

बैंक ऑफ महाराष्ट्र
प्रधान कार्यालय
“लोकमंगल”, 1501, शिवाजीनगर,
पुणे-411005



Bank of Maharashtra
Head Office,
“Lokmangal”, 1501, Shivaji Nagar,
Pune-411005

Corrigendum to RFP022014

Please refer our earlier notice published on 08.01.2014 inviting bids RFP 022014 for “Implementation of e-Surveillance System for ATM Locations on Opex Model”. The bank has made changes in Eligibility criteria and revised the bid submission date to 05/02/2014, and the corrigendum/addendum to the same is now published in bank’s website <http://www.bankofmaharashtra.in> in the Tender Section.

Deputy General Manager,
Information Technology

Addendum Scope for e-Surveillance System

S.N.	Reference to RFP Clause	Description	Amendment
1	Section 6, 6.1: Broad Scope of Work, Point 13, Page No. 15	The offered system should have various reporting capabilities such as ATM wise alert reports, Ticket transaction reports, Mains Power Cut Report, Chest Door open Report, Mains Power and UPS Power Report, House Keeping Attendant Report, Attendant Attendance Report and CRA attendance report and connectivity / Link uptime report etc.	The offered system should have various reporting capabilities such as ATM wise alert reports, Ticket transaction reports, Mains Power Cut Report, Chest Door open Report, Mains Power and UPS Power Report, and connectivity / Link uptime report etc. Besides the above report bank may require some adhoc reports as per the requirement.
2	ANNX-A Technical and Functional Specification, Section 1: Alarm Panel Specification (Heading)	Intrusion Alarm Panel, Sensors, Detectors UL Certified	Sensors, Detectors and Cameras shall be certified with UL/FCC/CE or equivalent standard.
3	Section 6, 6.1: Broad Scope of Work, Point 16, Page No. 15	Optional Item: Bank may go for 24X7 Video Monitoring , night time patrolling of High Risk ATMs and Video House Keeping Services	Optional Item: Bank may go for Night Patrolling of ATMs (10PM to 6AM- 08 Hours). Patrolling should be 4 times during this period, at least once every two hours.
3	Section 6, 6.1: Broad Scope of Work, Point 16, Page No. 15	Optional Item: Bank may go for 24X7 Video Monitoring , night time patrolling of High Risk ATMs and Video House Keeping Services	Bank will take the help of e-Surveillance System as for Video Monitoring of ATM sites for House Keeping services and not as a separate scope. The vendor has to provide a daily report for this.
4	Section 6, 6.1: Broad Scope of Work, Point 1, Page No. 15	Requirement of Bank	The bank has presently 1000+ ATMs and the number of ATMs will reach 1500 by June 2013 with additional 30% increase in ATMs. The bidder is expected to provide the solution for all the ATMs during the contract period. Bank may go for implementation of Solution in one or phase wise. For TCO purpose bidder shall consider 1500 ATMs.

Addendum Revised Commercial Format

S.N.	Outsourcing Services on Monthly Service Charges for 1500 ATMs / Locations	Service Charges Per Month Per ATM Site(A)	Quantity (B)	Period (C) in Months	Total (D)	% of TCO (E)
1	Providing Central Monitoring Services as mentioned in ANNX-A (Per month, per site cost)	XXXX	1500	60	XXXX	XX%
2	Optional: Patrolling of ATMs / QRT Service (Night Shift - 8 Hours Cost) (10PM to 6AM) (Per Month Per Site Cost)	XXXX	1500	60	XXXX	XX%
3	Optional: Providing 24X7 Video Monitoring of ATM sites as mentioned in ANNX-A (This will not be taken for TCO purpose) (Per Month Per Site Cost)	XXXX	1500	60	XXXX	XX%
Grand Total(TCO)-F					XXXX	

Note:

1	The Successful bidder shall split the TCO obtained after e-Auction using column (D). The % of TCO Column (E) will be used for breaking of CMS/e-surveillance services and optional items cost. % TCO(E)= (D/F)%
2	The Bank will decide the requirement of optional items depending upon cost benefit analysis
3	If the Service Charges as per industry standard reduce over the contract period, the bidder shall pass on the benefit to the Bank.
4	Please note that L-1 bidder will be determined on the basis of Reverse Auction
5	If there is discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity then the unit price will prevail and the total price shall be corrected by the Bank.
6	If there is a discrepancy between words and figures, the amount in words will prevail.
7	The price quoted should be inclusive of all taxes and duties except service tax.
8	The monthly rental cost will be calculated for a period 5 Years for 1500 ATMs / Locations is taken only for purpose of arriving at TCO. It should not be taken as any commitment from the Bank.
9	Optional: Patrolling of ATMs / QRT Service charges cost is taken only for Night time. And bank may take the service of day time patrolling service by taking 20% deduction on cost for night time patrolling. Patrolling will be at least 4 times for a particular ATM during the 8 hours shift.

Revised RFP Schedule

Tender Reference	Existing Schedule	Revised Schedule
Price of Tender copy	Rs. 25,000 /- (Non Refundable)	Rs. 25,000 /- (Non Refundable)
Date of commencement of issue of tender document	08/01/2014	08/01/2014
Date of closure of tender document	29/01/2014 up to 14:00 hours	31/01/2014 up to 14:00 hours
Bid Security Deposit (EMD)	INR 10 Lakhs	INR 10 Lakhs
Queries to be mailed by	15/01/2014 up to 1800 Hrs	15/01/2014 up to 1800 Hrs
Pre Bid Meeting	18/01/2014 at 11:30 Hrs	18/01/2014 at 11:30 Hrs
Last Date and Time for receipt of tender offers	29/01/2014 at 14:00 hours	05/02/2014 at 14:00 hours
Date of opening of technical bids	29/01/2014 at 16:00 hours	05/02/2014 at 16:00 hours
Address of Communication	Deputy General Manager Information Technology Bank of Maharashtra, IT Department, Head Office, "Lokmangal" 1501, Shivajinagar PUNE – 411 005.	Deputy General Manager Information Technology Bank of Maharashtra, IT Department, Head Office, "Lokmangal" 1501, Shivajinagar PUNE – 411 005.
Contact Telephone Numbers	(020) 25536266, 25614349	(020) 25536266, 25614349
E-mail Id	<u>nihar.barik@mahabank.co.in</u> <u>anuradha.palnitkar@mahabank.co.in</u>	<u>nihar.barik@mahabank.co.in</u> <u>anuradha.palnitkar@mahabank.co.in</u>
Website	http://www.bankofmaharashtra.in	http://www.bankofmaharashtra.in

Annexure to Revised Eligibility Criteria

Clause No	Existing Clause	Amended Clause
1	The bidder should be registered as a company in India as per Company Act 1956 and should have been in operation for a period of at least 3 year as on the date of RFP.	The bidder should be registered as a company in India as per Company Act 1956 and should have been in operation for a period of at least two year as on the date of RFP.
2	Bidder should have positive net worth during last year and should have earned operational profit during at least two years out of last three years”	Bidder should have positive net worth during last year or Bidder should be in profit for last financial year. (as per Audited Balance Sheet for year ending March 2013)
3	Bidder should have executed similar System for Central Monitoring of ATM Locations for e-Surveillance successfully in at least 1 Scheduled Commercial Banks in India with at least for 200 ATM Locations under surveillance with Online Monitoring of Intrusion Alarms for ATMs with video verification and 2-Way audio to deter the crime. The solution offered should be currently running successfully.	Bidder should have executed similar System for Central Monitoring of ATM Locations for e-Surveillance successfully in at least 1 Scheduled Commercial Banks in India with at least for 150 ATM Locations under surveillance with Online Monitoring of Intrusion Alarms for ATMs with video verification and 2-Way audio to deter the crime. The solution offered should be currently running successfully.

