

RFP 062019 - REPLY TO PRE BID QUERIES

Sr no	Page #	Point Section #	Main Section name	Clarification point as stated in	Comment /Suggestions	Bank's reply
1	24	2.1 (pt2) Eligibility of the bidder	Qualification Criteria	The Bidder should have a minimum turnover of Rs. 1 crore per year in the last three financial year's i.e 2015-2016, 2016-2017 and 2017-2018 from eSurveillance activity	Bidder is offering E2E ATM services on an OPEX model where E-surveillance activity is an integral part of Managed Service. Computation of P&L for a single activity is difficult hence request the Bank to consider the overall revenue.	Submit Certificate certified by CA. Certified that actual turnover from e-surveillance activity.
2	24	2.1 (pt6) Eligibility of the bidder	Qualification Criteria	The bidder should have experience of successful supply, installation and commissioning of minimum 500 quantity of E-Surveillance System at least two scheduled commercial banks in India during last two financial year.	Bidder is offering E2E ATM services on an OPEX model where E-surveillance activity is an integral part of Managed Service. Hence request the Bank to consider the experience of successful supply, installation and commissioning of E2E ATM Services not just for E-Surveillance System.	Purchase Order issued by Banks should specify e-surveillance as a part of other deliverables also.
3	11	(pt 9)	1.7 Scope of work	9.Storing of Images, back up of all footage and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative/regulatory requirements)	Any change in the specification will require capital infusion, hence request bank to consider payment on mutually agreeable terms.	no change
4	11	(pt 10)	1.7 Scope of work	Use of 2-way audio to deter and deny the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center and logs should be made available along with the alerts made	Need more clarity on this requirement	It is clearly mentioned under RFP.
5	13	(pt 26)	1.7 Scope of work	The Bank may shift its ATMs during the contract period. In these cases, the bidder must shift/re-install the same/new equipment at the new/existing location. The Bank will reimburse the shifting /re-installation charges @ 50% of monthly rental at the ATM site. The applicable monthly rental is such cases will be paid on pro-rata basis for the days for which the system was operational and bidder has to comply with the time line.	Requesting bank to amend the clause: The Bank will reimburse the shifting /re-installation charges @ 50% of the actual cost incurred at the ATM site.	no change

6	14	(pt 41 e)	1.7 Scope of work	e)To be able to provide the ATM related data, such as ATM ID, location, Address, Contact details, etc. in the downloadable format as advised by the Bank.	Request the Bank to provide the data, required in the downloadable format.	format will be shared with the successful bidder.
7	16	(pt 49 b)	1.7 Scope of work	b)QRT to be available at the site within 5-10 minutes of reporting of the incident at command center	Request the Bank to amend the clause: QRT to be available at the site within 10-20 minutes of reporting of the incident at command center	no change
8	23		1.26. Right to Alter Quantities	Bank of Maharashtra reserves the right to alter the proposed quantities specified in the tender. Bank of Maharashtra also reserves the right to delete one or more items from the list of items specified in tender	Request the Bank to consider that the alteration of the proposed quantities should not be less than 50% proposed quantities specified in the tender.	no change
9	13	26	1.7 Scope of Work	The Bank will reimburse the shifting /re-installation charges @ 50% of monthly rental at the ATM site.	This can be finalized later depending on the monthly OPEX amount.	no change
10	13	26	1.7 Scope of Work	During the contract period, if any additional sensor or security systems is required to be installed, the vendor will install the same without any extra cost.	This can be finalized later depending on the monthly OPEX amount.	During the contract period, if any additional sensor or security systems is required to be installed, the cost will be decided at mutually agreed cost.
11	13	34	1.7 Scope of Work	During the contract period, the vendor should upgrade the system at no additional cost, particularly with reference to upgradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/ requirements etc.	Any upgradation which doesn't result into a commercial impact for SSTPL will only be passed on as a freebie. Charges will be applicable otherwise.	no change
12	15	46	1.7 Scope of Work	Any new monitoring tool or report relevant to monitoring or efficiency enhancement of the ATMs, its monitoring and higher deliverance can be added as per the requirements coming up or discovered in future and the bidder is bound to accept such requirements within the overall framework of the scope of the e-Surveillance services and within the cost or charges finalized as a result of this RFP	Any upgradation which doesn't result into a commercial impact for SSTPL will only be passed on as a freebie. Charges will be applicable otherwise.	no change

