

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1	Page No. :3: Clause: Bid Control Sheet    Bid Control Sheet	Bid Control Sheet Last Date & time of bid submission	We request Bank to extend the bid submission timeline by at least 3 weeks post release of corrigendum and response to queries.	Please refer the amendment.
2	Page No. :3: Clause: Bid Control Sheet    Bid Control Sheet	Last Date and Time for Submission of Bids : 29/09/2020, Tuesday up to 03:00 Pm	Request the bank to extend the submission date to 20th Oct 2020 since most of the vendors are working from home / remote locations and takes a long time to get approvals from seniors to revert for documents, collaterals, pricings etc. due to COVID 19 pandemic.	Please refer the amendment.
3	Page No. :3: Clause: Bid Control Sheet    Bid Control Sheet	Pre-bid Meeting Date & Time Pre-bid meeting will be held on 10/09/2020, Thursday at 3.30 PM. Venue: Canara Bank, Procurement & Vendor Payments Section, Digital Banking Services Wing, Head Office Annexe - (K G Road), 2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009	Will it be a physical meeting or can it be attended on line in view of the current COVID situation ?	Bidder to comply with the RFP Terms.
4	Page No. :3: Clause: Bid Control Sheet    Bid Control Sheet	Pre-bid meeting will be conducted on 10/09/2020 at our premises at Canara Bank, Digital Banking Services Wing, Head Office Annexe (K G Road), 2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009.	In the view of COVID, we request Bank to host Pre bid meeting online, through video conferencing.	Bidder to comply with the RFP Terms.
5	Page No. :4: Clause: Bid Control Sheet    Bid Control Sheet	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]	Will it be a physical meeting or can it be attended on line in view of the current COVID situation ?	Bidder to comply with the RFP Terms.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
6	Page No. :6: Clause: 1    Introduction	The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30th August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020. All the branches of the Bank are CBS enabled through Flexcube as a Core Banking Solution.	With reference to your RFP, as your 9500 ATMs are spread all over India, we presume the qualified bidders will have TRUE PAN India presence to justify Bank's requirement. We suggest that the qualified bidder should have at least 10 REGISTERED offices PAN India. Please revise and oblige.	Bidder to comply with the RFP Terms.
7	Page No. :7: Clause: 3 iii    Definitions	"Bidder (including the term 'tenderer', 'consultant' or 'Service Provider') means an eligible entity/firm or company, including a consortium (that is an association of several firms or companies) participating in a procurement process with the Procuring Entity and submitting the Bid in response to this RFP.	We request Bank to clarify whether 'X' company can enter into an agreement with 'Y' company and participate in the bid. Whether the eligibility criteria can be fulfilled by any one of the partners and or by both the partners put together	Please refer the amendment.
8	Page No. :8: Clause: 1    Invitations for Bids	Invitations for Bids - In Case, a selected bidder fails to implement the solution satisfactorily, further purchase orders will not be issued to the bidders and Bank may reassign the orders to L3, L4 etc. as the case may be.	If the selected bidder fails to implement the solution satisfactorily, what will happen to the EMD Submitted.	RFP Terms are clear. Please refer clause 4 on Page 9 & 10 of the Tender Document.
9	Page No. :8: Clause: 1    Invitations for Bids	The selected bidders will be required to implement the entire solution on 1,000 ATM sites on pilot basis in the ratio of L1: L2 for a period of two (2) months. The prices discovered in e-Reverse auction will be payable for these sites. Once the solution will be successfully implemented, a study on cost saving on these sites will be conducted and the purchase orders will be placed by Circles for implementation of the solution on remaining ATM sites, after verification of the performance of the vendors.	We request the bank to award the entire contract in the first instance after verifying and doing technical due diligence beforehand. The pricing is based on the a certain quantity and if there is variation in the quantity the cost would vary and would be detrimental to the successful vendor	Bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
10	Page No. :8: Clause: 1    Invitations for Bids	<p>The selected bidders will be required to implement the entire solution on 1000 ATM sites on pilot basis in the ratio of L1:L2 for a period of two (2) months. The price discovered in e-Reverse auction will be payable for these sites. Once the solution will be successfully implemented, a study on cost saving on these sites will be conducted and the purchase order will be placed by circle for implementation of the solution on remaining ATM sites after verification of the performance of the Vendors.</p> <p>Of the 13000 ATMs (including Biometric enabled ATMs) of the Bank, approx. 9500 are operated under CAPEX Model and 4000 are under OPEX Model. Bank intends to implement e-Surveillance System for the CAPEX ATMs</p>	It is requested to bank please clarify this particular clause because the ratio of work distribution between L1:L2 is not clearly mentioned.	Please Refer Clause 17 on Page 34 & 35 of Tender Document.
11	Page No. :8: Clause: 1    The selected bidder will be required to implement the entire solution on 1000 Sites on Pilot basis	Change of clause	Request pilot site implementation to be restricted to a maximum of 5 sites. This will give bank a better understanding of how the solution works and Bidder ability to understand the expectation of Bank	Bidder to comply with the RFP Terms.
12	Page No. :9: Clause: 3    Tender Document and Fee	<p>Exemption from Tender Document Fee for MSME</p> <p>Bid Security &amp; Cost of bid documents will be exempted for companies registered as Micro/Small Units under MSME/NSIC, subject to evidencing the fact that guidelines are applicable to Public Sector Banks and submitting documentary proof. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.</p>	To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the bid. Is any other document other than the Self Declaration specified at Para 15 (ii) required for the exemption.	Bidder to comply with the RFP Terms.
13	Page No. :9: Clause: 4    Earnest Money Deposit	EMD of Rupees One Crore Only	As the purpose of EMD is only till the conclusion of the Bid, we request the bank to consider Earnest Money Deposit (EMD) of Rs.25, 00,000/- (Rupees Twenty-Five Lakhs Only).	Please refer the amendment

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
14	Page No. :9: Clause: 4    Earnest Money Deposit	The Bidder(s) shall furnish, as part of its bid, Bid Security / Earnest Money Deposit in the form of Bank Guarantee issued by a Scheduled Commercial Bank in India, other than Canara bank, to be valid for a period of 6 months from the Last date of submission of Bid Document, together with a claim period of 30 days, in the format enclosed (Annexure - XX), in favour of Canara Bank for an amount mentioned hereunder	1 crore is too high and blocking liquidity in the current scenario may not be the right thing for the applying companies. We request it to revise it to about 10 lakhs	Please refer the amendment.
15	Page No. :10: Clause: 6    Pre-Bid Meeting	Only authorized representatives of bidder will be allowed to attend the Pre-bid meeting.	Will it be a physical meeting or can it be attended on line in view of the current COVID situation ?	Bidder to comply with the RFP Terms.
16	Page No. :12: Clause: 15    MSME	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & 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.	To qualify for EMD & Tender Fee / Cost exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the bid. Is any other document other than the Self Declaration specified at Para 15 (ii) required for the exemption.	Please refer the amendment.

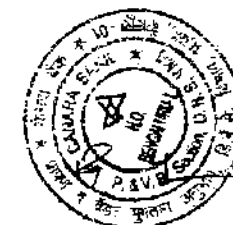


Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
17	Page No. :12: Clause: 15    MSME	i) Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & 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.	We request Bank to clarify whether the exemption is available to the vendor if one of the partner is MSME .	Please refer the amendment.
18	Page No. :14: Clause: 25    RFP Response	If the response to this RFP does not include the information required or is incomplete or submission is through Fax or through e-mail, the response to the RFP is liable to be rejected. All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.	We request the Bank not disclose the contents of submission to the competitors at any cost.	RFP Terms are self-explanatory.
19	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/POC	As a part of Technical Evaluation based on the technical bids submitted by the bidder, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the e-Surveillance system proposed by them	Can we assume the POC to be done to show case the features of the monitoring application, Hardware that we will be deploying etc. and data from a demo location suffices for the POC	The details of Proof of Concept, if any, shall be communicated separately.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
20	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	Bidders are further required to be in preparedness to demonstrate the proposed Passbook Printers	Kindly clarify this clause	Please read the clause as:  Bidders are further required to be in preparedness to demonstrate the proposed e-Surveillance Solution by arranging for solution walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank
21	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	Bidders are further required to be in preparedness to demonstrate the proposed Passbook Printers by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank	Not understood. Please clarify.	Please read the clause as:  Bidders are further required to be in preparedness to demonstrate the proposed e-Surveillance Solution by arranging for solution walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank
22	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	Bidders are further required to be in preparedness to demonstrate the proposed Passbook Printers by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank	We understand it is typo mistake & instead of Passbook printer it is E-Surveillance System. Please clarify.	Please read the clause as:  Bidders are further required to be in preparedness to demonstrate the proposed e-Surveillance Solution by arranging for solution walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
23	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	Bidders are further required to be in preparedness to demonstrate the proposed Passbook Printers by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.	Request bank to clarify the requirement of passbook printers for the subject RFP of e-Surveillance	Please read the clause as: Bidders are further required to be in preparedness to demonstrate the proposed e-Surveillance Solution by arranging for solution walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank
24	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	Each Qualifying bidder is required to complete the POC within 10 Days	By considering current scenario, completion days required for POC will be 21 -30 days or in the case of visiting existing site where bidder has installed the system will be done within 10 days.	Bidder to comply with the RFP Terms.
25	Page No. :20: Clause: 4    Bidders Presentation /Site Visits / Product Demonstration/PO C	The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A- Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days.  The Bank at its discretion can call for providing of Proof of Concept (PoC) of proposed e-Surveillance System at the location, which is identified by the Bank,	In view of the current COVID situation and the likely quarantine regulations could the location of POC close to the headquarters of the vendor be considered? This will obviate the need for move of personnel to other cities and personnel being quarantined for 1 to 2 weeks	Noted. PoC locations will be decided with mutual agreement.
26	Page No. :20: Clause: Part II No. 3    Bid Opening and Evaluation of BID	Bidders are further required to be in preparedness to demonstrate the proposed passbook printers by arranging for products walk-through at their own installation/principles/R&D lab duly meeting the specific requirements / issue raised bank	Please clarify, how many Sites for POC we need to do and which Circles	The details for sites to conduct the POC will be communicated during the evaluation stage as per mutually agreed terms.