S. No.	Ref. No.	Page No.	Point as stated in RFP	Comment/Deviation/Suggestions from Vendors	Bank's Response
1	Paragraph 2 : Non-Disclosure Agreement	2	Original Clause: " The Bidder can be OEM who owns the intellectual property Rights (IPR) of E-Surveillance Systems or can be a System Integrator (SI) who is authorized by an OEM to propose and implement the corresponding solution"	The main purpose here is Central Monitoring Services and not hardware. Bank has also defined Purpose as "E-Surveillance System for Central Monitoring of ATM Locations". As the Service Provider of E-surveillance, we shall procure hardware, like Intrusion Alarm Panels, Sensors, DVR, Cameras, Batteries, MIC and Speaker, Router etc from Various Vendors The term OEM is not applicable here. Hence we request the Bank to change "OEM" to "Central Monitoring Service Provider". We suggest the following amendments. : "The Bidder can be an Central Monitoring Services Company or can be a System Integrator (SI) who is authorized by the Central Monitoring Services Company to propose and implement the corresponding solution."	No Change in RFP
2	Section : 4, Ponit 4.2	12	There has been no mention of quantity required in this RFP	We request the Bank to confirm that this RFP is for 1000 ATM Locations.	The bank already has 1000+ ATMs and the no of ATMs are growing fast. The bidder is expected to provide the solution for all the ATMs. For TCO purpose bidder shall consider 1500 ATMs.

3	Section : 5, Point 5.1	13	Original Clause : “ The bidder should be registered as a Company in India as per Company Act 1956 and should have been in Operation for a period of at least 3 Years as of date”	Securens Systems is the Pioneers and Leaders of E-surveillance in India Providing Central Monitoring Services to more than 10 Scheduled Commercial Banks and providing E-Surveillance for 1500 plus ATMs, largest in India today. We have also successfully completed the Pilot project for Bank of Maharashtra. The concept of ATM E-Surveillance is also very recent and started by Securens Systems 2 years ago. We Request that this clause be changed to allow companies that are in operation for two years as on the date of this RFP.	Please refer the revised Eligibility Criteria for this in addendum-Annexure - E
4	Section : 5, Point 5.1		Original Clause : “ Bidder should have positive net worth during last year and should have earned operational profit during at least two years out of last three years”	We are a company focused on providing Outsourced services for E-Surveillance of ATMs. The concept of Outsourced E-Surveillance of ATMs in India is just 2 year old and Started by Securens Systems. A company providing outsourced services would typically take 3 to 5 years to start making operational profit. Hence we request the Bank to please remove the requirement of Operational Profit.	Please refer the revised Eligibility Criteria for this in addendum-Annexure - E

5	Section : 5, Point 5.1	13	Original Clause: “ The Bidder shall be Owner/Certified or authorized agent/reseller/partner for the solution offered”	The main purpose here is Central Monitoring Services and not hardware. Bank has also defined Purpose as “E-Surveillance System for Central Monitoring of ATM Locations”. As the Service Provider of E-surveillance, we shall procure hardware, like Intrusion Alarm Panels, Sensors, DVR, Cameras, Batteries, MIC and Speaker, Router etc from Various Vendors The term OEM is not applicable here. Hence we request the Bank to change “OEM” to “Central Monitoring Service Provider”. We suggest the following amendments. Amendment : “The Bidder can be an Central Monitoring Services Company or can be a System Integrator (SI) who is authorized by the Central Monitoring Services Company to propose and implement the corresponding solution.”	No Change in RFP.
6	Section : 5, Point 5.1	13	Original Clause : “ E-Surveillance System offered should be complaint with guide lines of central Government and State Government statutory authorities. We shall provide hardware and services as per the RFP of the Bank.	As of now, we are not aware of any guidelines of Central Government and / or the State Government Statutory Authorities. We request the bank to provide us with the guidelines if any. (Self Declaration format was not found in the RFP)	No Change in RFP. If any guideline will be issued by any statutory body in future, then bidder has to comply with the same with mutually agreed basis.
7	Section : 5, Point 5.1	14	With respect to our earlier representation of OEM Clause, we request the Bank to change this to reflect Central Monitoring Service Company rather than OEM.	“The Bidder can be an Central Monitoring Services Company or can be a System Integrator (SI) who is authorized by the Central Monitoring Services Company to propose and implement the corresponding solution.”	No Change in RFP. The Clause can be read as "The Bidder can be an System Integrator (SI) to propose and implement the Corresponding solution."

