

**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMES) FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES AND RESPONSE OF THE BANK**

Pre bid meeting was held at our Baroda Corporate Center, BKC, Mumbai on 07/12/2017 @ 1000 hrs. The meeting was held by Deputy General Manager & Chief Security Officer and other executives of the Committee with prospective Bidder's representatives wherein various queries were raised by the prospective bidders.

The Queries raised by the Bidders/Vendors and the reply by the Bank are as under:

S. No.	Section/ Clause	Query Raised by the Bidders / Vendors	Banks response
1	6. Bidders' Eligibility Criteria Sr. I - Experience	CMES is a new concept & in the past, implementation of CMES in major banks have been discontinued before the completion of the project. Therefore there are following points for your consideration:	This concept is already existing and many Organisations have already implemented the same.
2		1. Experience of CMES at minimum 2700 locations is on higher side therefore we request you to consider experience of 1000 sites.	As per EOI published by the Bank.
3		2. We also request you to include non Banking customers which opted for e-surveillance.	As per EOI published by the Bank.
4		3. Due to privacy of the bank customers & security considerations, bank restrict the outflow of video data outside their network. Therefore few of our major customers have opted for establishing the set up & its operations are control by us at their own premises. Therefore while we have our own CMS command centre we request you to consider the one established & maintain by us at the bank (customer) premises/sites.	As per EOI published by the Bank.
5	6. Bidders' Eligibility Criteria Sr. II - Presence / Reach	While these metro cities are supposed to be the nodal point we request you to consider the office at Bangalore instead of Chennai to have better IT support & Bangalore being central to all Southern sites is a better option than Chennai in terms of support to the Banks.	The Bank conveyed that it was <b>Preferably</b> to have offices in Metro Cities.
6	Annual Turnover	Since this project is comparatively a large project which requires a huge capital investment, we request you to increase the average annual turnover for the last three financial year to be at least 50 Crores to have a fair competition in the best interest of the bank.	The Annual Average turnover will be Rs.10 Crores.





**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMSS) FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

7	OEM SELECTION CRITERIA Sr. No. 07	Since Security Alarm & Fire Alarm System are also a part of project but there is no mention of test reports or any certifications required for them. We request you to clarify the same.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
8		As per new policies in order to support Make in India & domestic manufacturers, the bank shall consider ensuring that the Indian MSMEs are supported for product required by the bank. To ensure the quality, relevant test reports of Indian Labs (accredited by BIS) should be reviewed,	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
9	OEM SELECTION CRITERIA Sr. No. 08	For the software, most of the security companies manufacturing such e surveillance based software do not opted for this certification due to the nature of the application. Therefore we request you to kindly consider to waive off this clause which shall restrict the bidders to partner with OEMs.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
10	Scope of Work	Government of India is in consolidation of Public Sector Bank (PSB) therefore we request you to inform the likely impact on this project due to this consolidation / merger.	No Comment as this does not impact the EOI.
11		Based on our observation there are certain points which we like to point out for successful completion: a) There is no mention of data security both internet & external. Therefore we would like to have the bank views of the possible measure we would have to take for the implementation of project in a secured manner. b) In reference to Cyber Security provisions, the hosting of this data must be in India.	As per EOI published by the Bank.
12		1. We will require existing systems complete details along with model number & Approx: Installation date. 2. This EOI is related to find out the suitable SI then Why OEM details are require while submission? 3. If We had selected as service provider then RFP will be issued to us. But RFP specification are not matched with tied up OEM then BOB will allowed to change the OEM while submission of RFP response.	Details of existing system will be provided to the Vendors once they qualify in the EOI.  No Change in the EOI.



