

REQUEST FOR PROPOSAL FOR CENTRALLY MONITORED E-SURVEILLANCE SYSTEM (CMESS) FOR BANK OF BARODA OPEX MODEL
(RFP Reference: BCC/SEC/109/S-29/143 dated 03/04/2018)

ADDENDUM dated 13/04/2018

We refer to the Pre bid meeting held at our Baroda Corporate Center, BKC, Mumbai on 12/04/2018 @ 1200 hrs wherein queries were raised by the prospective bidders communicated to us through email.

Accordingly, the Addendum for the RFP Reference: BCC/SEC/109/S-29/143 dated 03/04/2018 is as under:

Sr.No.	Page No	Clause / Ref. No of RFP	Existing	Amendment (To be read as)
1	12	8/e	1 X 2 Way Audio Speakers	The Clause will remain the same as per RFP, however the bidder can upgrade the system if it does not dilute the outcome of the CMESS.
2	20	Section 36	The Nodal Officer process it for the payment for all the branches at the respective Zones and in case of any dispute in payment of the bills, the Nodal Officer will raise the matter within 07 working days to Chief Security Officer, and the decision of the CSO will be binding to both the parties.	Same as per the RFP.
3	7	2o/iv	The Bidder will also provide one Central Monitoring System Console access at ALL Zonal Offices of Bank of Baroda and at Baroda Corporate Centre Mumbai or any other location decided by the Bank. The console access should be tier wise for Zones (so as to view alerts/ pop ups of the respective Zone only) the Console at BCC should be able to view PAN India.	As per RFP. 1. Report Generation. 2. Alert Tickets. 3. Mobile Alerts. 4. Console will be provided in all Zonal Office & BCC along with dashboard.
4	12	7/d	Bank may split the work among L-1, L-2 in the ratio of 60:40 or in ratio of 50:30:20 amongst L-1, L-2, & L-3, if L-2 & L-3 agree to supply at the package rate of L1.	Once the initial Pilot Project is completed, work order for the rest of the Branches will be issued. As per clause mentioned in RFP.
5	15	22	The Bidder and the Bank should execute (a) a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended a detailed herein and as may be prescribed by the Bank and (b) Non-disclosure agreement. The bidder shall execute the SLA & NDA within 15 Days of receipt of formal communication from the Bank about the successful bid & allocation of work. Format of NDA is given in Annexure – I.	SLA will be made once the bidders are finalized. SLA will be made as per tender clause only, mentioned in EOI ref: BCC/SEC/109/S-29 dt. 07/10/2017. Signing of SLA is mandatory & failure to sign SLA, EMD may be forfeited.
6	21	37/c/i	If there is any loss to the Branch assets due to negligence on part of the e-Surveillance Bidder's not showing due diligence and quick response in monitoring and averting the incident, he shall be held liable for the same & Bank shall recover the same from the Bidder.	In case of deliberate / negligence on part of the vendor due to which a crime could not be prevented, the vendor will be liable for the loss/damage. The bidder shall also take and service the policy of fidelity insurance for Rs. 5 Cr. for protecting Bank's interest in case of any loss arising due to negligence or malafide the CMESS. Will fully indemnify the bank against any loss and have an indemnity policy for Rs. 5.00 Cr. (Rupees Five Crores Only).
7	21	37/c/iii	If the successful bidder fails to complete the due performance as per this Agreement, BANK OF BARODA reserves the right to terminate the contract and recover Liquidated Damages maximum 10% of contract value.	As per RFP. Bidders once accepts the bids rates and terms & condition and gets qualified, signing of SLA is mandatory. Liability will be as per SLA and Tender document.