8	Section : 5, Point 5.1	14	With respect to our earlier representation of OEM Clause, we request the Bank to change this to reflect Central Monitoring Service Company rather than OEM.	“The Bidder can be an Central Monitoring Services Company or can be a System Integrator (SI) who is authorized by the Central Monitoring Services Company to propose and implement the corresponding solution.”	As Above
9	Section :6, Point 4	15	Original Clause : “ Detection of lingering or unauthorized activity using motion detectors on 24x7x365 & PIR Sensors as per the requirement of the bank. “ Here motion based detection required is for 24/7 basis, but in Annex A, the motion sensor is to be configured for 12 am to 5 am.	Request you to kindly clarify the actual requirement of the Bank.	Capability for Detection of lingering or unauthorized activity using motion detectors on 24x7x365 & it can be configurable to meet requirement of the bank. The time will be decided by the bank.
10	Section :6, Point 11	15	Original Clause : Providing mutually agreed reports and bidder is under obligation to provide audio-video footage as per the requirement of the bank.	Image footage can be given for up to 5 Minutes, but to provide Audio-Video footage there would be visit and courier costs.	No Change in RFP.
11	Section :6, Point 13	15	There is no sensor or Switch added for Housekeeping Attendant attendance, Attendant attendance and CRA attendance. Hence the corresponding reports cannot be given. Also the idea of having Switch for attendance has failed and all Banks have removed the same from the requirement.	We request the Bank to please delete this report requirement.	Please refer out revised scope in Addendum/Corrigendum -Annexure-A

12	Section :8, Point Stage 2 UAT	17	Request the Bank to please let us know the number of sites to be made operational for the UAT.	Also, our company is LIVE with the Bank and will this requirement be waived off for us.	No Change in RFP. Bank will require each site UAT by the respective branch / zonal office for releasing the payment.
13	Section :8, Point Stage 3 – (Go-Live)	17	All the functionalities/ requirements as depicted in scope of work is to be made live. Bidder to demonstrate fulfillment of all requirements in live environment . Time : 6 Week form UAT Signoff	If we have to implement all 1000, then, the time taken would be 4 -5 Months. We request the Bank to please change the time frame for Go-Live to 5 Months.	No Change in RFP. Bank is providing 3 Months for rollout in all ATM locations from the date of PO/LOI.
14	Section :9.15, Last Para of 9.15	22	Penalty for Delays in Installation	We request the Bank to please change the penalty to Rs. 1000 per day.	No Change in RFP
15	Section :9.38, Contract Period	26	Contract Termination:	Request the Bank for change in Termination clause since we are providing the hardware under outsourcing commercials. If the Bank terminates the contract unilaterally for reasons other than that of performance of Vendor, then the Bank will buy the equipment at WDV. This can also later come in SLA.	No Change in RFP
16	Section :9.39, Payment Terms	27	Payment frequency and Mode	We request the Bank to make payments monthly and from Central Office instead of Circle offices.	No Change in RFP Clause Payment Term. The payment will be made Centrally from Head Office
17	Section :9.39, Payment Terms	27	TDS Deductions: The completion of delivery and installation can be with respect to Mutually agreed Project Plan. 30 Days is not feasible for completing 1000 locations and 4-5 months will be required from the date of signing the SLA.	Same request is made in Section 8. Request the Bank to please change the time line for Installation and reduce the penalties to Rs.500 per week.	No Change in RFP

18	Section :9.40, Penalty Clauses.	27	Point a Penalties due to delays in Installation :The completion of delivery and installation can be with respect to Mutually agreed Project Plan. 30 Days is not feasible for completing 1000 locations and 4-5 months will be required from the date of signing the SLA. Same request is made in Section 8	Request the Bank to please change the time line for Installation and reduce the penalties to Rs.500 per week.	No Change in RFP
19	Section :9.40, Penalty for Downtime	27	1. 30 Minutes is too small a time frame for rectification of fault. 2. Down Times world over are calculated on Monthly basis and not on daily basis as it increases the administrative discussions tremendously.	We request any penalty to be based on monthly basis of that site and request the bank to change the entire penalty structure accordingly. This can be dealt at the time of signing the SLA as well.	No Change in RFP and the penalty will be reviewed with successful bidder during finalisation of SLA.
20	Section :9.40, Penalty for Downtime	27	The penalty is on daily basis.	We request any penalty to be based on monthly basis of that site.	As above.
21	Section :11.3, Penalty for Downtime	34	Commercial Bid Evaluation	We request the Bank to please go for LI bids in sealed envelope instead of reverse auction. We request the bank to split the order between L1 and L2 in the ratio of 70:30, provided L2 Matches the L1 Rates. If L2 is not ready to accept the L1 rates, it could be shared between L1 and L3.	No Change in RFP
22	Annex-7	42	Bank Guarantee	The Bank Guarantee is mentioned as 25% of contract value instead of 10 % of contract value as mentioned earlier. We request you to adhere to 10% at both the places.	It is a typographical mistake and it can be read as: "10% of the contract value (TCO)"

23	Annex-10,	45	Point: 1,2, 5 & 7	As requested in earlier query of Eligibility Criteria	Please refer revised Eligibility Criteria in addendum Annexure-E
24	Annex-11	46		Request this letter to be changed to reflect Central Monitoring Services company and not hardware as requested earlier	Replied as above
25	Annex A, Point 1.4	47		Since the bank has asked for 3 Cameras, should the Back-Up of 10 hours include the 3rd camera also?	No Change in RFP.
26	Annex A, Point 1.8	47		Since the bank has asked for 3 Cameras, should the SMPS power also include the 3rd camera power?	No Change in RFP
27	Annex A, Point 1.15	47		Since the bank has asked for 3 Cameras, should there be a removal zone of CCTV 3 in series with CCTV 1 Zone.	No Change in RFP
28	Annex A, Point 1.2	48	Section 6.1, Point 4, Page 15.	This needs to be changed if the Bank required 24/7 Motion detection as mentioned in Section 6.1, Point 4, Page 15.	As per the ANNEX-A Point No.1.20 or the time may be changed as per requirement of the bank.
29	Annex A, Point 2.13	48		Since the bank has asked for 3 Cameras, should there also be a removal sensor for the 3rd camera?	No Change in RFP
30	Annex A, Point 3.2 & 3.3	48	The specifications for these two cameras could be:	1. Dome Camera, 2. 1/3" DIS / CCD, 3. 600 TVL, 4. 3.6 mm fixed focal length lens and 5. IR Range of 20 meters	No change in RFP
31	Annex A, Point 3.4	48	The specifications for this camera(Outside) could be	1. All weather, vandal proof IP 66 rated outdoor camera, 2. 1/3" DIS / CCD 3. 600 TVL, 4. 2.8 mm to 12 mm varifocal focal lens, 5. IR Range of 20 meters	No Change in RFP

32	Annex A, Point 8.3	49	Requirement from a CMS Console access at HO could be:	Show Open tickets and closed tickets with query on the same. The ticket will have all details like the Date, Time, Site ID, Type of Alert, User Comment with Date & Time, Closure comment with Date & Time etc. Please let us know if this functionality is OK.	No change in RFP.
33	Annex - B	53	Point 2, 3 & 4	Annex are missing	Please refer revised Commercial Format-Annexure- B
34	Annex - B	53	Heading of Table Outsourcing Services on Monthly Rental Basis for 1026 ATMs / Locations	The Charges are "Service Charges" and not rentals. Request the Bank to please change the heading	Please refer revised Commercial Format Annexure- B
35	Annex - B	53	Notes: Point 1 1. Please note that L-1 bidder will be determined on the basis of Reverse Auction as per Annexure 6	Will the Bank split order between L1 and L2 and if so in what ratio?	No Change in RFP. Please refer revised commercial format
36	Annex - B	53	Notes: Point 5 5. 5. The monthly rental cost will be calculated for a period 5 Years for 1038 ATMs / Locations is taken only for purpose of arriving at TCO. It should not be taken as any commitment from the Bank	What is the minimum commitment as per this RFP. The price is a derivative of the numbers. We request the Bank to please indicate the minimum committed numbers for this RFP	Please refer revised Commercial Format
37	point no. 6.1 Broad scope of work	16	Detection of lingering or unauthorized activity, using motion detectors on 24 x 7 x 365 basis & through PIR (Passive Infrared) sensor as per the requirement of the Bank.	Please advise for the time interval to be considered for the alert to be taken into consideration	As per the ANNEX-A Point No.1.20 or the time may be changed as per requirement of the bank.
38	Ponit 1.2	47	Motion Sensor Zone to Detect motion between 12 am and 5 am to detect motion in ATM room (Unique Zone)	This statement and above statement are contradictory to each other	As above