13	16	49	QRT	QRT to be available at the site within 5-10 minutes of reporting of the incident at command center	5-10min is practically not feasible unless dedicated QRT/HK is deployed at the sites, which will lead to incremental cost depending upon the site-clusters.	no change
14	22	1.22	Contract Period	bank terminates the SLA by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation thereof.	A minimum lockin of 3 years & a minimum termination notice of 90 days will be required.	no change
15	12	23	1.7 Scope of Work	The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports to the police or other regulatory authorities on demand and under the permission of Bank's authorities.	SSTPL will not be responsible for extended hours (beyond UPS support) of power outage at site & the same may impact the performance of e-surveillance equipments.	no change
16	27	3.6	Delivery, Installation and Commissioning	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational within 6 weeks of receiving the purchase order.	Delivery TAT will depend on the site volumes & spread.	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational within 12 weeks of receiving the purchase order.
17	47	8	Annexure D (A) - Technical & Functional	Points 1.4 & 1.8	Battery backup for the entire e-surveillance system will be for 10hrs.	no change
18	7	1st Para of the Page	Bid Collection & Submission (Proof of Purchase of Tender Document prior to Pre-Bid Meeting	In case the prospective bidder downloads the document from the website of the bank, the cost of the Tender Document should be paid alongwith the Bid Response.However in order to participate in the pre-bid meeting, that tender document must be purchased by the prospective bidder	Please clarify as to in what form should the downloaded purchase of Tender Document be submitted at the Pre-Bid Meeting. Will a scanned copy of the Demand Draft suffice.	to attend the Pre bid meeting Bidder has to purchase tender document (Hard copy from Bank)by paying fess of Rs. 17,700/- in form of DD.
	10	2nd Para of the Page		The bidders who are submitting the bid by downloading from the Bank's website will have to pay the non-refundable fee of Rs.17,700/- by way of a Demand Draft in favorof Bank of Maharashtra payable at Pune while submitting the bid.		

19	10	1.4	MSME (Waiver of Tender Document Fee & EMD)	<p>Procurements for MSMEs will be as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. MSMEs registered under the SPRS (Single Point Registration Scheme) of NSIC and complying with all the guidelines thereunder as well as those issued by GOI from time to shall be eligible. MSMEs meeting all the eligibility criteria laid down in this RFP shall be eligible to bid for this RFP. Exemptions regarding Tender document fees and EMD shall be available to the eligible MSMEs. Applicable guidelines for PPP-MII Public Procurement (Preference to Make in India), Order 2017 shall be applicable to eligible bidders.</p>	<p>Our company is registered with NSIC as a MSE unit eligible for participation in Central Govt Stores Purchase Programme as per the Single Point Registration Scheme for all Electronic Surveillance stores & services with Govt Purchase Regn No NSIC/GP/HYD/2016/0025817 (Renewal Certificate valid from 07/03/2019 to 06/03/2012).As per the Certificate MSEs registered with NSIC Please confirm that NSIC Govt Purchase Enlistment Certificate stating that the company is registered with NSIC are exempted from deposit of EMD irrespective of value of Monetary Limit.Please confirm that the production of this certificate is considered sufficient for waiver of Tender Document Fees & EMD. If not, please elucidate as to what other documentation is</p>	<p>In case of MSME, as per Govt guidelines.</p>
20	11	1.7 (4)	Scope of Work (Crowding)	<p>To manage the crowding in the ATM site. If more than designated persons are present at ATM sites, appropriate announcements should be made and appropriate action to be initiated to</p>	<p>Please clarify the designated maximum No of persons(1, 2 or 3) beyond which their presence will be construed as crowding in at site. As per guidelines one front of an ATM or at a site with multiple ATMs</p>	<p>It depends on no. of machines person per machine is allowed.</p>
21	11	1.7 (6)	Scope of Work (Pin Hole/Hidden Camera)	<p>CCTV Surveillance with e-surveillance enabled system should be provided in main ATM room, outside the ATM room, in the ATM Back room and a hidden Pin Hole Camera at a suitable concealed location inside the main ATM room</p>	<p>Is a Pin Hole Camera essential? A properly concealed Hidden Camera with more field of view will be moew effective</p>	<p>CCTV Surveillance with e-surveillance enabled system should be provided in main ATM room, outside the ATM room, in the ATM Back room and a hidden Pin Hole Camera/hidden camera at a suitable concealed location inside the main ATM room.</p>
22	11	1.7 (7)	Scope of Work (Loitering/ Camera Alerts during day)	<p>Event Based detection and alerting system of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis.</p>	<p>PIR Sensor will generate a lot of false alerts & IP camera may not be able to detect all unauthorised activities as desired. This will be done through Video Analytics.</p>	<p>no change</p>
23	11	1.7 (9)	Scope of Work (Video storage)	<p>Storing of Images, back up of all footage and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative/regulatory requirements)</p>	<p>Video storage beyond 90 days on the device will require additional HDD capacity which will have cost imolications. If the storage requirement inceases beyond 90 days, request consider additional revenue for upgradation of HDD capacity</p>	<p>no change</p>

24	11	1.7 (13)	(Sharing of information to Police/Civil Administration / Regulatory Authority only under permission of the Bank's authority)	Storing of ticket related notes/recordings of conversation with various parties for 90 days minimum. Storing of suspicious/criminal events would be for beyond 90 days, till the closer of the case. The information will not be share to any entity without the permission of the Bank, If required.	Please clarify the designated authority to accord such permission. During escalation of incidents to the Police in cases of attempted thefts/vandalism etc the Police is often the 1st Responder in the Escalation Matrix. Loss of time seeking permissions from Bank Authorities to share vital data of assistance to the Police may result in non-apprehension of culprits. Till what extent does the Vendor have the liberty to provide information to the Police in such circumstances.	In case of escalation of incident, vendor can provide the information to law enforcement agency. However, the same needs to be informed to Bank simultaneously.
	12	1.7 (19)		Providing audio – video footage/ images for submission to Police authorities/Civil Administration authorities or any other regulatory authorities, under the law and also cooperate with the law enforcing agency for the system and database related to the crime as and when it		
	12	1.7 (23)		The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.		
25	12	1.7 (17)	Scope of Work (Mock drills)	Bank should have the authority and discretion to remotely view any of the ATMs under this solution whenever required, carry out mock drills etc. with availability of log details.	Requested that technical protocols & details of functioning of sensors/components be fully understood by officials prior to carrying out mock drills	no change
26	12	1.7 (18)	Scope of Work (Video footages - cap on No of free transaction footages)	Providing reports as per the format defined by the Bank and bidder is under obligation to provide audio-video footage/images as per the requirement of the Bank or other regulatory authority.	While there is no problem in providing footages pertaining to incidents/escalations, it is requested that a cap be placed on the monthly transaction related footages.Suggested that the first 25 footages will be provided free and thereafter a payment of Rs 750/- per additional footage be paid to cover retrieval costs. Alternatively, the Bank goes in for cloud based recording (it has cost implications) with which the Bank can retrieve footages as their desire.	no change
27	12	1.7 (18)	Scope of Work (Reports)	Bank may ask to provide any report as and when required and bidder should be capable of developing the same at no extra cost to bank.	While any Report can be customised to suit the client"s requirements, a large No of Repoerts will cause clutter of unmanageable information. It is requested that the No of	no change

	12	1.7 (21)		The offered system should have various reporting capabilities such as e-Surveillance system down report, system health check report, ATM-wise sitewise alert reports, ticket transaction reports, main power cut reports, chest door open report, hood open report, CRA attendance report, connectivity/ link uptime report, House keeping report	Reports being asked for be carefully analysed and pruned down to manageable essentials	
28	13	1.7 (26)	Scope of Work (Shifting/Reinstallation of Sites/ATMs)	The Bank may shift its ATMs during the contract period. In these cases, the bidder must shift/re-install the same/new equipment at the new/existing location. The Bank will reimburse the shifting /re-installation charges @ 50% of monthly rental at the ATM site.	Requested that prior information of replacement of ATM, shifting/relocation of site or discontinuation of ATM be intimated at least 72 hrs in advance so that safety and proper storage of sensitive electronic equipment/sensors and cameras by our qualified technician can be ensured for their reuse at the new machine/site placement. Requested that damage to equipment on account of not informing the vendor during dismantling, be paid for by the Bank in addition to the 50%	it will be informed well in advance.
29	13	1.7 (33)	Scope of Work (Upgrades & Additional Hardware/Software at no additional cost)	During the contract period, if any additional sensor or security systems is required to be installed, the vendor will install the same without any extra cost	Requested that the scope of work be confined to this Tender. The specifications of equipment, hardware & software be frozen. Additional upgrades based on emerging technologies can be incorporated/integrated, but the additional cost (if any) in doing so, be borne by the bank	upgradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any guidelines/requirements etc. will be done at mutually agreed cost only in case of Hardware/equipments.
	13	1.7 (34)		During the contract period, the vendor should upgrade the system at no additional cost, particularly with reference to upgradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any		
	15	1.7 (46)		Any new monitoring tool or report relevant to monitoring or efficiency enhancement of the ATMs, its monitoring and higher deliverance can be added as per the requirements coming up or discovered in future and the bidder is bound to accept such requirements within the overall framework of the scope of the e-Surveillance services and within the cost or charges finalized as a		

30	14	1.7 (35)	Scope of Work (Quarterly Preventive Maintenance)	Preventive maintenance (PM) of all the equipment covered under this scope to be carried out quarterly and a mobile application to be developed to submit the PM report to the concerned Zone authorities and the same to be linked with the real-time dashboard	Separate mobile application for submitting the PM Report to Zone authorities since concerned individuals will be provided real-time dash board access to all sites under them through themobile application which will indicate when the sitewas last visited by a Field Engineer. The Field Engineer will carry out Preventive Maintenance of all sites at every visit or at least once a quarter	it is clearly mentioned under RFP.
31	14	1.7 (40)	Scope of Work (Notice - Site Under E-Surveillance)	A notice (approved by the Bank) to the effect shall be displayed that the site is under electronic surveillance on the front door of the ATM site.	Requested that the format and wordings of the notice be finalised prior to issue of the PO so that the same can be implemented at the installation stage itself	it will be shared within a time.
32	14	1.7 (41 h)	Scope of Work (Dash Board features - integration with Bank Systems)	To be able to integrate with the different systems of the Bank, such as Switch, ATM monitoring tool, etc., as per the Bank's requirement, at no extra cost to the Bank	The scope & access methodology keeping cyber security policies of the Bank will have to be defined	no change
33	14	1.7 (41 k)	Scope of Work (Monitoring by Bank officials)	To monitor the ATM site live from any of the device as authorized to the Bank Official	The mobile application & dash board are accessible by any official authorised by the Bank via internet through their smartphones/laptops/PCs. If there are any other devices authorised to officials by the Bank, the same may please be specified.	no change
34	15	1.7 (41 l)	Scope of Work (Availability of data on Bank's Centralised Dash Board)	Every data related to ATM sites, should be available on both, i.e.,bidder's portal as well as Bank's Centralized dashboard.	All data will be available on our portal. However, protocols with respect to access to Bank's Centralised Dash Board to provide similar may please be specified	it is cleared under RFP.
	15	1.7 (43)		All the live feeds of the sites, such as CCTV status, health status of installed sensors, equipment installed at ATM site shall be integrated and available at the centralized dashboard maintained within		
35	15	1.7 (42)	(Mismatch of ATM IDs)	To maintain the database by mapping the ATM IDs with eSurveillance site ID. In case of any mismatch, to co-ordinate with the Zonal offices authorities for necessary reconciliation.	The ATM ID data captured in our system at the time of installation will be correct as it is obtained from the machine itself by swiping a debit/credit card and captured in our Site Manager. The mis-match occurs when ATMs are changed/remove/added without information to us. Prior information of any physical change in ATM s/sites will obviate ATM ID mismatches to a great extent.	no change

36	15	1.7 (44)	Scope of Work (Multiple SIM connectivity)	Continuous connectivity between the Command Centre and the ATM site by implementing the solution of multiple SIM connectivity, with broadband/3G/4G or any higher connectivity wherever available. Connectivity with minimum two SIMs functioning simultaneously.	Dual SIM connectivity should suffice to ensure optimal connectivity if the site-wise connectivity of service providers are mapped correctly.	no change
37	15	1.7 (47)	Scope of Work (Stationing of a resource at bank's premises)	Bank will require one resource to be posted/stationed at Bank premises for any co-ordination, support, reporting, reconciling database, extracting video footages etc., at no Extra Cost to Bank	Rather than having a resource at the HO of the bank, it would be more optimal to have an SPOC for Bank of Maharashtra at the vendors' CMSs for better response to issues raised by various branches/zones and coordination with various departments of the vendor for expeditious rectification action. The SPOC will remain in direct contact with all levels of the bank at all times	no change
38	15	1.7 (49)	Scope of Work (QRT-Optional)	Quick response team (QRT) for attending the incidents (Optional)	The approx No (or %) of sites where QRT is likely to be required may please be intimated to determine the volume based on which an estimate of the cost per site can be worked out for the Commercial Bid. Also an estimated ratio between Metro/Urban, Semi Urban & Rural ATMs be provided	the approx no. of sites for QRT will be 400 which may be increase or decrease by 20%.
39	15	1.7 (49 (b))	Scope of Work (QRT Response Time)	QRT to be available at the site within 5-10 minutes of reporting of the incident at command center	Response time is too short and is suggested that it should be based on density of ATMs in a particular area/region. As a guide line, the practical timelines suggested are 15 to 20 mins in Metros/Urban Areas, 30 to 40 mins in Semi Urban Areas and 45 to 60 mins in Rural	no change
40	15	1.7 (50)	Scope of Work (Housekeeping)	House Keeping Services (optional)	If the Bank opts for House Keeping services will it be for all ATMs being tendered for or will it be for a portion of the total sites. If it is the latter, what would be likely %. This data will assist in determining the volume based on which commercials can be quoted	the approx no. of sites for QRT will be 400 which may be increase or decrease by 20%.
41	26	3.3	Performance Bank Guarantee	The successful bidder should furnish a Performance Bank Guarantee to the extent of 10 % of the value of the contract within 15 days of the date of receipt of the purchase contract.	Request consider PBG at 10% of value of contract for 1 year renewable every year prior to expiry of currency	no change
42	27	3.5	Price Bids (Commercial Evaluation)	Bank reserves the right of selection of vendor either by opening of Commercial Bids of vendors or proceed with the selection of vendor through Online Reverse Auction. If Bank opts for Reverse Auction, the Commercial Bids will not be	Is there a requirement of submitting/uploading the Commercial Bid on line separately for Reverse Auction? If yes, when is it to be done & on what address?	it is clearly mentioned under RFP.

43	27	3.6	Delivery, Installation & Commissioning (Time for operationalisation)	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational within 6 weeks of receiving the purchase order.	The time provided for operationalisation of the system after issue of PO/LOI is very short. Placement of orders and procurement of hardware itself will take 6 weeks. Thereafter the system has to be assembled, configured, tested, despatched to the field, installed, checked and operationalised which will take at least 10 to 12 weeks for 700 sites. Thereafter it will take another 15 days for acceptance & testing by the Bank in terms of Section 3.7 of the RFP. It is therefore requested that the operationalisation time be increased to 20 weeks after issue of PO.	The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational within 12 weeks of receiving the purchase order.
44	27	3.6	Delivery, Installation & Commissioning (Installation Reports)	The signing authority will be Branch Manager or Officer at branch / office.	Does this imply that Installation Reports for each site are required to be got signed by respective Branch Managers?	it is clearly mentioned under RFP.
	28	3.6		The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 15 days.		
45	28	3.9 (1 (d))	Exit Option and Contract Re-negotiation	An attachment is levied or continues to be levied for 7 days upon effects of the	Please elucidate	NO change. Mentioned clearly under RFP.
46	29	3.9 (3)	Exit Option and Contract Re-negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at that time.	Being a 5 year contract, this clause be deleted or a provision be included for upward revision of prices for cost of upgradation of emerging technologies as implemented by the vendor	no change
47	32	3.16	Acceptance Tests	At the discretion of Bank of Maharashtra, acceptance test will be conducted by the bidder at the site in the presence of the officials of Bank of Maharashtra and/or its nominated consultants. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing	While the Bank may satisfy itself on the installation & operationalisation of sites through their officials, the Installing Field Engineer will provide a demonstration to concerned Bank officials immediately after the installation has been completed, the site is on line and the monitoring of the site has commenced before he moves on for installation of the next site. It is requested that this date be deemed as the date of installation. However , if any discrepancies are found during the next 10 days, the date of rectification be deemed as the date of installation for that particular site.j	no change

48	32	3.18	Training	The Bidder shall associate the site staff during the testing of the system. The Bidder shall also train the staff in the proper operation and trouble shooting and routine maintenance at each and every location for a period of 2 working days. Training – cum – familiarization programme should be conducted by the bidder at each location.	It is highly unlikely that the Branch staff will be available for training on the system over 2 working days at the time of installation. Emphasis on such training will delay the installation process inordinately. While the Branch staff can be provided with a detailed demo on installation, detailed centralised training can be carried out subsequently at centralised locations decided upon by the bank after the system has stabilised & its functioning and advantages have been broadly understood by the concerned staff.a	no change
49	33 & 77	3.2 & Ser 1 of 19 Annexure O	Liquidated Damages	If there is a delay by the bidder in the delivery any or all goods or perform services within the stipulated time schedule, the purchase shall, without prejudice to its other remedies under the rate contract deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the order value for each week of delay until actual delivery of the complete order at each location subject to maximum of 10% of cost of E-Surveillance System. Bank of Maharashtra reserves the right to cancel	The timeline for operationalisation is just too short as explained in Ser 24. Requested that such severe Liquidated Damages be made applicalbe only if a minimum period of 20 weeks are provided for operationalisation of all sites from the issue of PO	no change
49	33	3.21	Penalty (Up time)	The equipment/system uptime requirement is 99%, however penalty shall be imposed on the SLA breach cases against the requirement as mentioned in the Annexure-O. The overall cap of the penalty will be 10 % of the total project cost.	99 % Equipment (Device) Up Time at the site is possible & acceptable since it is dependent only on power and recording will take place till the battery loses charge. However, the Up Timeof the system is dependent on two factors - power & internet connectivity. The battery back will support functioning of the system for 8 hrs. Thereafter, if power is not restored, the site will go Off Line. Also no Internet Service Provider gaurantees an Up Time of even 95% and is willing to sign an SLA for the same. Despite using multiple SIMs, 95 % internet connectivity is not fully achievable. Therefore, keeping these two factors in mind, it is requested that the system Up Time requirement be scaled down to 95 %	no change

				The equipment/system uptime is required	Whenever a site is down due to internet or power, concerned Bank authorities will be informed through mails/calls. In such cases, the waiver of Down Time penalty be considered	no change
50	77	Ser 2 of Annexure O	Penalty - Equipment Up Time	System Non Functional For :- 30 mins to 4 hrs - 30 % of monthly rental, 4 hrs to 24 hrs - 50 %, 24 to 48 Hrs - 75%	Please confirm that these down times penalty parameters are only for Equipment (Device) y	no change
51	77	Ser 3 of Annexure O	Penalty - Incident Reporting	For every identified incident, the Centrally Monitored E-Surveillance System should have evidence of incident (video recording, two-way audio communication logs, system logs), records for action taken and reporting to respective authorities as per agreed mechanism. To be randomly verified by Bank/Bank appointed agency on monthly basis for SLA monitoring. For every non-compliance a penalty of 10% of the monthly fee of the effected site shall be levied.	Every suspicious incident is escalated to all concerned authorities as per the Escalation Matrix provided by the Bank. Incidents of theft, vandalism, untoward incidents can also be escalated to the Police/Fire authorities based on the Bank,s permission protocols which need to be specified.	it will be shared with the successful bidder.
52	78	Ser 5 of AnnexUre O	Penalty - Loss to Bank due to Undetected / Unreported Incidents	For every loss incurred by Bank, for the incidences which are not reported/detected by the vendor. Actual financial Loss as per incident. Within the billing month, the capping for this penalty would be 100% of the monthly fee for the effected site.	The actual financial loss be considered after exercising the insurance claim by the bank & the maximum penalty be restricted to the monthly fee of the affected site.	no change
53	78	Ser 6 of Annexure O	Penalty - Non supply of video footage	For not providing CCTV footage for any incident/ATM transaction based footage. For not providing clear images and video (face not recognizable) Rs. 10,000 OR Actual loss to the bank, whichever is higher.	The penalty imposed be restricted only to security related incident footages and not to transaction footages. Alternatively, a cap on the total No of free transaction footages be laid	no change

