SITC of CENTRALIZED CCTV MONITORING System covering multiple cities / geographical Location.	We request to revise the clause as below to allow broader participants. The applicant should submit a "Satisfactory Performance Certificate" from at least -3- Financial Institution / Corporate Bodies/***PSU/Govt.*** on whose panel it is conducting business related to SITC of CENTRALIZED CCTV MONITORING System covering multiple cities / geographical Location.	OK

67	54	VII. Payment Terms	NA	General Query	Request to eleborate on payment terms in regards to the milestone payment of CAPEX part of supply of material followed by commissioning.	Shall be discussed with the succesful bidder at time of execuitng SLA with mutual consent
68	NA	NA	NA	General Query	Kindly clarify the number of consortium partners are allowed.	No consortium allowed
69	55	Commercial Bid	55" Video Wall installation with 3 years warranty (All Necessary accessory Kit for wall mounting, Connectors & miscellaneous items need to be considered)	In RFP only Monitor size is mentioned i.e. 55". Requesting to provide clarification for Video wall size. (e.g. 2x2, 2x3, 3x3, etc) Also Requesting to provide number of Video walls		One Video Wall of size 3X2 is required
70	2 & 10	Bid Security / Earnest Money Deposit	Page 2 EMD Rs. 5,00,000/- (Rupees Five Lakh Only) in the form of a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 8 months-) & further Page 10 The bidders who are MSE has to submit necessary document issued by NSIC and the bidders who are startups has to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents. MSEs/startups firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD exemption	In page 2 and 10 (information regarding EMD .We are MSME UDYAM compliant bidder .Are we exempt from the EMD payment.		Criteria for exemption of EMD is mentioned in the RFP.
71	95-107	3	Live view	It is mentioned as DVR is there in 137 locations. But in point no 3 it has been asked that The system is able to remotely control the PTZ functions, including rotation, auto scan, zoom in, zoom out, preset settings, patrol settings, and so on.	Does the branches has PTZ camera installed too?	Details of existing set-up shall be shared with successful bidder. The solution offered by the bidder should support the functionlaity to remotely control the PTZ functions
72	95	1	Web & Mobile Client	The solution is designed for a private secure network. How mobile & web access is possible?	Requesting Clarification	This requirement is optional/good to have,if techincally feasible and subject to Bank's IT Security Compliance.
73	95	3	Time synchronization	What are devices referred to in this section? VPN routers? DVR?	Requesting Clarification	All devices which are connected in the system
74	95	4	NVR & Storage	Does currency chests have NVR installed? Do we need a centralized recording of selected cameras?	Requesting Clarification	Details of existing set-up shall be shared with successful bidder. Centralized recording is not needed
75	96	3	Playback	This feature is required when centralized recording is enabled. Do we need a centralized recording of selected cameras?	Requesting Clarification	No, Centralized recording is not needed. This requirement is optional/good to have,if techincally feasible.
76	96	1	Task Scheduler	What are devices refered in this section? VPN routers? DVR?	Requesting Clarification	All devices which are connected in the system
77	96	2	Maintenance management	What are devices refered in this section? VPN routers? DVR?	Requesting Clarification	All devices which are connected in the system
78	97	6	Device Status	What are devices refered in this section? VPN routers? DVR?	Requesting Clarification	All devices which are connected in the system
79	96-107		Failover	What normal server, exceptional server, offline server?	Requesting Clarification	All active and passive servers in the system
80	97-107		Support	Supports all HMS functions with multiple brand models	Requesting Clarification	Already clarififed in the RFP
81	96-107		Recording	Motion, Alarm Recording	Requesting Clarification	This requirement is optional/good to have,if techincally feasible.
82	100		VPN router mini specs	is usb port 2.0 requried? or supportable to 3G/4G	Requesting Clarification	No change. USB port is required for connectivity backup using 3G/4G/5G broadband
83	100		VPN router mini specs	H.323 / SIP are these required?	Requesting Clarification	No change