

**Amendment / Addendum / Corrigendum to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.**

Sl.	Clause Ref. No.	Amendments					
1.	Page 3 Bid Control Sheet	<b>Existing Clause:</b> <table><tr><td>Last Date and Time for Submission of Bids</td><td>29/09/2020, Tuesday up to 03:00 PM</td></tr></table> <b>Replace with:</b> <table><tr><td>Last Date and Time for Submission of Bids</td><td>07/10/2020, Wednesday up to 03:00 PM</td></tr></table>		Last Date and Time for Submission of Bids	29/09/2020, Tuesday up to 03:00 PM	Last Date and Time for Submission of Bids	07/10/2020, Wednesday up to 03:00 PM
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2.	Page 3 Bid Control Sheet	<b>Existing Clause:</b> <table><tr><td>Date, Time &amp; Venue for opening of Part A-Conformity to Eligibility Criteria.</td><td>29/09/2020, Tuesday 03:30 pm Venue: Canara Bank, Procurement and Vendor Payments Section, 2nd Floor, DBS Wing, Devanga Complex, 35, KG Road, Bengaluru -560 009</td></tr></table> <b>Replace with:</b> <table><tr><td>Date, Time &amp; Venue for opening of Part A-Conformity to Eligibility Criteria.</td><td>07/10/2020, Wednesday 03:30 pm Venue: Canara Bank, Procurement and Vendor Payments Section, 2nd Floor, DBS Wing, Devanga Complex, 35, KG Road, Bengaluru -560 009</td></tr></table>		Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	29/09/2020, Tuesday 03:30 pm Venue: Canara Bank, Procurement and Vendor Payments Section, 2nd Floor, DBS Wing, Devanga Complex, 35, KG Road, Bengaluru -560 009	Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	07/10/2020, Wednesday 03:30 pm Venue: Canara Bank, Procurement and Vendor Payments Section, 2nd Floor, DBS Wing, Devanga Complex, 35, KG Road, Bengaluru -560 009
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Sl.	Clause Ref. No.	Amendments	
3.	Page 3 Bid Control Sheet	<b>Existing Clause:</b>	
		Earnest Money Deposit (Refundable)	₹ 1,00,00,000/-
4.	Page 9 Clause 4. Earnest Money Deposit	<b>Replace with:</b>	
		Earnest Money Deposit (Refundable)	₹ 50,00,000/-
		<b>Existing Clause:</b>	
		Particulars of Job to be undertaken	EMD
		RFP for Implementation of e-Surveillance Systems on OPEX Model	Rs. 1,00,00,000/- (Rupees One Crore Only)
		<b>Replace With</b>	
		Particulars of Job to be undertaken	EMD
		RFP for Implementation of e-Surveillance Systems on OPEX Model	Rs. 50,00,000/- (Rupees Fifty Lakh Only)



5.	Page 12 Clause 15 MSME	<p><b>Existing Clause:</b></p> <p>As per recommendations of Gol, Bank has decided to waive off EMD and tender cost for MSME entrepreneurs.</p> <ol style="list-style-type: none"> <li>Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small &amp; Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.</li> <li>To qualify for EMD &amp; Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD &amp; Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).</li> <li>MSME bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.</li> <li>Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.</li> </ol> <p><b>Modified Clause:</b></p> <p>As per recommendations of Gol, Bank has decided to waive off EMD and tender cost for MSE entrepreneurs.</p> <ol style="list-style-type: none"> <li>Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro &amp; Small Enterprises (MSE) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.</li> <li>To qualify for EMD &amp; Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSE firms who are in the process of obtaining registration will not be considered for EMD &amp; Tender Fee / Cost exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD and Tender Cost).</li> </ol>
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Sl.	Clause Ref. No.	Amendments
		<p>iii. MSE bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.</p> <p>iv. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance</p>
6.	Page 25 Event based e-Surveillance Activities	<p><b>Existing Clause:</b></p> <p>u. The Bank may shift its ATMs during the contract period. In these cases, the bidder has to shift the same equipment to the new location.</p> <p><b>Replace with:</b></p> <p>u. The Bank may shift or renovate its ATMs / ATM Sites 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 as mutually agreed, to a maximum of 50% of monthly rental of the ATM site. The applicable monthly rental in such cases will be paid on pro-rata basis for the days for which the system was operational.</p>
7.	Page 25 Event based e-Surveillance Activities	<p><b>Existing Clause:</b></p> <p>w. De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.</p> <p><b>Replace with:</b></p> <p>w. De-installation/Dismantling of any e-surveillance equipment from the site will be done by the bidder. The Bank will reimburse the de-installation / dismantling charges as mutually agreed, to a maximum of 50% of monthly rental of the ATM site. The applicable monthly rental in such cases will be paid on pro-rata basis for the days for which the system was operational.</p>