54	78	Ser 7 of Annexure O	Penalty - Failure of any Equipment/Sensor - to be replaced within 24 Hrs	if there is a delay by the bidder in the delivery any or all goods or perform services within the stipulated time schedule, the purchase shall, without prejudice to its other remedies under the rate contract deduct from the ordered price, as liquidated da	Replair & replacement of fast moving spares can be done immediately. However, replacement of major hardware like panel boxes, batteries, etc will take longer for procurement & despatch. Concerned authorities will be kept informed of the replacement time lines in which case, levying of penalties may be reconsidered.	no change
55	78	Ser 8 of Annexure O	Penalty - Non Installation of Dismantled Site	Reinstallation to be done within 15 days of allotment of new site. Rental of 1% per week from the 16th day onwards	Bank needs to inform of shifting / relocation / dismantling of the existing site at least 72 hrs prior to it being done so that the sensitive sensors and electronic equipment can be dismantled correctly by a trained field executive and stored for reuse at the new site when it is ready. Otherwise, reinstallation will become expensive and will take time. This may please be added as a clause.	no change
56	79	Ser 9 of Annexure O	Penalty - Non availability of feeds in the Dash Board	Feed not available for 30 mins to 24 Hrs - no payment for that day. 24 to 48 Hrs - 10% of monthly rental. 48 to 72 Hrs - 50 %. Beyond 72 Hrs - 100 %	If the site is down due to power or internet issues due to which live feed is not available in the Dash Board, the same will be intimated to all concerned authorities. In such cases, waiver of this penalty may please be	no change
57	33	3.21	Penalty (Preventive Maintenance)	If the bidder's engineer fails to carry out regular Preventive Maintenance of system, at least, once in a month, it will draw a penalty of 1% of the Total Order Value per system	Preventive Maintenance will be carried out once a quarter as specified in the Scope of Work (Section 1.7, Para 35). The penalty clause may please be amended accordingly. Also, the will the penalty be 1% of the Total Order Value for the Quarter per site for every quarter in which Preventive Maintenance was not done?	clause 3.21 modified as under: If the bidder's engineer fails to carry out regular Preventive Maintenance of system, at least, once in a quarter , it will draw a penalty of 1% of the Total Order Value per system.
58	33	3.22	Failures	If during the warranty period, any system has a failure on four or more occasions in a quarter, it shall be replaced by equivalent new system by the bidder at no cost to Bank of Maharashtra	Hardware failures will be replaced on occurrence. However compensation for loss of our equipment due to force majeure reasons, vandalism, theft (when alerted), fires, electric short circuits may please be	no change
59	9	1. Instruction to the bidders	1.1 Two Bid System Tender, Envelope-1(Technical bid)	The Technical bid should be complete in all respects and contain all information asked for, except prices. The Technical bid should not contain any price information. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information. A copy of original Commercial offer with prices duly masked should also be submitted along with the Technical Bid,	It is requested to Bank to kindly clarify this clause because banks asked for the technical bid complete in all respects and contain all information asked for, except prices. But moreover again bank asked for "A copy of original Commercial offer with prices duly masked should also be submitted along with technical Bid.	it is clearly mentioned under RFP.

60	47	8 Annexure D (A)- Technical & Functional Specifications.	E-Surveillance System:	Intrusion Alarm Panel, Sensors, Detectors-UL certified	As the bank is considering the applicable guidelines for PPM-MII Public Procurement (Preference to Make in India), Order 2017 for eligible bidder. Hence, it is requested to Bank to Kindly consider the STQC & ERTL certificate for Intrusion Alarm panel and amend the	the clause is modified as under: Intrusion Alarm Panel, Sensors, Detectors- UL/ERTL certified
				Mandatory Requirements		
61	56	Annexure D (B)- CCTV Specifications	4.Network Video Recorder	Interface Internal HDD: 16 SATA III Ports up to	It is requested to Bank that, kindly clarify about the actual requirement of Interface Internal HDD SATA port for required NVR.	Interface Internal HDD: 16 SATA III Ports up to 6TB Capacity for each HDD.
					6TB Capacity for each HDD. (Storage shall be proposed to ensure the recording requirements are full filled. The bidder has to factor NVR as per the number of IP Camera Input Channel)	