8	12	8/d	Integrated / Standalone Anti Burglary Alarm, with 4 PIR Sensors, 2 Magnetic sensors with 2, 6 Duress/ panic switches, hooter.	As per RFP, however value addition is welcome without compromising the quality & functioning of e-surveillance.
9	20	Section 36	The Nodal Officer process it for the payment for all the branches at the respective Zones and in case of any dispute in payment of the bills, the Nodal Officer will raise the matter within 07 working days to Chief Security Officer, and the decision of the CSO will be binding to both the parties.	Yes, the bidders will have the opportunities to put his submission for disputed invoices.
10	22	38 c (iv)	Training should cover Do's & Dont's on Standard Operating Procedures. Copy of the same may be provided to the Bank	Once SLA is signed such confidential document will be under Bank's custody.
11	31	8.d.	Store escalation matrix of 3 Fire Department individual associate with that particular Branch.	The CMS should be able to communicate: <ul style="list-style-type: none"> 1. Three Fire Officers in sequence of nearest Fire Station till the call is attended by anyone of them. 2. Zonal Fire Officer and Zonal Security Officer of the Bank in sequence till the call is attended by anyone of them. 3. Branch Manager and Joint Manager of the Bank in sequence till the call is attended by anyone of them.
12	31	8.f.	Store escalation matrix of 3 Police individual associated with that particular branch.	The CMS should be able to communicate: <ul style="list-style-type: none"> 1. Three Police Officers in sequence of nearest Police Station till the call is attended by anyone of them. 2. Regional Security Officer and Zonal Security Officer of the Bank in sequence till the call is attended by anyone of them. 3. Branch Manager and Joint Manager of the Bank in sequence till the call is attended by anyone of them.
13	17	30 e	In case during the period of contract, the bidder is unable to continue with the contract, the Security equipment installed by the Bidder will deem to become the property of the Bank and the same will not be removed by the Bidder.	As per RFP. This clause is applicable only when the vendor withdraw before completion of the contract period. Billing will be on monthly basis.
14	41	Sr.No. 4	Manual call point	This clause had been removed from RFP as the two way speaker system is already available in CMESS.
15	30`	Annexure A – 6 - b	Minimum 10 MBPS Primary Back-haul from Network provider Hub to Central Monitoring Station with auto switches over. Letter from network provider is required.	Letter from network provider is required. However, in case network provider does not provide the letter, an undertaking from bidder shall be given for the assurance of network connectivity. Network Connectivity will be the responsibility of the bidder.
16	15	20.g.	Non-refundable Bid Document fees of Rs.25000/- to be paid in Bankers Cheque/ Demand Draft in favor of Bank of Baroda, payable at Mumbai.	Refer to Page No. 3 Clause C: Cost of RFP – Rs. 2000/- (Rupees Two Thousand Only) in the form of Bank's Draft/Banker's Cheque.
17	15	37 c	If there is any loss to the Branch assets due to negligence on part of the e-Surveillance Bidder's not showing due diligence and quick response in monitoring and averting the incident, he shall be held liable for the same & Bank shall recover the same from the Bidder.	Read indemnity page no. 26 clause 45. They shall also take and service the policy of fidelity insurance for Rs. 5 Cr. for protecting Bank's interest in case of any loss arising due to negligence or malafide the CMESS. Will fully indemnify the bank against any loss and have a indemnity policy for Rs. 5.00 Cr. (Rupees Five Crores Only).
18	10	5(n)	Have Central Video Recording (CVR) Facility @ 1 Frame / sec.	Photo storage chips of incidents at CMS Site, Alert Based.
19	10	5(q)	Should be able to develop and employ video analytics to identify criminal intentions, like masked faces with clothes/ helmets entering the branch, especially during Day Banking Operations when most of the sensors are disabled	As per RFP. This feature is required to identify suspicious character intending robbery etc during the day.

20	12	8(a)	Main Control Panel with multiple SIM Intelligent Router.	As per RFP. The Clause will remains the same as per RFP, however the bidder can upgrade the system if it does not dilute the outcome of the CMESS. & quality of equipment.
21	17	30(a)	The contract period for CMESS will be for five (05) years with additional period of Nine (09) Months for implementation of the project and three (03) Months for Pilot Project, the total period of Twelve (12) Months. The 5 years contract period will commence after the project completion time of 12 months.	Monthly billing at zones - consolidated bill with excel sheet giving Branch wise details.
22	18	34	Termination for Default	As per RFP. 1. Non-performance will be leading to termination of contract. 2. No payment will be made if the bidder fail to comply with SLA and withdraws on his own.
23	14	20(a)	The EMD shall be denominated in Rupees and the bidder shall submit the EMD of INR 10,00,000/- (Rupees Ten Lacs only) by Demand Draft/ Bankers Cheque in favor of Bank of Baroda, payable at Mumbai.	For EMD No bank guarantee is accepted.
24	29	Annexure-A-1	Alarm Panel and Sensors	The Clause will remains the same as per RFP, however the bidder can upgrade the system if it does not dilute the outcome of the CMESS be quality of equipment.
25	30	Annexure-A-2	Required Sensors and Devices	
26	33	Annexure-A-15	UPS Power Management	
27	35	Annexure-B-1	Security Alarm Control Panel	
28	35	Annexure-B-2	Built in Auto dialer (PSTN)	
29	35	Annexure-B-3	Panic Button housing	
30	35	Annexure-B-7	Glass break detector	
31	35	Annexure-B-15	Approved Make/Brand	

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

The above shall be complementary in contents with the existing terms and conditions of the RFP except otherwise explicitly superseded. Other terms and conditions of the tender shall remain unchanged.

This addendum shall form part of the RFP. The same shall be sealed and signed as acceptance of those conditions without any modifications and submitted along with the Financial Bid. Non-acceptance of the Addendum by the Bidder or adding any other condition shall be treated as conditional RFP and will not be considered.

BCC/SEC/110/S-29/181

Dated: 16/04/2018