*[Handwritten signature]*

*[Handwritten signature]*

**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMESS)  
FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

13	OEM SELECTION CRITERIA Sr. No. 07	You have asked for some of the norms which are probably not applicable to electronic products for security & surveillance product-line. With view of this, please allow us to politely ask you why you required below mentioned norms:	
14		1. All should be CE/FCC/UL certified. As per our knowledge all three are foreign certifications and are not legal in India. Ministry of Electronics and Information Technology acknowledges only BIS standards and Certification provided by STQC Labs (ETDC and ERTL). All the public sector banks require products certified by STQC labs.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
15		2. CMM I Level required. As far as we know this certificate is required & provided only in software industries. Please refer below link.: <a href="https://en.wikipedia.org/wiki/Capability_Maturity_Model_Integration">https://en.wikipedia.org/wiki/Capability_Maturity_Model_Integration</a>	No Change in Banks EOI
16		3. UL291 required is mentioned in tender copy, whereas this standard is required for ATM machines & not for security systems. Please refer to <a href="https://standardscatalog.ul.com/standards/en/standard_291">https://standardscatalog.ul.com/standards/en/standard_291</a> Please confirm, so that this is to be dropped from the criteria, this is our request to you.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
17	3. Scope of Work (b)	Banks is requested to elaborate. Does bank require continuous cloud recording?.	No Cloud recording is required by the Bank, however a non-commercial rate will form part of the RFP.
18	3. Scope of Work	Bank is requested to share specification of equipment's i.e. make & model for certifications from qualified OEMs.	This will be Given in the RFP.
19	4. Buy Back	Bank is requested to elaborate the point like What is Make & Model and age of the equipment installed under buy back?.	Bank conveyed that the Buyback of existing Security Equipment will be from the date of entering SLA with the Bank.
20	General	Confirm if IP cameras & NVR's are required	Bank conveyed that IP camera is required.





**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMSS) FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

21	OEM Selection Criteria	<p>Certificate should be provided from OEM for bandwidth aggregation and boosting capability and not just fall -back/ load balancing option. Also a certificate from the SI/ E-Surveillance vendor that they will provide the same model across all the awarded sites. The router should have the following features</p> <p>1. Device must have minimum 3 SIMs (4G/LTE) on aboard and expandable to up to 6 SIMs. SIMs must support all frequency bands 2G, 3G, 4G, LTE Device must have on board GPS connection</p> <p>Device must have on board storage of at least 8GB (expandable to 128GB)</p> <p>Bandwidth aggregation must use multiple SIMs (3 or more) to stream the video feed from the cameras Bandwidth aggregation must combine all available cellular (SIMs) bandwidth in a single bandwidth that is close to the sum of all available bandwidths to transfer video streams</p> <p>Bandwidth aggregation involves aggregating bandwidth from multiple active connections; and does not constitute as Load Balancing of active connections Bandwidth aggregation must also aggregate WAN connection, if available</p> <p>Bandwidth aggregation must analyse and makes use of multiple paths for transmission of single or multiple video streams.</p>	Bank conveyed that the specification of the Router will be given in the RFP.
22	Clause-4	Please clarify the phrase pre agreed age wise price	Bank conveyed that the Buyback of existing Security Equipment will be from the date of entering SLA with the Bank.



**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMES) FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

23	Clause-6 (3)	We request you to amend the same clause as :- The Average Annual Turnover for the last three (03) financial year from the E-surveillance business must be minimum Rs.18 Crores.	Average Annual Turnover of Rs.10 Crore over 03 years accepted by the Bank.  Other Conditions will be as per the EOI.
24	Clause-7 (1)	Do we have to submit Camera brand and model details while EOI submission? If yes, Camera Specification is not mentioned in the EOI document. Please provide camera specifications	The Bidders will have to submit Make & Model of particular OEM. Camera Specification will be provide in the RFP.
25	Clause-7 (7)	Request Bank to reduce the eligibility period to 1 year and change clause as "Only the manufacturers, who are manufacturers of CCTV equipment AS & FAS for minimum 01 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 01 Years, Registration Certificate wherein the nature of business is indicated."	Not acceptable to the Bank and no change in EOI.
26	Clause-4	Buy Back: Bank has CCTV Systems, Alarm System and Fire Alarm System installed at many Branches & Currency Chests. The Bidders will have option to give an offer of Buy Back of the existing system on the pre agreed age wise price from the date SLA is signed	No change in EOI
27	Clause-7 (7)	Kindly consider "Certificate of Incorporation issued by Registration of company supported by MOA certifying manufacturing as one of the activity as documentation to comply with this condition"	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
28	Clause-7 (7)	Request Bank to consider ISO or CMMI Certificate. Kindly change clause as below: "The OEM should have ISO or CMMI certification"	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.