Sl.	Clause Ref. No.	Amendments
8.	Page 26 Clause 5	<p><b>Existing Clause:</b></p> <p>5. Remote monitoring of the location:</p> <p>Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyse digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people &amp; property. Remote monitoring of the location: Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyze digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people &amp; property.</p> <p><b>Replace with:</b></p> <p>5. Remote monitoring of the location:</p> <p>Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor / <b>IP Camera</b> Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyse digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people &amp; property. Remote monitoring of the location: Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor Based Monitoring of individual sites from the Remote Central Monitoring System. Camera analytics or any facility, which should be able to detect any person entering ATM room with covered face, face under mask and/or wearing helmet etc. The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites. The Solution should capture, store, and analyse digital Video images with audio to enable central monitoring, increase operational efficiency, reduce liability, minimize risk and secure people &amp; property.</p>

Sl.	Clause Ref. No.	Amendments
9.	Page 27, Clause 11. Maintenance	<p><b>Existing Clause:</b></p> <p>11. Maintenance- The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro &amp; urban and 48 hrs. in other regions from the time of fault occurrence.</p> <p>In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.</p> <p><b>Replace with:</b></p> <p>11. Maintenance- The selected bidder shall carry out the preventive maintenance <b>once in three months (i.e. Quarterly)</b> in consultation with Bank during the contract period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc. Worn out parts should be replaced/repared/rectified within a maximum period of 24 hours in metro &amp; urban and 48 hrs. in other regions from the time of fault occurrence.</p> <p>In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of Bank is not affected. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.</p>
10.	Page No. :28: Clause: 13. Incident Management/ Reporting System	<p><b>Existing Clause:</b></p> <p>c) Preventive Maintenance report</p> <p>Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Monthly).</p> <p><b>Replace with:</b></p> <p>c) Preventive Maintenance report</p> <p>Service Provider should submit preventive maintenance report in banks format duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (<b>Quarterly</b>).</p>



Sl.	Clause Ref. No.	Amendments
11.	Page No. :28: Clause: 13. Incident Management/ Reporting System	<p><b>Existing Clause:</b> d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).</p> <p><b>Replace with:</b> d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Quarterly).</p>
12.	Page 29 Clause 2. Schedule of Implementation	<p><b>Existing Clause:</b> 2. Schedule of Implementation The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 60 Calendar Days from the date of acceptance of the purchase order.</p> <p><b>Replace with</b> 2. Schedule of Implementation The Bank reserves the right to shift the ordered items to any location where bank has presence or its Technical Partners, anywhere in India, during the contract period. The selected bidder must undertake to GO LIVE within 120 Calendar Days from the date of acceptance of the purchase order.</p>