39	point no. 6.1 Broad scope of work	16	6. Storing of Images of Video Verification (3 Months)	Please suggest if this video files are to be stored remotely and at ATM site	It is upto the bidder and the bidder will produce the same as and when required by the bank
40	point no. 1.9	47	ATM 1, ATM 2 or More Removal Zone (Unique Zone)	Please advise the Unique zone shall be for per ATM machine or a Unique zone for all ATM machines	If Bank have more than one ATM in one location/premises, then the required sensors will be provided to all ATMs.
41	point no. 1.10	47	ATM 1, ATM 2 or More Seismic Sensor /Vibration Sensor Zone (Unique Zone) (Drilling and hammering protection)	Please advise the Unique zone shall be for per ATM machine or a Unique zone for all ATM machines	As above
42	point no. 1.11	47	ATM 1, ATM 2 or More Chest Door Zone (Unique Zone)	Please advise the Unique zone shall be for per ATM machine or a Unique zone for all ATM machines	As above
43	point no. 1.12	47	ATM 1, ATM 2 or More Thermal Sensor Zone (Unique Zone)	Please advise the Unique zone shall be for per ATM machine or a Unique zone for all ATM machines	As above
44	point no. 7	13	E-Servilance System guidelines of central Govt. and State Goovt.	Kindly detailed related the guidelines	No Change in RFP. If any guideline will be issued by any statutory body in future, then bidder has to comply with the same.
45	point no. 11	13	11. Providing mutually agreed reports and bidder is under obligation to provide audio-video footage as per the requirement of the bank.	Please elaborate the details of reports to be provided	Please refer ANNEX-A Point No. 18 of RFP
46	point no. 2	12	Bidder should have a positive net worth during last year and should have earned operational profit during at least two years out of last three years.	The bidder should have registered an average turnover of Rs 25 crores or above during the last five financial years/ or Net worth not less than Rs10.00 Crore for last 3 years. --please consider this.	Please refer revised Eligibility Criteria in Annexure-E

47	point no. 16 Central Recording	51	When the CME has viewed the site through video verification, the video verification images should be stored centrally to ensure that images are available forensic purpose even if the burglars destroy the DVR at the site	This is not feasible until the data is not stored at central location in continuous mode which may consume high bandwidth, please suggest	No Change in RFP.
48	S. No. 3, Point 3	45	Point # 3 of Eligibility Criterion:	Request you to change from at least 200 ATM's to 50 ATM's. E-Surveillance of ATMs being a new concept in India, such step criterion may prevent other technologically competent bidders to participate.	Please refer revised Eligibility Criteria in addendum- Annexure-E
49	S. No. 3, Point 1.2	47	Point 1.2	Pls clarify whether 16 or 32 Zone panel is required. Also provide us with an Input Summary Sheet for design & costing considerations	As per the industry standard
50	S. No. 1, Point 1	47	Intrusion Alarm Panel, Sensors, Detectors-UL Certified.	Request you to change to UL/CE/FCC	Please refer revised - Scope
51	S. No.3, Point 3.1	48	Recording of Video:	Please specify the resolution the desired resolution of recording along with the compression standard.	As per the industry standard
52	S. No.6, Point 6.1	49	Please specify the specification of Primary & Redundancy Server.	Without specifications, bidders may quote as per their own thereby it will be difficult to do techno-commercial evaluation on a level playing ground	Bank is not asking for any server. A central browser-based, real-time monitoring console for monitoring the health of the system is required to be provided by the bidder at the bank premises.
53	S. No.6, Point 6.2	49	Minimum switch over time	Please specify the minimum switch over time desired. Also the network infrastructure required	As per Industry Standard

54	S. No.6, Point 6.6	49		NAS box specification not mentioned. Also capacity of the NAS box	As per Industry Standard
55	S. No.6, Point 6.7	49	Router Specification & Network Security Standards	Pls mention Router Specification along with Network Security Standards desired.Also list out the specification for all active network components	As per Industry Standard