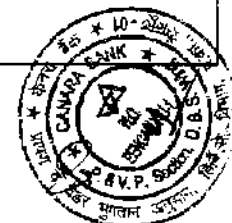
Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
27	Page No. :21: Clause: 5    Normalization of Bids	The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground.  The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied.	Normalisation process  Please clarify if there would be limit to the No of times and the total duration of the normalisation process.	Bidder to comply with the RFP Terms.
28	Page No. :24: Clause: 1    Event based Surveillance Activities	g) Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	We can store an images and videos for any verification for minimum 90 days and maximum 180 days and not thereafter.	Bidder to comply with the RFP Terms.
29	Page No. :24: Clause: 1    Event based Surveillance Activities	e) Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis / or on a shift basis, wherever the ATMs functioning is on a shift basis. In other words, the Trigger action in all the ATMs including the ATMs closed in night would be on event based basis however, all the ATMs would remain under Surveillance for the 24X7X365 basis.	1>Request clarity on what is defined as unauthorized activity as it is open ended, detection is only possible to extent of sensors, image analytics pre-determined. 2> Is bank expecting Every motion detection to be verified, this will be akin to continuous monitoring and defeat purpose of event based monitoring. Suggest clause along the lines of. " Motion based monitoring at night time 10pm to 6 am" This is in line with POINT 9 of pg. 57 of the RFP for Motion based Monitoring.	The Bidder to quote to meet the intent of the RFP. The detailed implementation plan shall be communicated to the successful bidder.
30	Page No. :24: Clause: 1    Event based Surveillance Activities	g) Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	Bidder will design solution based on current requirement of 90 days' backup. Considering any change in Video storage period is subject to upgrading existing H/W at site, same will be done at additional commercial basis, which will be mutually discussed & agreed with the bank. We request bank to add above statement in this clause as we don't know what additional hardware would be required in order to comply with regulatory changes.	Bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
31	Page No. :24: Clause: 1    Event based Surveillance Activities	g) Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)	Image and Video Storage - expansion  Video storage for a period exceeding 90 days may require upgradation to a higher storage capacity which may have a commercial impact. Request if and whenever, such an eventuality arises, it be done at a mutually agreed additional cost.	Bidder to comply with the RFP Terms.
32	Page No. :24: Clause: 1    Event based Surveillance Activities	i) Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity.	Pre-recorded audio messages  Please specify if the messages are required in the regional language also besides Hindi and English.	The Bidder to quote to meet the intent of the RFP.
33	Page No. :24: Clause: Part - IV. Scope of Work	However, the purchase of Quick Response Team (QRT) will be at the sole discretion of the bank and the decision for the same will be taken by the bank whenever it is felt necessary by the Bank. Any decision of the Bank in this Regard will be final and binding upon the selected bidder.	Please indicate the minimum No of sites (minimum percentage) of sites that QRT services would be required to enable us to work out a viable commercial quote.	Bidder to comply with the RFP Terms.
34	Page No. :25: Clause: 1    Event based Surveillance Activities	j) 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.	We will store the images and videos for any verification for 180 days from the date of storing such notes/recordings and not thereafter.	Bidder to comply with the RFP Terms.
35	Page No. :25: Clause: 1    Event based Surveillance Activities	k) SMS/Emails/Calls to officials posted at Branches/Regions/Circles/Head Office, on receiving an alert as per mutual agreed procedure. This disposition may be altered as per Bank requirement in future.	Request you to please accept Calls and emails for alerts.	Bidder to comply with the RFP Terms.
36	Page No. :25: Clause: 1    Event based Surveillance Activities	n) Bidder shall be liable for providing reports as per Bank's requirement and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank within 24hrs.	Video up to 15-20 minutes can be pulled remotely and can be provided within 24 hours. For large video which need physical visit will require 72 hours. Request Bank to revise this clause and update timelines to 72 hours for large videos, which require physical visit to the site. Also request bank to delete "audio" word as there is no audio footage, its only video.	Bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
37	Page No. :25: Clause: 1    Event based Surveillance Activities	q) The offered system should have various reporting capabilities such as e- Surveillance system down report, system health check report, ATM-wise site- wise alert reports, ticket transaction reports, ATM main power cut reports, chest door open report, hood open report, and connectivity/ link uptime report etc.	Please clarify in detail on Connectivity/Link uptime report.	Bidder to comply with the RFP Terms.
38	Page No. :25: Clause: 1    Event based Surveillance Activities	q) The offered system should have various reporting capabilities such as e-Surveillance system down report, System health check report, ATM-wise site- wise alert report, ticket transaction reports, ATM main power cut reports, chest door open report, hood open report, and connectivity/link uptime report etc.	For Hood sensor installation - Since some ATM machines don't have the space of cabling hence if required request you to please confirm fir Cabling can be done from outside if there is no space to do the same.	The Bidder to quote to meet the intent of the RFP.
39	Page No. :25: Clause: 1    Event based Surveillance Activities	r) The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports (in portable device) 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.	As part of our offering, we give access to customer of web based portal through which they can download the video footage and It can also be shared through web link. In case longer duration video footage is required, bank can provide any external device like USB / HDD. Request Bank to provide media for same or give approval to bidder to provide at additional commercial cost.	Bidder to comply with the RFP Terms.
40	Page No. :25: Clause: 1    Event based Surveillance Activities	r) The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports (in portable device) 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.	We will store the information or video footage or image or reports (in portable device) till the termination / expiry of the Agreement.	The Bidder to quote to meet the intent of the RFP.
41	Page No. :25: Clause: 1    Event based Surveillance Activities	r) The e-Surveillance vendor will be solely responsible to provide such information or video footage or image or reports (in portable device) 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.	If the requisite footage is beyond 90 days of storage requirement or recording not available due to Power issues or any other site related issues will the vendor still be penalized?	Bidder to comply with the RFP Terms. It is clarified that penalty is not applicable for the reasons attributable to the Bank.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
42	Page No. :25: Clause: 1    Event based Surveillance Activities	t) Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial.	As deployment of sites is depending on the network feasibility & structural layout of site. Bidder will perform site feasibility and will inform Bank for any sites which are not feasible due to network or site related issues. Hence request bank to accept bidder's feedback based on network and site feasibility layout report.	The Bidder to quote to meet the intent of the RFP.
43	Page No. :25: Clause: 1    Event based Surveillance Activities	u) The bank may shift its ATM during its contract period. In these cases Bidder has to shift the equipment to the new location	Request bank to modify the clause as "The bank may shift its ATM during its contract period. In these cases Bidder has to shift the equipment to the new location and cost of shifting to be borne by bank"	The clause to be read as: 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.
44	Page No. :25: Clause: 1    Event based Surveillance Activities	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	In such case Shifting charges to be borne by bank.	The clause to be read as:  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.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
45	Page No. :25: Clause: 1    Event e-based Surveillance Activities	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	Relocation of ATMs to a different site involves deinstallation of critical electronically sensitive equipment and sensors by a technician, it proper storage in an environment which does not cause deterioration till the new site is specified and is ready and reinstallation at the new site by a proper technician. This process involves a considerable cost. It is requested that two months' rental be considered for every relocation of site.	The clause to be read as:  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.
46	Page No. :25: Clause: 1    Event e-based Surveillance Activities	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.	We request Bank to bear the cost of relocation if it shifts the ATM during contract period.	The clause to be read as: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.
47	Page No. :25: Clause: 1    Event e-based Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	If the additional sensors required to be installed are of high value, it is requested that this activity be done at a mutually agreed upon cost.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
48	Page No. :25: Clause: 1    Event based e-Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	The Bidder will design solution and will quote the cost based on the specification and requirement given in the RFP. Any change or system upgrade should be subject to cost approval by the bank. Hence we request bank to add below in the clause - "For any new hardware deployment or upgrade at the site due to compliance with Regulatory guidelines/requirements etc., same need to be mutually discussed and agreed with bank and Bidder should upgrade the system at agreed commercial with bank"	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
49	Page No. :25: Clause: 1    Event based e-Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	As the OPEX price will be arrived during bidding considering the scope of work and sensors mentioned in the RFP, request bank to modify the clause "During the currency of contract, if any additional sensor is required to be installed, the vendor will install the same and an incremental cost shall be paid to the bidder on OPEX basis".	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
50	Page No. :25: Clause: 1    Event based e-Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	Bidder cannot factor the unknown cost in the present commercials. Any changes/additional sensors required at later date/post deployment; it should be at mutually agreed cost.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
51	Page No. :25: Clause: 1    Event based e-Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	This is open ended, any additional fresh sensor requirements will attract commercials on hardware and its deployment. Bidders will be unable to account for this in their cost structure and Bank will ultimately suffer delivery in the currency of the contract if such a sensor need arises. Bank must boundary the additional requirements and its charges Or set clause as mutually agreed commercials at that time.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
52	Page No. :25: Clause: 1    Event based Surveillance Activities	v) During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.	We request Bank to agree on the actual cost on the basis of mutual agreement if any additional sensor is required to be installed.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
53	Page No. :25: Clause: 1    Event based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank	1) What would be the estimated number of sites that can go for dismantling during the contract period?  2) Is there a CAP to the number of sites beyond which the Bank will pay the vendor for dismantling, transportation & re-installation?	The clause to be read as:  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.
54	Page No. :25: Clause: 1    Event based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	Bank to predefine the Limit on quantum of such cases.	The clause to be read as:  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.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
55	Page No. :25: Clause: 1    Event-based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	De-installation/Dismantling of equipment  It is requested that any dismantling of our equipment is done by our technical personnel only since all of them are sensitive electronic equipment. A notice of at least 72 hrs be provided before any dismantling is required to be done to enable us to align our technician accordingly.	Prior notice/communication will be given to the vendor for de-installation / dismantling of equipment. The vendor shall ensure completion of the activity within 48 hours.
56	Page No. :25: Clause: 1    Event-based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	Replacement of ATM site is also requested that one month's rental be considered for any ATM replacement at the same site because it involves dismantling of all sensors by a qualified technician and re-installation on the new one besides reconfiguration.	The clause to be read as: 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.
57	Page No. :25: Clause: 1    Event-based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the Bank.	We request Bank to agree on the actual cost on the basis of mutual agreement in case of De-installation/Dismantling of any e-surveillance equipment from the site.	The clause to be read as:  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.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
58	Page No. :25: Clause: 1    Event based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the bank.	What is the frequency of dis-installation / re-installation	<p>The Bidder to quote to meet the intent of the RFP.</p> <p>However, it is clarified that De-installation/Dismantling of any e-surveillance equipment from the site will be required on case-to-case basis based on the changes in requirements.</p> <p>The applicable monthly rental in such cases will be paid on pro-rata basis for the days for which the system was operational.</p>
59	Page No. :25: Clause: 1    Event based Surveillance Activities	w) De-installation/Dismantling of any e-surveillance equipment from the site will be done without any additional cost to the bank.	Bank should quantify shifting charges and include an expected number of shifting in TCO as done in other recent tenders. For example 10 % of sites shifting to be included in cost OR Per shifting charge as part of commercial bid.	<p>The Bidder to quote to meet the intent of the RFP. However, it is clarified that De-installation/Dismantling of any e-surveillance equipment from the site will be required on case-to-case basis based on the changes in requirements. The applicable monthly rental in such cases will be paid on pro-rata basis for the days for which the system was operational.</p>
60	Page No. :25: Clause: 1    Event based Surveillance Activities	x) During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	<p>The Bidder will design solution and will quote the cost based on the specification and requirement given in the RFP. Any change or system upgrade should be subject to cost approval by the bank. Hence we request bank to add below in the clause -</p> <p>"For any new hardware deployment or upgrade at the site due to compliance with Regulatory guidelines/requirements etc., same need to be mutually discussed and agreed with bank and Bidder should upgrade the system at agreed commercial with bank"</p>	<p>The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.</p>