Sl.	Clause Ref. No.	Amendments
13.		<p><b>Existing Clause:</b></p> <p>Performance Bank Guarantee</p> <p>The Selected bidder, within 15 days from the date of letter of intent will have to furnish a Performance Bank Guarantee, format as per Annexure - G, issued by any scheduled commercial bank (other than Canara Bank) equivalent to 10% of the project cost valid for 39 months (36 months + a claim period of 3 months) from the date of Letter of Intent (LOI). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.</p> <p>The Performance Bank Guarantee shall act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage) on Delivery and installation.</p> <p>In case the contract is getting extended, the selected bidder shall submit the Bank Guarantee of 10% of the project cost of that period of time with a validity of the extension period with 3 months claim period.</p> <p><b>Replace with:</b></p> <p>Performance Bank Guarantee</p> <p>The Selected bidder, within 15 days from the date of letter of intent will have to furnish a Performance Bank Guarantee, format as per Annexure - G, issued by any scheduled commercial bank (other than Canara Bank) equivalent to 10% of the annual project cost valid for 15 months (12 months + a claim period of 3 months) from the date of Letter of Intent (LOI). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.</p> <p>The Performance Bank Guarantee shall be renewed every year, with a claim period of 3 months, till the contract validity period.</p> <p>The Performance Bank Guarantee shall act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage) on Delivery and installation.</p> <p>In case the contract is getting extended, the selected bidder shall submit the Bank Guarantee of 10% of the annual project cost of that period of time with a validity of the extension period with 3 months claim period.</p>



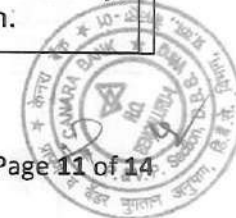
Sl.	Clause Ref. No.	Amendments
14.	Page 36 Clause 23. Price Validity	<p><b>Existing Clause:</b></p> <p>23. Price Validity</p> <p>The selected bidder will be required to keep the price valid for a period of 01 years (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure - E during the price validity period of 12 months.</p> <p><b>Replace with:</b></p> <p>23. Price Validity</p> <p>The selected bidder will be required to keep the price valid for a period of <b>6 months</b> from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of <b>6 months</b> and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure - E during the price validity period of <b>6 months</b>.</p>
15.	Page 50 Annexure-D	<p><b>Existing Clause:</b></p> <p>3. Image / Video Items</p> <p>a. 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity.</p> <p>Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).</p> <p><b>Replace with:</b></p> <p>a. 8 Channel <b>NVR/ any other latest Technology</b> with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity at each site.</p> <p>Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).</p>



Sl.	Clause Ref. No.	Amendments
16.	Page 50 Annexure-D	<p><b>Existing Clause:</b></p> <p>3. Image / Video Items: All Cameras should be of High Resolution or temperature resist and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues.</p> <p><b>Replace with:</b></p> <p>3. Image / Video Items: All Cameras should be of High Resolution and temperature resist and should be able to record clear images and video in the scenario of dull light at ATM site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues.</p>
17.	Page 57 16. Automatic Shutter Opening / Closing	<p><b>Existing Clause:</b></p> <p>16. Automatic Shutter Opening / Closing</p> <p><b>Replace with:</b></p> <p>The functionality of Automatic Shutter Opening / Closing is not under the scope of this RFP. Hence, the clause is dropped. Refer revised Commercial Bid Format.</p>
18.	Page 60 Annexure - E :: Commercial Bid Format	Revised Commercial Bid Format (As annexed)





Sl.	Clause Ref. No.	Amendments			
19.	Page 93 Annexure - U :: Penalties	Existing Clause:			
		Sl.	Parameter	Metric	Penalty
		1	Adherence to the planned Implementation schedule ##	The complete Centrally Monitored E-Surveillance System should be delivered, installed and made operational at the identified ATM Locations within 60 days of acceptance of order	A penalty of ₹ 1,000/- per week from the 61st day of placement of order with full site details/ addresses by the CO, till the date of operationalization will be levied for the reasons attributable to the vendor. The penalty amount for delayed installations will be due on 1st day of the week FROM 61ST DAY ONWARDS. E.g., 1. Installations between 61-67 day, penalty ₹ 1,000/- 2. Installations between 68-74 day, penalty ₹ 2,000/- and so on
		Replace with:			
		Sl.	Parameter	Metric	Penalty
		1	Adherence to the planned Implementation schedule ##	The complete Centrally Monitored E-Surveillance System should be delivered, installed and made operational at the identified ATM Locations within 120 days of acceptance of order	A penalty of ₹ 1,000/- per week from the 121 <sup>st</sup> day of placement of order with full site details/ addresses by the CO, till the date of operationalization will be levied for the reasons attributable to the vendor. The penalty amount for delayed installations will be due on 1st day of the week FROM 61ST DAY ONWARDS. E.g., 3. Installations between 121-127 day, penalty ₹ 1,000/- 4. Installations between 128-134 day, penalty ₹ 2,000/- and so on.