**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMSS) FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

29	Eligibility Criteria	<p>Offices in Metros. We have a Pan-India presence and have our E-surveillance system in over 6000 sites spread across 23 states and Union Territories. The maintenance support for these 6000 sites is being provided by over 100 Field Engineers who are our own employees (no aspect of our operations including technology, production, installation, maintenance, monitoring, etc is outsourced) located in every major city in these states. However we do not have offices in the 4 metros. Our operations are completely handled from our offices located at Hyderabad, Visakhapatnam &amp; Amravati. It is requested that the clause at Para 6 (ii) of the notice to have offices in all the 4 Metros be dispensed with.</p>	<p>The Bank conveyed that it was Preferably to have offices in Metro Cities.</p>
30		<p>Average Annual Turnover. The average Annual Turnover for the last 3 years specified at Rs 25 Crores be modified as under to encourage competition &amp; obtain the best technical value for the Bank out of solutions being offered :-                  (aa) Average Annual Turnover - Rs 10 Crores over 3 years                  or                  (ab) Total Turnover of 25 Crores over 3 years.                  or                  (ac) Bidding through a consortium be permitted                  or                  (ad) Since this is purely an E-surveillance bid, the Turnover of a bidder be considered only out of E-surveillance operations and turnover from other services like physical guarding &amp; patrolling services, cash replenishment services, and so on be discounted for eligibility.</p>	<p>Average Annual Turnover of Rs.10 Crore over 03 years accepted by the Bank.  Other Conditions will be as per the EOI.</p>



*[Handwritten signature]*

*[Handwritten signature]*

**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMESS)  
FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

31	7. OEM Selection Criteria	Request to accept EN/IEC/IS equivalent certifications to UL. Kindly amend the Certification as : CE, FCC & UL/EN/IEC/IS certified Request you to accept the ONVIF compliant product and SPARSH brand is also reflect on the ONVIF website. For reference attached the snapshot of ONVIF website. Request you to allow us to participate in the tender with these documents. These clause bars the domestic manufacturer to participate in the tender. Note: For reference I have attached BOI Corrigendum and Vidharbha Konkan Gramin Bank tender where they accept the Indian standard certificates.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
32		ILAC accredited lab is a International Laboratory which bars domestic manufacturer to provide these report. Kindly remove this clause or accept the Indian laboratory test report for domestic manufacturer.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
33		CMMI Certification is a US based certification and especially required in software development. This certificates bars the domestic manufacturer to participate in the tender. Kindly remove this criteria or this should be waived off for domestic manufacturer.	CMMI/CE/FCC/UL/OMVIF(S)/BIS/ETDL Certification is acceptable.
34	7. OEM Selection Criteria	Request to allow Joint Ventures/Consortium for the participation purpose.	No Change in EOI.
35	Eligibility Criteria	To be eligible in the eligibility criteria, a vendor "Must have successfully completed a CMESS covering minimum 2700 locations (Brs / ATMs), in last 3 years (by one bidder only not in joint venture) as on 31.12.17". We request you to kindly reduce the nos. from 2700 to 1000. As the CMESS concept is comparatively very new in India as such many companies will find it difficult to show the nos. asked by you.	NO Change in EOI.





**EXPRESSION OF INTEREST FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMESS)  
FOR BANK OF BARODA OPEX MODEL**

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

**PRE-BID QUERIES (Continued)**

36		It is submitted that you may kindly allow Joint venture to apply wherein the relevant partner qualify the eligibility criteria.	No Change in Banks EOI
37	6. Bidder's Eligibility Criteria	<p>Experience: Minimum 3 year in the field of providing CMESS as on 31.12.2017.</p> <ul style="list-style-type: none"> <li>• Must have successfully completed a CMESS 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 CMESS 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>	No Change in Banks EOI
38	3. Scope of Work	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 recordings (Video) should be made available from the DVR / Storage media in the Branch / the Currency Chest for all the 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.

You are advised to take note of the above points while submitting the EOI.



(Capt. Sanjay Joshi)  
DGM & Chief Security Officer  
Bank of Baroda.

Dt. 08.12.2017