**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
61	Page No. :25: Clause: 1    Event e- based Surveillance Activities	x) During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	Upgradation of installed system  It will be our endeavour to bring in technological advancements into our system on a regular basis to improve its efficiency. The same will also be suggested to the bank for consideration. Such advancements along with any others due to compliance of any regulatory guidelines/requirements may please be considered at a mutually agreed upon cost.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
62	Page No. :25: Clause: 1    Event e- based Surveillance Activities	x) During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	As the OPEX price will be arrived during bidding considering the scope of work and sensors mentioned in the RFP, request bank to modify the clause  "During the currency of contract, if any additional sensor is required to be installed, the vendor will install the same and an incremental cost shall be paid to the bidder on OPEX basis."	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
63	Page No. :25: Clause: 1    Event e- based Surveillance Activities	x) During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	Bidder cannot predict the future changes and cannot factor this cost while quoting. Any changes/upgrade /compliance of any Regulatory guidelines/requirements etc. will be discussed and will be at mutually agreed cost.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
64	Page No. :25: Clause: 1    Event e- based Surveillance Activities	x) During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.	We request Bank to agree on the actual cost on the basis of mutual agreement if any, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc. as same cannot be anticipated at present moment.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
65	Page No. :25: Clause: 1    Event e- based Surveillance Activities	y) The Bank would use this support infrastructure for any other site control measures also.	Bank to define the control measures and any changes in BOQ & efforts for this should be paid by bank	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.

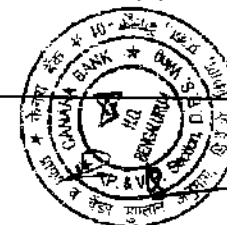
**Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.**

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
66	Page No. :25: Clause: 1    Event based e- Surveillance Activities	y) The Bank would use this support infrastructure for any other site control measures also.	Kindly Define	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
67	Page No. :25: Clause: 1    Event based e- Surveillance Activities	y) The Bank would use this support infrastructure for any other site control measures also.	This Is open ended. e-Surveillance system are designed to meet certain scope, a major requirement change could result in unintended effects such as commercial, Communication data, control centre sizing etc. Request bank to clarify extend of control measures bank foresees.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
68	Page No. :25: Clause: 1    Event based e- Surveillance Activities	y) The Bank would use this support infrastructure for any other site control measures also.	We request Bank to clarify on kinds of control measures implied here.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
69	Page No. :25: Clause: 2    Site preparation	The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/equipment. Site and location identification for installation of system would be done solely at the discretion of the Bank. The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location without incurring any additional cost to the Bank.	We understand site preparation is limited to installation of surveillance equipment only and no other aspects of site preparation. Request bank to please confirm. Also, since the number of instances to shift the equipment and distance to new site address is not known, request bank to remove the same from scope. Shifting services can be provided by the bidder at additional charges as and when the need arises. Request bank to revise this clause as per below "The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location as per the agreed commercial with the bank"	The Site preparation includes all necessary and required activities to make the e-Surveillance system live. The clause to be read as: The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/equipment. Site and location identification for installation of system would be done solely at the discretion of the Bank. 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.
70	Page No. :25: Clause: 2    Site Preparation	The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location without incurring any additional cost to the Bank.	This are outsourced activity and cannot be at free of cost. Shifting charges to be borne by bank.	It is clarified that, 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.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
71	Page No. :25: Clause: 2   Site Preparation	The selected bidder is required to do all site preparation jobs, if required, to mount the desired device/equipment. Site and location identification for installation of system would be done solely at the discretion of the Bank. The Bank may shift its ATMs/Branches during the contract period and these cases, the bidder has to shift the same equipment to the new location without incurring any additional cost to the Bank.	We request Bank to bear the cost of relocation if it shifts the ATM during contract period.	It is clarified that, 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.
72	Page No. :26: Clause: 3   Connectivity	The selected bidder is required to provide end to end secure and dedicated connectivity from the individual site setups to the central monitoring system. Bidders have to provide separate VPN network based on GSM or CDMA with redundant connectivity, from two different service providers.	Does the bank expect a dual sim router?	The bidder to comply with the RFP Terms.
73	Page No. :26: Clause: 5   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	It should be either PIR or by IP camera video Analytics	Please refer the amendment.
74	Page No. :26: Clause: 5   Remote monitoring of the location	Remote monitoring of the location - The Central Monitoring System should have facility to remotely control the equipment/ devices installed at individual sites	Kindly specify which equipment / devices that needs to be controlled from the CMS NOC	The bidder to comply with the RFP Terms.
75	Page No. :26: Clause: 6   Online Video/ Audio pulling:	The Video/ Audio captured from the individual sites should be accessible on-demand, online from the Remote Central Monitoring System. Storing of Images and Video for any Verification (90 days minimum) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements).	We will store the images and videos for any verification for minimum 90 days and maximum 180 days maximum, not more that.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.