Sl.	Clause Ref. No.	Amendments
20.	-	<p><b>Consortium:</b></p> <p>Consortium of Sister Companies / Parent Subsidiary Companies are allowed. For any other consortium, it is allowed with bidder being the leader / prime bidder to meet minimum financial criteria and full consortium member/(s) should meet complete eligibility criteria.</p> <p>Prime / Lead Bidder has to submit supporting documents (like consortium back to back agreement) along with bid submission and also confirm and submit on following point on prime / lead bidder's company letter head.</p> <p>"We will be the single point of contact / reference to Canara bank and are responsible for all tasks under the RFP by &amp; PO if awarded. Canara Bank will enter into agreement with us only. Our consortium partners confirm that they are willing to enter into back-to-back agreement that is in conformity with the deliverables and other service / uptime commitments we make to Canara Bank as per the RFP. If shortlisted, we will share the copy of the back-to-back agreement with our consortium partner to Canara Bank."</p>
21.	-	All the reference to the 'NVR', in the tender document, to be read as 'NVR/any other latest technology'.
22.	-	All reference to the requirement for Auto Shutter Opening / Closing are dropped.
23.	-	<p>The relevant guidelines of Government of India regarding Purchase Preference and meeting the qualifying / eligibility criteria are applicable. The detail are available in Bank's website under <a href="https://www.canarabank.com/User_page.aspx?othlink=5">https://www.canarabank.com/User_page.aspx?othlink=5</a></p>

Place: Bengaluru  
Date: 24/09/2020

  
P THAKUR NAIK  
DEPUTY GENERAL MANAGER  




### **Annexure - E :: Commercial Bid Format (Revised)**

The indicative commercial Bid needs to contain the information in a sealed envelope bearing the identification.

Please note that:

1. For purpose of arriving at L1, weightage will not be assigned to individual line items. L1 will be declared solely based on Total Cost quoted by the bidder for 1 sample site. Other selected vendors have to match the prices quoted by L1.
2. The prices quoted should be inclusive of all taxes, duties and statutory levies except GST, which shall be reimbursed/paid as per applicable rates or on producing original receipts. In case the Bidder is enjoying any Tax exemption for any particular component or components and if the tax exemption ceases during the tenure of contract, Bank shall not pay the exempted tax component which is levied due to cessation of exemption.
3. The Bank would be at liberty to take any of the service or combination of services or all the services at any particular site.

Sl. No.	Particulars of Items / Services	Price in (₹ )	% of Grand Total (F)
A	Event based Surveillance System (having 1 ATM Machine at site) (per site per month)	0.00	
B	Quote for additional ATMs at site (per additional ATM per month)	0.00	
C	Additional Cameras in main lobby (per additional Camera per month)	0.00	
D	Quick Response Team (QRT) (per site per month)	0.00	
E	Maintenance related Activities at ATM site (per site per month)	0.00	
F	<b>GRAND TOTAL (F)</b>	<b>0.00</b>	

Once overall price (mentioned as **Grand Total [F]**) is finally discovered after Reverse auction, the price for individual line items from **A to E** will be calculated according to the % declared by that particular vendor.

Note: The quoted price is inclusive of all taxes, duties & statutory levies, except GST.

Signature

Seal of Company



### Breakup of Taxes and Duties

Sl. No.	Name of activity/Services	Tax 1	Tax 2	Tax 3
		Mention Name of Tax		
1.				
2.				
3.				
4.				
Grand Total				

- If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- In case of any discrepancy between figures & words, the amount in words shall prevail.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- Lowest Bidder (L1) will be determined on the, i.e. Total Cost of Ownership, i.e. TCO after reverse auction.
- We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 29/08/2020 and subsequent pre-bid and amendments.

Company Seal

Authorized Signatory

Date

Name & Designation:

