



**बैंक ऑफ़ बड़ौदा**  
**Bank of Baroda**

**Expression of Interest for  
Centrally Monitored E-Surveillance  
System (CMES) for Bank of Baroda  
OPEX Model**

Bank of Baroda, Baroda Corporate Centre  
C-26, G-Block  
Bandra Kurla Complex  
Bandra (East), Mumbai - 400 051

**17.11.2017**

**EOI Reference: BCC/SEC/109/S-29/ dated 07/10/2017**

**[A] Important Dates:**

Date of commencement of tender	17/11/2017
Queries to be mailed by	04/12/2017
Queries in prescribed format to be mailed to	<a href="mailto:em.bcc@bankofbaroda.com">em.bcc@bankofbaroda.com</a> ; <a href="mailto:security.bcc@bankofbaroda.com">security.bcc@bankofbaroda.com</a>
Pre EOI Meeting	10 AM on 07/12/2017
Last Date and Time for receipts of EOI	10 AM on 29/12/2017
Time and Date of Opening of EOI	10.30 AM on 29/12/2017
Date & Time for Presentation by eligible bidders	Shall be intimated later.
Place of pre EOI meeting, Opening of Technical bid and Commercial Bid	Maharaja Siyajirao Gaekwad Auditorium, Third Floor, Bank of Baroda, Baroda Corporate Centre, C-26, G Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400051
Address for Communication	<b>CHIEF SECURITY OFFICER</b> Bank of Baroda, Baroda Corporate Centre, C-26, G Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400051
Contact Telephone Numbers	(022) 6698-5765/ 5196/ 5148

**[B] Important Definitions:-**

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means "Bank of Baroda".
2. BCC means "Baroda Corporate Centre"
3. BST means "Baroda Sun Tower"
4. EOI means "Expression of Interest" and RFP means this "Request for Proposal Documents"
5. Recipient, Respondent and Bidder, Vendor, means "Respondent to the RFP Document".
6. Tender means RFP response documents prepared by the Bidder and submitted to Bank of Baroda
7. Proposal, Bid means "Response to the EOI Document"

**Confidentiality:**

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank. in the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*

## 1. AIM

The aim of floating the EOI is to get an overall view from the existing Service Providers for implementation of Comprehensive Centrally Monitored E-surveillance System (CMES) in the Branches & Currency Chests of our Bank. Bank of Baroda invites application from International / National firms having Registered Office in India on own or subsidiaries name.

## 2. Background and Purpose

Bank of Baroda is one of the largest Public Sector Banks in India with a branch network of over 5400 plus branches plus in India and the need to establish Comprehensive Centrally Monitored E-Surveillance System which will allow effective monitoring of the Security aspects at the Branches and Currency Chests on Real-time basis and reduce unlawful activities within the branch premises and assist in investigation, at a reduced cost.

## 3. Scope of Work

Bank of Baroda proposes to install on Opex Basis Centrally Monitored e-surveillance for all 5400 plus Branches. The facility should cover the e Surveillance by Centrally Monitoring and alert generated response. It is at the discretion of the Bank to allot the work to one or more Service providers.

The scope will also include a process of report generation to check the Health Status of the Security Equipment. The report to be generated at the Command Centre of the Service provider and communicated to Regional / Zonal Office of the Bank.

It is further clarified that the scope of work is indicative and detailed scope of work will be given in the RFP.

- (a) Bank of Baroda requires the services of well-established Service Providers/ Original Equipment Manufacturers / Authorized distributors of international repute, having offices Pan-India for implementation of Comprehensive Centrally Monitored E-Surveillance System (CMES) for approx., 5400 plus branches on OPEX Model, **initially for a period of five (05) years** from the date SLA is signed with Annual Review.
- (b) A sound CMES should be provided. The system should be capable of online real-time Centrally Monitored e-surveillance, warning system, by installation of Security equipment (CCTV System, Anti Burglary Alarm System, Fire Alarm System, etc). The recordings (Video) must be made available to the Bank/ Police / other Govt. Authority as and when required on express written orders of the Bank. The recordings (Video) should be made available even if the DVR / Storage media in the Branch / the Currency Chest is removed or damaged under all incidents/accidents. The DVR at branches should have minimum storage capacity of 45 days and DVRs at Currency Chests must have a minimum storage capacity of 90 Days.
- (c) With an aim for real-time, 24x7, Comprehensive Centrally Monitored E-Surveillance System(CMES) across the length and breadth of the country on OPEX Model the Centrally Monitored E Surveillance System should have the following features:
  - (i) Comprehensive Centrally Monitored E-Surveillance by establishing remote/online connectivity on Opex Model for the CCTV System, Anti Burglary Alarm System and Fire Alarm System at branches all over India.

- (ii) Service provider shall ensure the installation of Multi SIM Intelligent Router for Bandwidth aggregation and ensure the connectivity of the branch with Command Centre on opex model.
- (iii) The Service providers should be able to Comprehensively Centrally Monitor E Surveillance, raise various types of alerts on unlawful / such activities detrimental to the smooth working of the Branch / Currency Chests, as per escalation matrix, with various agencies, i.e. Police, Bank etc on real time basis to avert unlawful acts at Branches and Currency Chests.
- (iv) The Service providers should be able to assist in the investigation by the Bank / Police / other Govt Authorities by providing Images/Footages as and when required.

The service provider shall be responsible for the overall program management for implementing CMESS and the installation and commissioning at all Bank's locations.

The specifications of the equipment, i.e, CCTV, Cameras, Alarm System and Fire Alarm will be given by the Bank.

The prospective Bidder shall submit suitable details to finalize RFP documents. **However, there should not be any indication/ disclosure of likely professional fees in the EOI.**

It is at the discretion of the Bank to allot the work to one or more service providers. However the installation must be completed within 365 Days from the date SLA is signed.

#### 4. **Buy Back:**

**Bank has CCTV Systems, Alarm System and Fire Alarm System installed at many Branches & Currency Chests. The Bidders will have to give an offer of Buy Back of the existing system on the pre agreed age wise price from the date SLA is signed.**

#### 5. **Flowchart:**

- a) Receipt of the proposals.
- b) Technical Evaluation by the Bank.
- c) Presentation by the service provider.
- d) Visit to Command Centres.
- e) Based on the above evaluation the Service provider will be short listed
- f) RFP for CMESS shall be given only to the Short-listed Service providers of **EOI** for the submission of Tailored Project for Bank of Baroda along with Financial Bids.

## 6. **Bidder's Eligibility Criteria**

Applications for empanelment in prescribed form are hereby invited from professional consultant firms fulfilling the eligibility conditions set out below for their empanelment:

Sr.	Particulars	Criteria
i	Experience	<ul style="list-style-type: none"> <li>• Minimum 3 year in the field of providing CMES as on 31.12.2017.</li> <li>• Must have successfully completed a CMES covering minimum 2700 locations (Brs /ATMs), in last three years) by one Bidder only and not in joint venture) as on 31.12.2017.</li> <li>• The firm should have been implemented CMES to at least 2 clients, in the last 3 years as on 31.12.2017.</li> <li>• The firm should have own existing Command Centre.</li> </ul>
ii	Presence / reach	The firm should have preferably Offices in -4- metro city viz. Mumbai, Kolkata, Chennai, New Delhi and have engineering /technical support in other major cities.
iii	Annual Turnover	The Average Annual Turnover for the last three (03) financial year must be minimum Rs.25 Crores.

The intending applicants are required to submit the attested copies of documents/ certificate in conformation of their meeting the above eligibility criteria along-with the other details/ documents as specified above.

The Bidder should have never been barred/ disqualified by any regulator/ Bank or any Financial Institution/ statutory body in India.

**(All the above eligibility criteria will have to be supported by documentary evidence which will need to be attached to the bid)**

In response to the EOI the Bidder is required to submit sealed documents as per the details in the Eligibility criteria, along with the documentary evidence, and other documents related to the bid.

The Bidder must enclose the following along with EOI:

- a) Bidder's eligibility details
- b) Bidder's general information
- c) Key People who will be involved in the project
- d) Documentary proofs of the experience claimed by the Bidder.
- e) Documentary proofs of the experience claimed by the Bidder Partner.
- f) Brief write up of the Produce/ service being offered.
- g) OEM Selection Criteria.

## 7. OEM SELECTION CRITERIA

Sr No	General Conditions	Document proof
1	All systems and components must be in compliance with CE/FCC/UL Certifications. It shall conform to ONVIF (S) Standards. The quoted camera model should also be listed in the ONVIF Website. Copy of the UL certification, ONVIF compliant certificate indicating the make and model of the camera offered shall be submitted,	Certificate should be attached model wise.
2.	All the quoted cameras should be UL certified with camera test report of ILAC accredited lab shall be submitted.	Certificate along with proof should be attached.
3.	The MAC address of the IP cameras must be registered in the name of the OEM supplying the Cameras.	An undertaking should be given for the same.
4.	All equipment and the materials used shall be standard components that are regularly manufactured and used in the manufacturer's system and systems and components shall have been thoroughly tested.	Test report to be submitted
5.	In case the OEM is not participating directly, bidder should be an authorized reseller or channel partner of the OEM. An authorization letter from the OEM with respect to this EOI/ project need to be submitted in original. The certificate shall be issued through the Global Headquarters and attested by the Indian Office in case OEM is of International repute.	Document proof and PO to be shared along with Undertaking.
6.	OEM should have been in business for last three calendar years.	Document proof to be shared.
7.	Only the manufacturers, who are manufacturers of CCTV equipment AS & FAS for minimum 03 years are eligible (with respect to last date of submission of bid). Certificate issued by the competent authority of Govt. in support of existence of their manufacturing unit of CCTV equipment since last 07 Years, Registration Certificate wherein the nature of business is indicated.	OEM Manufacturing Certificate to be provided.
8.	The OEM should have CMMI certification.	Certificate should be attached.

On the basis of the responses received from the interested parties, eligible bidders will be shortlisted for Presentation and further consideration. RFP will be issued to selected bidders.

## 8. Submission of Applications :

- a. All interested agencies must apply in the prescribed format and the application complete in all respect must be submitted latest by **10.00 PM** on **29/12/2017**

ENVELOPE shall contain all Documents along with application form

Notwithstanding the submission of this Capability Document, Bank of Baroda is not under obligation to include any Company /Institution/ Individuals in the final list or entertain any queries in this regard.

- b. All the interested companies/ agencies are required to submit application form as per ANNEXURE A and submit declaration as per ANNEXURE B.
- c. All costs and expenses associated with submission of application shall be borne by the applicants submitting the application and Bank shall have no liability in any manner in this regard or if it decides to terminate the entire process for any reason whatsoever.

- d. The application may be sent in a sealed cover marked "**Expression of Interest for establishing comprehensive CMESS in Branches/Currency Chests of Bank of Baroda**" and addressed to :

**The Chief Security Officer  
Bank of Baroda  
Baroda Corporate Centre, 1<sup>st</sup> Floor,  
C – 26, G - Block, Bandra Kurla Complex,  
Bandra (East), Mumbai 400 051.**

- e. The right to suspend the EOI process or part of the process, to accept or reject any or all applications at any stage of the process and / or to modify the process or any part thereof at any time without assigning any reason thereto is reserved by the Bank without any obligation or liability whatsoever.

#### **9. Pre EOI meeting**

A Pre EOI meeting shall be arranged on **07/12/2017 at 10:00 a.m** at above office to clarify queries / doubts of prospective bidders. The queries may be forwarded to [em.bcc@bankofbaroda.com](mailto:em.bcc@bankofbaroda.com); [security.bcc@bankofbaroda.com](mailto:security.bcc@bankofbaroda.com) **on or before 5.00 pm on 04/12/2017.**

Corrigendum/ Addendum, if any, shall be issued on Bank of Baroda website only.

#### **10. Bid Evaluation Criteria**

Will be based as per Bidder eligibility criteria (para 6), OEM criteria (para 7), presentation and feedback from present client/ reference.

#### **11. Period of Bid Validity**

The Bids shall be valid for a period of 90 days from the closing date for submission of the bid. However Bank may extend the validity period further, if required.

#### **12. Bank of Baroda reserves the right to:**

- a. Reject any and all responses received in response to the EOI.
- b. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
- c. Amend/ modify terms & conditions of EOI.
- d. Extend the time for submission of the tender.
- e. Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
- f. Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
- g. Cancel the tender at any stage, without assigning any reason whatsoever.

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**ANNEXURE A****Bidder's Profile****(Attach self attested supporting documents)**

1.0	Name of the Applicant / Organization	
1.1	Address of the registered offices (With Phone Nos. Fax Nos. & Email ID & Contact Person)	
2.0	Year of Establishment	
3.0	Type of the Organization (whether Sole Proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)(Enclose Certified Copies of documents as evidence)	
4.0	Name & Qualification of the Proprietor / Partners / Directors of the Organization / Firm a) b) c) Enclose certify- copies of document as evidence	
5.0	Details of Registration - Whether Partnership Firm, Company, etc. Name of Registering Authority, Date & Registration Number. Enclose certified copies of Document as evidence.	
6.0	Whether Registered with Government / Semi Government / Municipal Authorities of any other Public Organization and if so, in which class and since when?	



	(Enclose certified copies of document as evidence)	
a)	No. of years of experience in the field and details of work in any other field.	
b)	Whether ISO Certified, furnish the details.	
7.0	Address of office through which the proposed work of The bank will be handled and the name & designation of officer in charge.	
	<p>a) Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit &amp; Loss A/c (Audited) for the last -3-years.</p> <p>Turnover in</p> <ul style="list-style-type: none"> <li>• 2014-2015</li> <li>• 2015-2016</li> <li>• 2016-2017</li> </ul> <p>b) Average Turnover for last Three (3) Financial years</p>	Attach CA's Audited certified certificate in Original)
8.0	PAN No. :	
9.0	Details of Registration of GST and others	
10.0	Details of clients and the nature of jobs carried out (Please attach relevant documentary evidence)	
10.1	Total Number of installations completed as on date, with completion certificate from the client / customers.	
11.0	Furnish the names of 2/3 responsible persons along with their designation, address, Tel.No.,etc., for whose Organization (Previous Client), you	1

	have completed the above mentioned Jobs, and who will be in a position to certify about the Performance of your organization/ Services	2 3
12.0	Whether any Civil Suit/ Litigation arisen in contracts Executed/ being executed during the last 07 years. If Yes, please furnish the Name of the Project, Employer, Nature of work, Contract Value, Work Order and Brief Details of Litigation. Give Name of Court, Place, and Status of pending Litigation.	Attach a separate sheet if required
13.0	Information relating to whether any Litigation is pending before any arbitrator for adjudications of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
14.0	No. of supplementary sheets attached for Part-II	
15.0	Any employee of Bank of Baroda or their Family member in the job of the Company or Director of the Company.	YES / NO
16.0	If "YES" then details	
17.0	OEM Selection Criteria (As per Para 7 of this EOI)	Attach all Documentary proof and Certificates

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

**Name of Authorised Signatory**  
**Name & Seal of Company**

**Annexure B**

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

To

**The Chief Security Officer  
Bank of Baroda  
Baroda Corporate Centre, 1<sup>st</sup> Floor,  
C – 26, G - Block, Bandra Kurla Complex,  
Bandra (East), Mumbai 400 051.**

Sir,

**Re : Expression of Interest for Comprehensive Centrally Monitored E Surveillance System at Branches & Currency Chests of Bank of Baroda on OPEX Model (EOI Reference : BCC/SEC/109/S-29 dated 07/10/2017).**

Further to our proposal dated ....., in response to Expression of Interest for **Comprehensive Centrally Monitored E Surveillance System at Branches & Currency Chests of Bank of Baroda on OPEX Model** issued by BANK OF BARODA ("BANK OF BARODA") we hereby covenant, warrant and confirm as follows:

1. We confirm that we will abide by all the terms and conditions contained in the EOI.
2. We, hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the EOI, in short-listing of Bidders.
3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of three months, from the date of expiry of the last date for submission of response to EOI.
5. We confirm that we have noted the contents of the EOI and have ensured that there is no deviation in filing our response to the EOI and that the Bank will have the right to disqualify us in case of any such deviations.

Yours faithfully,

Signature of the Authorized Signatory

Name:

Designation:

Address:

Seal of the Company