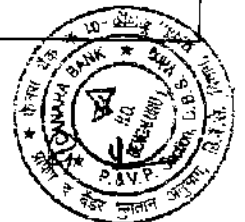


**Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.**

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
76	Page No. :27: Clause: 10    Quick Response Team (QRT) for attending to the sites on event based requirements.	QRT should have professional knowledge of e-Surveillance system	Request bank to remove the clause since, most of the QRT personnel will be security personnel with very limited technical knowledge, while they could have some basic operational knowledge. During any incident QRT personnel will only verify whether there is any damages caused to assets at the sites and report back the same to Bank and command centre	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
77	Page No. :27: Clause: 10    Quick Response Team (QRT) for attending to the sites on event based requirements.	The selected vendor has to ensure Quick Response Team (QRT) should attend the site within reasonable time (generally within 25 to 30 minutes in Metro/ Urban area, 40 minutes to 50 minutes in Semi Urban / Rural area).	We request Bank to change the TAT to 60-120 minutes in Metro/Urban and 120-240 minutes in Semi urban to rural area.	The Bidder to comply to the RFP Terms.
78	Page No. :27: Clause: 10    Quick Response Team (QRT) for attending to the sites on event based requirements.	Ø QRT should have professional knowledge of e-Surveillance system and should not be changed on frequent basis from their duties.	QRT is deployed to do basic check up to site & equipment condition and considering the TAT requirement by Bank it will be not feasible to assign same QRT for any specific site. For more technical support SLM engineer is engaged. Request Bank to confirm on same.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
79	Page No. :27: Clause: 10    Quick Response Team (QRT) for attending to the sites on event based requirements.	Ø QRT to be located through GPS.	Tracking of any human movement using GPS is breach of Individual privacy. Request Bank to remove the requirement	The Bidder to comply to the RFP Terms.
80	Page No. :27: Clause: 10    Quick Response Team (QRT) for attending to the sites on event based requirements.	Ø The selected vendor has to ensure Quick Response Team (QRT) should attend the site within reasonable time (generally within 25 to 30 minutes in Metro/ Urban area, 40 minutes to 50 minutes in Semi Urban / Rural area).	Making QRT available at site within 15-20 min in Metro / Urban Area, 30-40 minutes in Semi urban / Rural Area is not practically possible. Bidder hereby Request Bank to revise it to 30-45 minutes for Metro / Urban area & 60-90 minutes for Rural area depending upon the distance.	The Bidder to comply to the RFP Terms.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
81	Page No. :27: Clause: 11 Maintenance	The selected bidder shall carry out preventive maintenance once in a month	Request bank to modify clause to "Preventive maintenance once in 3 months"  This will help in optimising operational costs and also in better handling faults, if any, in the sites	The selected bidder shall carry out preventive maintenance once in a quarter.
82	Page No. :27: Clause: 11 Maintenance	The selected bidder shall carry out the preventive maintenance once in a month	These are the active connected devices and they perform the self-check-up test at regular intervals and in case of any malfunctioning it generates an alert, hence we suggest bank to remove this clause	The selected bidder shall carry out preventive maintenance once in a quarter.
83	Page No. :27: Clause: 11 Maintenance	The selected bidder shall carry out the preventive maintenance once in a month in consultation with bank during the contract period.	Our system is capable of generating alerts automatically if the devices are found faulty, hence this is not applicable to us. Also when required only then diagnostic should be done. Request to kindly update this clause	The selected bidder shall carry out preventive maintenance once in a quarter.
84	Page No. :27: Clause: 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 & urban and 48 hrs. in other regions from the time of fault occurrence.	Maintenance of every equipment/sensor site on a real-time basis will be ensured through our system of health checks and field visits. The TAT for replacement/repair/rectification of items through routine maintenance will be ensured. However, there may be occasions where major items like our panel box may go defective due to power fluctuations and dust issues which would require replacement of the entire unit. in such cases, the laid down TAT may be exceeded.	The bidder to comply with the RFP Terms. Further it is clarified that, the selected bidder shall carry out preventive maintenance once in a quarter.
85	Page No. :27: Clause: 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 & urban and 48 hrs. in other regions from the time of fault occurrence.	The frequency of detailed Preventive Maintenance once a quarter would be sufficient and may please be considered.	The selected bidder shall carry out preventive maintenance once in a quarter.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
86	Page No. :27: Clause: 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 & urban and 48 hrs. in other regions from the time of fault occurrence. 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.	E-Surveillance equipment are core electronic devices without any mechanical part. Thus does not require preventive maintenance on Monthly basis. As the health of the equipment are being monitored remotely, we recommend to reduce PM frequency to once a year. For maintenance or repair, Bidder request to change the time line to at least once in three month/quarter considering the process involved in it.	The bidder to comply with the RFP Terms. Further it is clarified that, the selected bidder shall carry out preventive maintenance once in a quarter.
87	Page No. :27: Clause: 11    Maintenance	The selected bidder shall carryout the preventive maintenance once in a month in consultation with Bank during the contact 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 & urban and 48 hrs in other regions from the time of fault occurrence.	Request you to please accept PM calls to be done once in a Quarter.	The selected bidder shall carry out preventive maintenance once in a quarter.
88	Page No. :27: Clause: 12    Web Portal and Mobile based Application	i. The Service Provider shall provide dedicated web based portal and also mobile based application to Bank that enable us to provide real time monitoring of sites. ii. Web based portal and mobile based application should be capable to provide status of UP/down sites with individual equipment age wise. iii. History of previous theft/burglary should be available in the portal and application.	The mobile based application is extra requirement for this project and will imposed extra cost. Hence, it is requested to the Bank please look at the matter and delete the requirement of mobile based application.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
89	Page No. :27: Clause: 12    Web Portal and Mobile based Application	iii) History of previous theft/burglary should be available in the portal and application.	This can be covered under the monthly Site Audit report when bank takes QRT services. Request Bank to club this under QRT SOW (Scope of Work) and remove this clause from the Web based portal and Mobile based application section	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
90	Page No. :27: Clause: 12    Web Portal and Mobile based Application	ix) To develop any new feature in the dashboard at no extra cost to the bank.	If it is customizable bidder will do free of cost or We suggest bank to share any such format which is available during the RFP Stage itself so as to have common understanding on the required reports.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
91	Page No. :27: Clause: 12    Web Portal and Mobile based Application	ix) To develop any new feature in the dashboard at no extra cost to the bank.	Upgradation of features in our dashboard based on our in-house R&D is a regular feature of our system. However, if any complicated upgradation of features is desired at a later stage, the same may please be considered at a mutually agreed upon cost based on case-to-case basis.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
92	Page No. :27: Clause: 12    Web Portal and Mobile based Application	ix) To develop any new feature in the dashboard at no extra cost to the bank.	We request Bank to bear mutually agreed cost for this activity.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
93	Page No. :27: Clause: 12    Web Portal and Mobile based Application	vi) Customization as per Banks requirements	What customization is required. Kindly specify.	The customization required will be shared with the successful bidder/vendor.
94	Page No. :27: Clause: 12    Web Portal and Mobile based Application	x) To be able to generate the penalty calculation report, if required by the Bank.	As per Industry standard, Penalty calculation report functionality is not part of E-surveillance solution web based portal/Mobile Application. This will be done separately by our team and same can be shared via email/soft copy, hence we request bank to remove this clause from the RFP under the web based portal/mobile application section.	The bidder to comply with the RFP Terms.
95	Page No. :27: Clause: 12    Web Portal and Mobile based Application:	xi) Billing module (automatic calculations of monthly bills) exclusively in web based portal.	Please clarify this particular clause	The bidder to comply with the RFP Terms.





**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
96	Page No. :28: Clause: 13    Incident Management/ Reporting System	c) Preventive Maintenance report 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).	These are the active connected devices and they perform the self-check-up test at regular intervals and in case of any malfunctioning it generates an alert so we hereby suggest bank to remove PM clause	c) Preventive Maintenance report 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) (Quarterly).
97	Page No. :28: Clause: 13    Incident Management/ Reporting System	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	Change of clause Request bank to modify clause to site Audit to once in 3 months. This will help in optimising operational costs and also in better handling faults, if any, in the sites	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Quarterly).
98	Page No. :28: Clause: 13    Incident Management/ Reporting System	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	Monthly changes in deployment of equipment at the site are unlikely. All functional issues at the site will be checked on a daily basis through our system of health check and regular maintenance. As such, the frequency of a detailed Site Audit Report being quarterly may please be considered.	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Quarterly).
99	Page No. :28: Clause: 13    Incident Management/ Reporting System	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly).	System generated /digital Audit report instead of physical visit audit report	d) Site Audit report Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Quarterly).
100	Page No. :28: Clause: 13    Incident Management/ Reporting System	e) Any other report as desired by Bank Service provider should provide customized reports and dashboards as per the requirement of the Bank with any subsequent modification as may be required due to changing necessity without any cost revision.	Kindly specify	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
101	Page No. :28: Clause: 13    Incident Management/ Reporting System	e) Any other report as desired by bank Service provider should provide customized reports and dashboards as per the requirement of the Bank with any subsequent modifications as may be required due to changing necessity without any recourse of any cost revision.	If it is customizable bidder will do free of cost or We suggest bank to share any such format which is available so as to have common understanding on the required reports.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.
102	Page No. :28: Clause: 13    Incident Management/ Reporting System	The possible incidents include vandalism, theft, fire, water leakage, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.	Please clarify on the bidders scope on Water Leakage, Misbehaviour, Mischief & untoward incident in detail.	The clause is modified as: The possible incidents include vandalism, theft, fire, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.
103	Page No. :28: Clause: 13    Incident Management/ Reporting System	The possible incidents include vandalism, theft, fire, water leakage, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.	Water Leakage The clause mentions Water leakage in reporting but water leakage sensor not mentioned in the Bill of material, can we assume that water leakage or flooding if observed during Video / Image housekeeping to be reported to bank and not by use of a sensor	The clause is modified as: The possible incidents include vandalism, theft, fire, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.

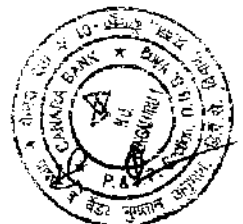


**Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.**

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
104	Page No. :28: Clause: 13    Incident Management/ Reporting System	The possible incidents include vandalism, theft, fire, water leakage, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property. The proposed system should have automated on-line real-time fault detection & trouble tracking system. The system should have multiple means (email/ SMS etc.) for delivering alerts alarms to intimate above the incidents / situations to the authorized officials of the Bank/ local authorities. The proposed system should generate all management reporting of all untoward incidents and should store audit- trial of all access/ actions. The reporting system should be comprehensive and should have graphical analytical reporting of all incidences. 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.	There is not proven solution to track water leakage or human behaviour like misbehaviour, mischief. Considering the technology challenges request Bank to remove same this wording from the clause	The clause is modified as:The possible incidents include vandalism, theft, fire, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.
105	Page No. :28: Clause: 13    Incident Management/ Reporting System	The possible incidents include vandalism, theft, fire, water leakage, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety and security of the customer and bank property. The proposed system should have automated on-line real	Please elaborate on Water Leakage alert, since there is no sensor for the same.	The clause is modified as:  The possible incidents include vandalism, theft, fire, misbehaviour, mischief, crimes, or any other untoward incidents affecting the safety & security of the customer & Bank property.
106	Page No. :28: Clause: 13    Incident Management/ Reporting System	The reporting system should be comprehensive and should have graphical analytical reporting of all incidences. 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.	We will store an images and videos for any verification for minimum 90 days and maximum 180 days and not thereafter.	The Bidder to quote to meet the intent of the RFP, and comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
107	Page No. :29: Clause: 1    Order details	Subsequent purchase order / work order for remaining locations / sites will be placed by the respective Circle Offices, as per the agreed rates. The payments for the same will be made by respective Circle Office and the Performance Bank Guarantee for order will be required to be submitted in the same office	Will there be a time limit for issue of POs by Circle Offices? Will separate SLAs have to be signed with each Circle Office since PBG is to be submitted to them? Please clarify the time stipulation for payment of bills by Circle Offices once invoices are raised.	The Bidder to comply to the RFP Terms.
108	Page No. :29: Clause: 1    Order details	The purchase order for the PoC will be placed by Head Office, DBS Wing. The payments for the same will be made by Head Office, DBS and the performance Bank Guarantee for order will be required to be submitted in the same office. Subsequent purchase order/ work order for remaining location/ sites will be placed by the respective Circle Offices as per the agreed rates. The payments for the same will be made by respective Circle office and the performance Bank Guarantee for order will be required to be submitted in the same office.	The period of PoC is for 2 months. Please clarify after 2 months who will be made payment Head office or respective Circle office? Also clarify the amount and period of BG for PoC	The Clause to be read as:The purchase order for the Pilot Implementation will be placed by the Head Office, DBS Wing. The payments for the same will be made by Head Office, DBS and the Performance Bank Guarantee for order will be required to be submitted in the same office. Subsequent purchase order/work order for remaining locations/ sites will be placed by the respective Circle offices, as per the agreed rates. The payments for the same will be made by respective Circle office and the performance Bank Guarantee for order will be required to be submitted in the same office.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
109	Page No. :29: Clause: 1    Order Details	The purchase order for the POC will be placed by the Head office, DBS Wing. The payments for the same will be made by Head office, DBS and the Performance Bank Guarantee for order will be required to be submitted in the same office. Subsequent purchase order/work order for remaining locations/ sites will be placed by the respective Circle offices, as per the agreed rates. The payments for the same will be made by respective Circle office and the performance Bank Guarantee for order will be required to be submitted in the same office.	We request you to please change the same to Central office Payments and receipt of invoices	The Clause to be read as:  The purchase order for the Pilot Implementation will be placed by the Head Office, DBS Wing. The payments for the same will be made by Head Office, DBS and the Performance Bank Guarantee for order will be required to be submitted in the same office. Subsequent purchase order/work order for remaining locations/ sites will be placed by the respective Circle offices, as per the agreed rates. The payments for the same will be made by respective Circle office and the performance Bank Guarantee for order will be required to be submitted in the same office.
110	Page No. :29: Clause: 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.	Change of clause  Considering the volume of 9500 sites across India, Procurement time, shipment time etc. during the COVID 19 pandemic period, Request bank to provide minimum of 12 Months for 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.
111	Page No. :29: Clause: 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.	We request bank to increase the GO LIVE timeline to 90 days from the date of acceptance of purchase order, as 60 days is quite less seeing the deployment at pan India level.	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.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
112	Page No. :29: Clause: 2    Schedule of Implementation	The selected bidder must undertake to GO LIVE within 60 Calendar Days from the date of acceptance of the purchase order.	The process of implementation after the issue of PO involves placing of orders for components on multiple manufacturers (whose production capacity is now severely hampered in view of the ongoing pandemic, shipping, receiving and testing of components, return and replacement of defective lots/quantities if any, assembly and detailed testing at our end, pre-installation configuration, shipping to respective locations from our assembly facility at Amravati (AP), installation, post-installation configuration and testing and after that the site goes live. A reasonable time for all the above activities in the current pandemic situation is at least 6 months. The same may please be considered.	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.
113	Page No. :29: Clause: 3    Contract Period	Contract Period of 3 years extendable by further 2 years	We request bank to modify the clause of contract period to 5 years extendable by further 2 years. This will benefit the bank with the best price from the bidders.	The bidder to comply with the RFP Terms.
114	Page No. :29: Clause: 3    Contract Period	The Tenure of the Contract period of 3 years extendable for further 2 years effective from the date of execution of the SLA unless terminated unless by the Bank	We request you to please accept " Contract should start from the Date of Installation"	The bidder to comply with the RFP Terms.
115	Page No. :29: Clause: 3    Contract Period	The tenure of the contract will be for a period of 3 (three) years extendable for further 2 years effective from the date of execution of the Service Level Agreement (SLA)	As the tenure of contract effects the TCO calculation and the life span value of security sensors product are more than 5 years. Hence, it is requested to Bank to please extend the contract period for 5 year extendable for further 2 years effective from the date of execution of the Service Level Agreement (SLA).	The bidder to comply with the RFP Terms.
116	Page No. :29: Clause: 4    Terms of Payment	The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	The Bank should provide a cure period of 30 to 60 days in case of delays or defaults and shall not withhold the payments without the mutual consent of the Vendor	The bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
117	Page No. :29: Clause: 4    Terms of Payment	The service provider has to provide the Installation Certificate duly signed by the Bank official and vendor to the Bank as a proof for successful installation/implementation of e-Surveillance System.	Installation Certificate A reasonable time period (2/3 days) of signing the Installation Certificate after the site goes live by the appropriate bank authority may please be laid down	The bidder to comply with the RFP Terms.
118	Page No. :30: Clause: 5    Paying Authority	Payment shall be made on monthly basis in arrears by respective Head Office / Circle Office under whose jurisdiction the vendor has rendered services at the site. However, all the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.	Request bank to have Centralised payment instead of circle office	The bidder to comply with the RFP Terms.
119	Page No. :30: Clause: 7    Performance Bank Guarantee	Performance Bank Guarantee	Since the tender is on OPEX basis where in the vendor invests on the entire CAPEX cost upfront and recovers it over the period of the contract, we would request you to consider waiving of the PBG or Security deposit	Please refer the amendment.
120	Page No. :30: Clause: 7    Performance Bank Guarantee	Performance Bank Guarantee of 10% of Project Value	Public sector banks who has deployed the e-surveillance system has collected Performance Bank Guarantee of 10% of the annual project cost. Accordingly we request Canara Bank to modify the clause of Performance Bank Guarantee of 10% of the Annual project value.	Please refer the amendment.
121	Page No. :30: Clause: 7    Performance Bank Guarantee	The Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfil any and all conditions specified in the document or is unable to complete the project within the stipulated time.	30 days to be given to the Bidder by the Bank to cure the deficiency in services before invoking the Performance Bank Guarantee	The bidder to comply with the RFP Terms.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
122	Page No. :30: Clause: 7    Performance Bank Guarantee	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.	It is requested that the amount of PBG equivalent to 10% of the project cost valid for 12 months renewable every year be considered.	Please refer the amendment.
123	Page No. :30: Clause: 7    Performance Bank Guarantee	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.	Request the Bank to modify the PBG to 10% of Contract Value for 12 months	Please refer the amendment.
124	Page No. :30: Clause: 7    Performance Bank Guarantee	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).	We request bank to have BG value equivalent of 2 months of rental payment. Also PBG issuance will have multiple approval internally hence requesting bank to allow minimum 30 days to furnish the PBG	Please refer the amendment.
125	Page No. :30: Clause: 7    Performance Bank Guarantee	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 UCO 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.	As the huge initial investment is required for the implementation of this e-Surveillance project. Hence, it is requested to bank please reconsider this aspect and decrease the amount of Bank Guarantee as equivalent to 10% of the project cost Valid for minimum 12 months only from the date of Letter Of Intent (LOI).	Please refer the amendment.





**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
126	Page No. :31: Clause: 9    Delay in Vendor's Performance	If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and cause(s).	Vendor shall notify within 24 hours about the delay	The bidder to comply with the RFP Terms.
127	Page No. :31: Clause: 10    Uptime	If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 90%, the Bank shall have full right to terminate the contract under this RFP.	No penalty will be levied before mutual discussion and consent of the Vendor.	The bidder to comply with the RFP Terms.
128	Page No. :31: Clause: 10    Uptime	Severity 1 - 2 hrs, Severity 2 - 3 hrs, Severity 3 - 4 hrs Resolution Time for Severity-based support for Software solution	Our Field Engineers will visit the site within the laid down TAT in all cases. However, often in the case of Severity 1 cases (major disruptions), there is a likely hood of damage to our panel, equipment and sensors. In such cases there may arise a need to replace/repair major components which may involve shipping from our assembly line and may cause delays. Every endeavour will be made to ensure the lowest possible down-time of the system.	The bidder to comply with the RFP Terms.
129	Page No. :31: Clause: 10    Uptime	The selected bidder shall guarantee an uptime of 98.00% for the hardware equipment& solution provided which shall be calculated on monthly basis.	Uptime should be of 95% by considering the frequent network fluctuation	The bidder to comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
130	Page No. :31: Clause: 10 Uptime	The selected bidder shall guarantee an uptime of 98.00% for the hardware equipment & solution provided which shall be calculated on monthly basis. The Uptime is equal to total contracted hours in a month less downtime. The Downtime is the time between the time of report by the Bank and time of restoration of service within the contracted hours. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 90%, the Bank shall have full right to terminate the contract under this RFP.	As the solution uptime have dependency on multiple factors like power, GSM connectivity & other site conditions which are beyond Bidders control. So request Bank to revised the uptime SLA to 95%. Also any outage which are beyond Bidders control should be part for standard exclusions.	The bidder to comply with the RFP Terms.
131	Page No. :31: Clause: 10 Uptime	The selected bidder shall guarantee an uptime of 98.00% for the hardware equipment & solution provided which shall be calculated on monthly basis.	Request the bank to modify the uptime for hardware equipment to 95%. Network uptime is beyond partners control.	The bidder to comply with the RFP Terms.
132	Page No. :31: Clause: 10 Uptime	The selected bidder shall guarantee an uptime of 98.00% for the hardware equipment & solution provided which shall be calculated on monthly basis.	The efficiency of the system is dependent basically on the availability of two essentials - power and internet connectivity. 100% power is generally not available   a No of sites. Even after installing an 8 to 10 hrs battery back-up for power, very often, due to disruption in electric supply especially in rural areas, there is a raw power issue. Also, no internet service provider guarantees a connectivity of more than 95%. As such, it is requested that an uptime of 95% be considered.	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response																											
133	Page No. :31: Clause: 10    Uptime	Uptime	<p>We request Bank to consider uptime of 97% on monthly basis. Furthermore we request Bank to modify response time and resolution time for below severities.</p> <table><tr><td>Severity</td><td>1</td><td>-</td></tr><tr><td>Response time</td><td>:</td><td>1 Hr</td></tr><tr><td>Resolution time</td><td>:</td><td>4 Hrs</td></tr><tr><td>Severity</td><td>2</td><td>-</td></tr><tr><td>Response time</td><td>:</td><td>1 Hr</td></tr><tr><td>Resolution time</td><td>:</td><td>5 Hrs</td></tr><tr><td>Severity</td><td>3</td><td>-</td></tr><tr><td>Response time</td><td>:</td><td>1 Hr</td></tr><tr><td>Resolution time</td><td colspan="2">: 6 Hrs</td></tr></table>	Severity	1	-	Response time	:	1 Hr	Resolution time	:	4 Hrs	Severity	2	-	Response time	:	1 Hr	Resolution time	:	5 Hrs	Severity	3	-	Response time	:	1 Hr	Resolution time	: 6 Hrs		The bidder to comply with the RFP Terms.
Severity	1	-																													
Response time	:	1 Hr																													
Resolution time	:	4 Hrs																													
Severity	2	-																													
Response time	:	1 Hr																													
Resolution time	:	5 Hrs																													
Severity	3	-																													
Response time	:	1 Hr																													
Resolution time	: 6 Hrs																														
134	Page No. :31: Clause: 10	10. Uptime: Once go live of application, the services should be available on 365X24x7 basis and hence any technical problem should be resolved as per the response Time Matrix given below.	Proposed Resolution SLA is only possible if problem can be resolved remotely. In case of any Physical visit / Part Replacement required, request Bank to revise Resolution time to 24, 48 and 72 hours for Severity 1, 2 and 3 respectively.	The bidder to comply with the RFP Terms.																											
135	Page No. :31: Clause: 11    Penalty	The bidder shall guarantee 98.00% uptime. The Bidder shall be liable for penalties for uptime maintained below 98% in a month. Penalties (% of monthly rental) for downtime will be (a) 30 minutes to 4 hrs - 30%, (b) 4 to 24 hrs - 50%, (c) 24 to 48 hrs - 75% (d) beyond 72 hrs - 100%	As requested above, if the desired uptime is maintained at 98%, for reasons mentioned therein, it is requested that the penalties for uptime be modified as (a) less than 24 hrs - 10%, (b) 24 to 48 hrs - 30%, (c) 48 to 72 hrs - 50%. If the request of 95 to 96% uptime is accepted, then penalties as laid down are considered appropriate.	The bidder to comply with the RFP Terms.																											
136	Page No. :31: Clause: 12    Liquidated Damages	Both the Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.	Once the site is operational, are liquidated damages applicable? After the site is operational, wont only penalties, if any, be applicable? Please clarify.	The bidder to comply with the RFP Terms.																											
137	Page No. :32: Clause: 11    Penalty	The bidder shall guarantee 98.00% uptime. The Bidder shall be liable for penalties for uptime maintained below 98% in a month. Penalties for downtime of the application will be as per below mentioned table:	The penalties defined by the bank are highly stringent and not viable for the bidder. Request bank to revise the same so as to have maximum penalty deduction at 50% of monthly rentals paid to the bidder	The bidder to comply with the RFP Terms.																											



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
138	Page No. :32: Clause: 12    Liquidated Damages	Liquidated Damages	Bank to either levy liquidated damages or penalty and not both. Also, any penalty will not be levied before mutual discussion and consent of the Vendor.	The bidder to comply with the RFP Terms.
139	Page No. :32: Clause: 12    Liquidated Damages	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Request deletion of this clause	The bidder to comply with the RFP Terms.
140	Page No. :32: Clause: 12    Liquidated Damages	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership. If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.	In either of the case bank should charge the LD/Penalty @1 % of the monthly bill of that particular site per week and part thereof with a CAP of 10% .	The bidder to comply with the RFP Terms.
141	Page No. :33: Clause: 11    Penalty	Penalty	No penalty will be levied before mutual discussion and consent of the Vendor.	The bidder to comply with the RFP Terms.
142	Page No. :33: Clause: 11    Penalty	Penalty	Penalty charges considered are too high, request bank to reconsider on the penalty charges & CAP it at 10% of the monthly rental of the particular site	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
143	Page No. :34: Clause: 17   Award of Contract	<p>The ATM sites allocation will be done as L1:L2 in the ratio of 60:40. L2 bidder has to match price of L1</p> <p>In case, Bank decides to terminate the contract of any selected bidder for any reason whatsoever mentioned in the RFP, the invitation will be given to L3 vendor and to L4, if L3 does not accept the same. In this process it will be ascertained that, the overall ratio of 60:40 is maintained.</p>	<p>It is requested to Bank, please also include the below mentioned points with this particular clause.</p> <p>"The Service Provider warrants that in case it goes insolvent or gets merged/acquired/bought by another entity/organization/person/association at any point of time during the entire term of the Contract (including maintenance period), the Service Provider shall be liable to refund all the monies received by it from the Bank against any work carried out by the Service Provider under this Contract and the Performance Bank Guarantee (Security amount) shall be forfeited by the Bank. To clarify further, the contract shall then be awarded to the L2 bidder. The Bank shall have additional rights to impose penalties upon the Service Provider and recover liquidated damages from it."</p>	The bidder to comply with the RFP Terms.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
144	Page No. :35: Clause: 18 Compliance with	a. The selected service provider hereto agrees that it shall comply with Labour Laws and all applicable union, state and local laws, ordinances, regulations, CVC / RBI guidelines / statutory requirements and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required at no additional cost to the Bank.b. The selected service provider has represented that their company holds all valid, licenses/registrations as may be required under the laws prevalent from time to time, in particular but not limited to, The Contract Labour (Abolition and Regulation Act) and other labour laws. The service provider shall ensure that all such registrations/licenses where required, are kept valid and subsisting throughout the term of this agreement.If at any time during the term of this Agreement, if Canara Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any terms and conditions mutually agreed between the Canara Bank and the service provider, which proves to be unsatisfactory to the Canara Bank, then the Canara Bank shall be entitled to terminate this Agreement by giving not less than one-month notice in writing.	The Bidder should be expected to comply with the laws directly applicable to it as the service provider. The responsibility to comply with CVC / RBI or other statutory requirements applicable to the Bank, should be that of Bank. Any costs associated with complying with the regulatory requirements should be at the costs of the Bank.	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
145	Page No. :35: Clause: 19    Force Majeure	Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as: • Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, • Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, • Terrorist attacks, public unrest in work area, Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and / or defined above.	The Force Majeure events should also include industrial actions including strikes, government actions or change in law / regulations.	The bidder to comply with the RFP Terms.
146	Page No. :35: Clause: 19    Force Majeure	Force Majeure	It should also include any act of State or Central Government, Lockdowns restrictions, epidemic & pandemic	The bidder to comply with the RFP Terms.
147	Page No. :35: Clause: 19    Force Majeure	Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance.	Request to add network fluctuations beyond vendor control.	The bidder to comply with the RFP Terms.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
148	Page No. :36: Clause: 24    Order Cancellation	24. Order Cancellation The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone: i. The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA. ii. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process. iii. The bidder goes into liquidation voluntarily or otherwise. iv. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order. v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory. vi. Non-compliance of the scope of the job. vii. Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank. viii. On the events of data piracy / privacy / system failures / security failures. ix. If deductions on account of liquidated damages exceed more than 10% of the total order price.	The Bank should provide a notice of breach / discrepancy to the Bidder with a cure period of at least 30 days to remedy the breach before cancelling the order.	The bidder to comply with the RFP Terms.
149	Page No. :37: Clause: 24    Order Cancellation	In case of cancellation of charges Canara Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	Bank will not invoke Bank Guarantee without mutual consent of Vendor	The bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
150	Page No. :37: Clause: 24    Order Cancellation	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.	Vendor will not pay any additional expenditure to be incurred by the Bank to appoint any other Vendor	The bidder to comply with the RFP Terms.

151	<p>Page No. :37: Clause: 25 Indemnity</p>	<p>25. IndemnityThe selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed.The selected Bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the Vendor shall continue to be liable under the indemnities.Selected Bidder is required to furnish a separate Letter of Indemnity (Format whereof to be supplied by the Bank) in Bank's favour in this respect before or at the time of execution of the Service Level Agreement.</p>	<p>Bidder's indemnity obligations will be limited to third party claims resulting into suit or legal proceeding against the Bank ("Claim") for a) IP Infringement; b) Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' negligence or wilful misconduct; c) unauthorized use of Bank's confidential information or data by Bidder causing wrongful monetary loss to the Bank. The Claim will be investigated independently by a third party like the Arbitrator or a court of law to conclusively establish said Claim along with loss or damages and accordingly, the obligation to indemnify will arise when the Bank is compelled to finally pay damages or costs in a suit where the Bank shall (a) provide Bidder prompt notice that the Claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) provide Bidder sole control of the defense and any appeal or settlement (at Bidder's discretion) of the Claim; (c) co-operated with Bidder (including providing relevant documentation and information) with respect to the Claim; and (d) complied with all court orders. The failure of Bank to comply with its obligations will relieve the Bidder of its indemnification obligations. Bank's claim for damages directly resulting from breach of terms and conditions of the Contract by Bidder other than a third party Claim will be made by notice to the Bidder. The Bank will provide necessary satisfactory particulars with evidence requested by the Bidder to assess breach and the estimate of damages. Acceptance of information or evidence should be an admission of liability on behalf of Service Provider. Any dispute about claim or claimed damages by the Bank will be resolved by Dispute Resolution Procedure.Further, under no circumstances will the Bidder be liable, whether in an action in contract, tort, product liability, strict liability, statute, law, equity, or otherwise,</p>	<p>The bidder to comply with the RFP Terms.</p>
-----	---	--	--	---



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
			arising under or related to this agreement or any order, for: (a) indirect, incidental, consequential, special, remote or punitive damages; (b) loss of profits or revenue (other than in an action by Bidder to recover amounts owed); or (c) loss of reputation, goodwill, time, opportunity, data, or access to data. Under no circumstances shall the aggregate liability of Bidder during the entire term of the Agreement for any loss or damages resulting from, arising out of or relating to the Agreement, whether based on an action or claim in contract, equity, negligence, tort or otherwise, exceed the total amount paid to the Bidder during the preceding 12 months till the date of notification of claim.	
152	Page No. :37: Clause: 25    Indemnity	The selected Bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights.	Request Indemnity to be mutual in nature	The bidder to comply with the RFP Terms.
153	Page No. :37: Clause: 25    Indemnity	Indemnity	Similarly Bank shall indemnify, protect and save the Bidder and hold the Bidder harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from i breach of any of the terms of this RFP,ii. Infringement of any patent, trademarks, copyrights etc. of the Bidder iii. Bank shall indemnify the Bidder against any loss or damage to the Bidder's premises or property, loss of life, etc., due to the acts of the Bank's employees or representatives. The Bank shall further indemnify the Bidder against any loss or damage arising out of claims of infringement of third-party copyright, patents However, Bidder shall not be liable for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank.	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
154	Page No. :38: Clause: 29    Exit Option and Re- Contract Negotiation	In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Selected Bidder.	In such case, Bank will not encash the damages from Performance Guarantee without mutual consent of the Vendor	The bidder to comply with the RFP Terms.
155	Page No. :38: Clause: 29    Exit Option and Re- Contract Negotiation	The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: § Failure of the Selected bidder to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase contract; § Delay in offering; § Delay in commissioning project beyond the specified period; § Delay in completing commissioning / implementation and acceptance tests / checks beyond the specified periods; § Serious discrepancy in project noticed during the testing; § Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank. § Serious discrepancy in completion of project. § Serious discrepancy in maintenance of project	The Bank should provide a notice of breach / discrepancy to the Bidder with a cure period of at least 30 days to remedy the breach before cancelling the order.	The bidder to comply with the RFP Terms.
156	Page No. :38: Clause: 29    Exit Option and Re- Contract Negotiation	The bank shall have the option of purchasing the equipment from Third Party suppliers	Removal of clauseRequest bank to have this clause removed as this clause voids the purpose of having a reverse Auction. As a bidder all our financial planning will be done based on the supply & Maintenance of entire Bill of material. Supply of material of services in part may make the contract not viable. Additionally we will have to undergo integration efforts to the 3rd part equipment being procured by Bank which will have larger cost and timeline implications	The bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
157	Page No. :38: Clause: 29    Exit and Re-Negotiation	The Bank shall have the option of purchasing the equipment from third- party suppliers, in case such equipment is available at a lower price and the selected Bidder's offer does not match such lower price. Notwithstanding the foregoing, the selected Bidder shall continue to have the same obligations as contained in this scope documents in relation to such equipment procured from third-party suppliers.	Please elaborate	The bidder to comply with the RFP Terms.
158	Page No. :38: Clause: 29    Exit and Re-Negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favourable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	We request Bank not to renegotiate the price and T&C with vendor once the contract is awarded	The bidder to comply with the RFP Terms.
159	Page No. :39: Clause: 29    Exit and Re-Negotiation	The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	In the event of any conflict, both the parties will mutually decide to resolve the conflict through Arbitration	The bidder to comply with the RFP Terms.



160	<p>Page No. : 39          Clause: 33          Termination</p>	<p>33. Termination Canara BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances: -a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.b) The selected bidder goes into liquidation, voluntarily or otherwise.c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.f) Deductions on account of liquidated damages exceed more than 10% of the total work order.g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, Canara BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, Canara BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Canara BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.i) Canara BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.The rights of</p>	<p>The Bank should provide a notice of breach / discrepancy to the Bidder with a cure period of at least 30 days to remedy the breach before cancelling the order or terminating the contract</p>	<p>The bidder to comply with the RFP Terms.</p>
-----	---	---	---	---



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
		the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.		
161	Page No. :39: Clause: 33    Termination	Canara BANK reserves the right to cancel the work/purchase order or terminate the SLA b giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses incurred by Bank under the following circumstances: h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, Canara BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Canara BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.	We request Bank reimburse actual cost of installation. if the contract is cancelled for any other reason,	The bidder to comply with the RFP Terms.
162	Page No. :40: Clause: 33    Termination	Termination	Bidder too need the right of Termination	The bidder to comply with the RFP Terms.
163	Page No. :40: Clause: 34    Termination for Convenience	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. A notice period of 2 months will be given before termination on convenience	The Bank should remove the clause for termination for convenience considering the CAPEX investment done by the Bidder for providing the services on OPEX Model. Alternatively, the Bank should provide reasonable compensation to the Bidder in case the Bank desires to terminate the agreement for its convenience. Both business team should mutually agree on the amount of compensation.	The bidder to comply with the RFP Terms.
164	Page No. :40: Clause: 34    Termination for Convenience	Nothing herein shall restrict the right of Canara Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Canara Bank under law or otherwise.	Bidder too need Termination for Convenience	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.

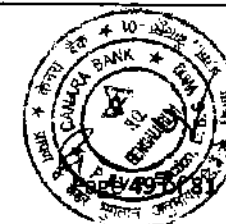
Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
165	Page No. :40: Clause: 34    Termination for Convenience	Removal of clause or change in clause	Request bank to remove the clause "Termination for Convenience" or modify the clause "Termination due to non-performance".  If Bank Terminates the contract for convenience and not due to performance of the vendor, then bank should agree to pay the remaining contract period monthly OPEX charges to the vendor.	The bidder to comply with the RFP Terms.
166	Page No. :40: Clause: 34    Termination for Convenience	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. A notice period of 2 months will be given before termination on convenience	Please clarify as to what effect on payment of the balance period of the contract after the said termination would be.	The bidder to comply with the RFP Terms.
167	Page No. :40: Clause: 34    Termination of Convenience	Termination of Convenience : The Bank, by written notice sent to the vendor, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective. A notice period of 2 months will be given before termination on convenience.	Please ascertain the reasons for Termination of Convenience other than Non Performance	The bidder to comply with the RFP Terms.
168	Page No. :40: Clause: 35    Termination for Insolvency	The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or voluntary insolvent.	The bidder to comply with the RFP Terms.





**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
169	Page No. :40: Clause: 36 Termination Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.	The Bank should provide a notice of breach / discrepancy to the Bidder with a cure period of at least 30 days to remedy the breach before cancelling the order or terminating the contract	The bidder to comply with the RFP Terms.
170	Page No. :40: Clause: 36 Termination Default	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.	Bidder too need Termination for Default	The bidder to comply with the RFP Terms.
171	Page No. :41: Clause: 37 Consequences of Termination	Nothing herein shall restrict the right of Canara Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Canara Bank under law or otherwise.	In no case, Canara Bank will invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity without the mutual consent of the Vendor	The bidder to comply with the RFP Terms.
172	Page No. :41: Clause: 37 Consequences of Termination	Termination due to expiry of term  In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by Canara Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as Canara Bank may specify including training, where the successor(s) is a representative/personnel of Canara Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.	If the termination is due expiry of the stipulated/contracted period, wouldn't a fresh contract be necessary? If so what would be the requirement of assistance to the next bidder? Please clarify.	The bidder to comply with the RFP Terms.
173	Page No. :41: Clause: 37 Consequences of Termination	Consequences of Termination	In Case of Consequences of Termination, Materials what is the status.	The bidder to comply with the RFP Terms.



	<p>Page No. :41:          Clause: 38             174 Compliance with          Applicable Laws of          India</p>	<p>The selected bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard. (Proof of compliance and labour license needs to be submitted along with the quotation). This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities. The selected bidder confirms to Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify Bank about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of</p>	<p>The Bidder should be expected to comply with the laws directly applicable to it as the service provider. The responsibility to comply with CVC / RBI or other statutory requirements applicable to the Bank, should be that of Bank. Any costs associated with complying with the regulatory requirements applicable to the Bank including any future requirements should be at the costs of the Bank. With respect to indemnities, please refer clarification provided to point 5, section 25 above.</p>	<p>The bidder to comply with the RFP Terms.</p>
--	---	---	--	---



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
		<p>this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect Bank and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation / Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate Bank and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.</p>		
175	<p>Page No. :41: Clause: 38    Compliance with Applicable Laws of India</p>	<p>The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.</p>	<p>Vendor will also be not liable for any special or punitive damages or losses</p>	<p>The bidder to comply with the RFP Terms.</p>



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
176	Page No. :42: Clause: 39    Dispute Resolution Mechanism	Arbitration shall be held in Bengaluru and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.	Requesting bank to keep Arbitration at Mumbai	The bidder to comply with the RFP Terms.
177	Page No. :43: Clause: 41    Adherence of Cyber Security Policy	Adherence of Cyber Security Policy	This clause should be kept mutual.	The bidder to comply with the RFP Terms.
178	Page No. :44: Clause: 42    Limitation of Liability	Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a. IP Infringement indemnity. b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP. Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.	Please refer to clarification to point 5 section 25 above. The wordings in red highlight to be changed to: Bidder shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.	The bidder to comply with the RFP Terms.
179	Page No. :44: Clause: 42    Limitation of Liability	Bidder shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.	Bidder shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.	The bidder to comply with the RFP Terms.
180	Page No. :44: Clause: 42    Limitation of Liability	Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a. IP Infringement indemnity., b. Bodily injury (including Death) and damage to real property and tangible property caused by Bidder/s' gross negligence. For the purpose of this section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the Bidder that gave rise to claim, under this RFP.	Request modification of this clause: The liability of the vendor under all circumstances will be limited to one month rental of the site where the liability arises	The bidder to comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
181	Page No. :44: Clause: 42    Limitation of Liability	Limitation of Liability	Limitation of Liability Please clarify whether the limitation would be for the Entire contract Value of the Site or all Sites.	The bidder to comply with the RFP Terms.
182	Page No. :47: Clause: Annexure-B    Bidders profile	f. Registered as MSE	Page 12, Clause 15 of the RFP mentions that bidders registered under MSME that includes Micro, Small and Medium Enterprises are exempted from paying the Tender Fee and EMD. Hence Kindly change the wordings as Registered MSME in the Bidders Profile	Please refer the amendment.
183	Page No. :47: Clause: Annexure-B    Bidders profile	Whether Recognized as a Start-up by Department of Industrial Policy and Promotion(DIPP)? (Proof of such Recognition, indicating terminal Validity date of registration and Certificate from CA that the Turnover of the entity complies with Start-up guidelines)	Request you to please elaborate on the same	This is Bank's standard format to capture Bidder's profile. Bidder to refer amendment and provide the details.
184	Page No. :50: Clause: Annexure-D    2. Required Sensors and Devices	Metal contact Sensor for sensing the removal of ATMS, Cash Recyclers and More Unit of other Self-service Terminals, opening of hood and chest door, Auto shutter open/shut and other equipment placed with the ATM room.To detect any kind of tampering with the equipment installed at ATM site.Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.	Either by sensor or By IP Camera Video Analytics to detect any kind of tampering with equipment	The bidder to comply with the RFP Terms.
185	Page No. :50: Clause: Annexure-D    3. Image / Video Items	a. 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	8 Channel NVR or Any other similar/latest technology	Clause modified as:  8 Channel NVR/ any other latest Technology with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity at each site.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
186	Page No. :50: Clause: Annexure-D    3. Image / Video Items	a. 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Days motion based recording capacity.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	NVR is an old generation technology. Our solution is using new technology of IP camera and Edge Controller for Recording Purpose. Also 90 days recording is available on Local HDD. Cloud/Central server storage based Video is available for Critical Incidents. Request Bank to give approval using new and advance technology in each section and add this wording in this clause "NVR/Edge-Controller/latest technology"	Clause modified as:  8 Channel NVR/ any other latest Technology with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity at each site.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).
187	Page No. :50: Clause: Annexure-D    3. Image / Video Items	a. 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Days motion based recording capacity.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	Please clarify the purpose of requirement of 8Ch NVR in this project.	Clause modified as:  8 Channel NVR/ any other latest Technology with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity at each site.  Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).
188	Page No. :50: Clause: Annexure-D    3. Image / Video Items	a. 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Days motion based recording capacity. Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).	Request bank to modify clause for storing images for 90 days. Cloud storage for video will have a large impact of communication cost and cloud hosting charges	Clause modified as: 8 Channel NVR/ any other latest Technology with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity at each site. Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).
189	Page No. :50: Clause: Annexure-D    3. Image / Video Items	b. One 2 mega pixel IP hidden camera with mirror	Camera Spec change  Can it be 2 megapixel hidden camera	Bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
190	Page No. :50: Clause: Annexure-D    3. Image / Video Items	b. One 2 mega pixel IP hidden camera with mirror	Change of clause  Request bank to amend as One 2 mega pixel IP hidden camera  Hidden camera can have different form factors	Bidder to comply with the RFP Terms.
191	Page No. :50: Clause: Annexure-D    3. Image / Video Items	c. All above mentioned cameras must have SD card of 32 GB to capture recording	In our solution, all Cameras are IP based Camera and connected to Surveillance Grade HDD, there is no requirement of SD Card so request Bank to remove same from requirement.	The bidder to comply with the RFP Terms.
192	Page No. :50: Clause: Annexure-D    3. Image / Video Items	c. All above mentioned cameras must have SD card of 32 GB to capture recording	Request to remove this clause as we are recording locally at HDD & also over the cloud	The bidder to comply with the RFP Terms.
193	Page No. :50: Clause: Annexure-D    3. Image / Video Items	e. Camera analytics for head count in ATM premise	Please clarify the requirement of head counting.	The bidder to comply with the RFP Terms.
194	Page No. :51: Clause: Annexure-D    5. Triple/Quad connectivity Communication Equipment		Change of clause  Most locations in India are having good connectivity and using a dual SIM router, the functionality of e-Surveillance can be achieved. Considering the impact on cost of Router and communication costs, request bank to modify the clause as Dual Sim router or above	The bidder to comply with the RFP Terms.
195	Page No. :51: Clause: Annexure-D    5. Triple/Quad connectivity Communication Equipment at Sites	Communication equipment with GSM / VPN/ multi SIM intelligent Router with bandwidth aggregator/or any aggregation technology with minimum Triple/quad connectivity (4G SIM & above) to ensure that functioning of ATM is not impacted because of the failure of any communications equipment	Multi SIM router or Any other latest technology	The bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
196	Page No. :51: Clause: Annexure-D    6. Central Alarm Monitoring Station (Infrastructure requirements)	c. Generator & UPS with sufficient capacity, Data Storage on Network Access Storage (NAS) for high Redundancy.	All the critical incidents are stored on secured Central server based storage for high redundancy purpose in our solution. We request bank to allow our solution add below wording in the RFP clause -"NAS/Secured Central Server based Storage"	The bidder to comply with the RFP Terms.
197	Page No. :51: Clause: Annexure-D    7. Central Alarm Monitoring Station Alert Handling Service requirement	e. Capability of supporting in incident investigation by way of pervious preview functionality (in the form of footage or images) attached to the ticket for last 30 minutes or More	Change of clause  Previous preview functionality is the function of NVR, industry standard for the configuration of previous preview is 30 seconds, as this is the most critical time frame just before the incident, setting previous preview to 30 minutes will having functional challenges to NVR and also for monitoring executive as the playback will start from 30 minutes back for every alert and will be difficult to check the cause of the alert.  Footage can be separately downloaded in case of any issues observed at site	The bidder to comply with the RFP Terms.
198	Page No. :51: Clause: Annexure-D    9. Central image pulling	9. Central image pulling	Change of clause  Considering efficient bandwidth and data consumption utilisation, Request bank to modify the clause to have central image pulling for a duration of up to 1 minute  Footages of duration > 1 minute can be arranged to bank on demand for a nominal charge	The bidder to comply with the RFP Terms.
199	Page No. :52: Clause: Annexure-D    10. Web based portal	xi. Billing module (automatic calculations of monthly bills)	As per Industry standard, Billing module is not part of E-surveillance solution web based portal. As billing is done separately through another tool and same can be shared via email/soft copy, hence we request bank to remove this clause from the RFP.	The bidder to comply with the RFP Terms.
200	Page No. :52: Clause: Annexure-D    13. Mobile based Application	f. Capability to take the screen shots of the live images and video	Suggested Changes: Capability to do live video streaming of any site & download previous 90 days video/images over mobile APP	The bidder to comply with the RFP Terms.





**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
201	Page No. :52: Clause: Annexure-D    15. Toll free number facility	15. Toll free number facility	Removal of clause Since the objective of e-surveillance is enhancement of security, publishing the contact number of control centre to public is not recommended as this can be used to adversely impact operations of the control centre. We shall be sharing the contact details of technicians, supervisors, regional managers and senior managers including escalation matrix to respective bank officials, who can use the information for any support from the bidders end	The bidder to comply with the RFP Terms.
202	Page No. :52: Clause: Annexure-D    Note	Camera specification should be 2 MP with 25 fps and resolution (1920x1080)	Change of clause Request bank to modify the clause as 12 fps and 720P resolution to optimise Hard disc utilisation	The bidder to comply with the RFP Terms.
203	Page No. :53: Clause: Annexure-D    General Functional and Business Requirement 1. Alarm Panel Key Features	1.9 ATM's, Cash Recyclers, self-service terminals and other equipment removal	Query Kindly clarify how many such equipment should we consider for the scope of monitoring?	The bidder to comply with the RFP Terms.
204	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement 1. Alarm Panel Key Features	1.22 Motion Sensor Zone to Detect motion between 22.00 hrs. and 06.00 hrs. or any differentially defined time set to detect motion in ATM room (Unique Zone). Timing should be programmable for each site specific requirements.	Either by motion sensor or By IP camera analytics	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
205	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement 2. Required Sensors and Devices	2.16 PIR Motion Sensor/ Occupancy Sensor	Suggested Changes: Either by PIR sensor or by IP camera video analytics	The bidder to comply with the RFP Terms.
206	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement 2. Required Sensors and Devices	2.18 Panic Switch/ Duress Button at backroom/lobby / as required	Please clarify why duress button at backroom	The bidder to comply with the RFP Terms.
207	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement 2. Required Sensors and Devices	2.19 Backdoor open/close sensor	Suggested Changes: Either by sensor or by IP camera video analytics	The bidder to comply with the RFP Terms.
208	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement 2. Required Sensors and Devices	2.4 ATMS, Cash Recyclers & other Self-service Terminals, and other equipment Thermal Sensor with Rate of rise feature	Please clarify by "rate of rise "	The bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
209	Page No. :54: Clause: Annexure-D    General Functional and Business Requirement  2. Required Sensors and Devices	2.5 ATM Back Room Sensor (Metal contact Sensor)	Suggested Changes: Either by ATM room sensor or by Video Analytics	The bidder to comply with the RFP Terms.
210	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement  3. Image & Video Items	3.1 8 Channel NVR with Tamper indication and Surveillance rated HDD with 90+ Day's motion based recording capacity. Bidder must provide the HDD specification and proof that HDD is Surveillance rated HDD.	Suggested Changes: Non motions based continuous recording in ATM lobby	The bidder to comply with the RFP Terms.
211	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement  3. Image & Video Items	3.2 90+ days motion based recording at cloud	It will be imposing extra cost on project. I am requesting Please look at the matter and amend clause as Vendor will provide video recording footage incident based only and save for future purpose for 90 days.	The bidder to comply with the RFP Terms.
212	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement  3. Image & Video Items	3.6 IP hidden Camera with mirror	Please clarify the requirement	The bidder to comply with the RFP Terms.



Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
213	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement3. Image & Video Items	3.6 IP hidden Camera with mirror	Request bank to clarify why they need mirror with IP hidden camera.	The bidder to comply with the RFP Terms.
214	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement 4. 2 Way Audio Items	4.3 Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.	As the two-way communication is there and at the time of any unwanted event operator can communicate from control command centre. Hence, please clarify the requirement of Pre-recorded messages.	The bidder to comply with the RFP Terms.
215	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement 5. Communication Equipment at Sites	5.1 GSM /VPN with minimum 4G multi SIM intelligent Router with bandwidth aggregator/any other suitable mode (triple/quad Connectivity is required)	Suggested Changes: Dual GSM connectivity	The bidder to comply with the RFP Terms.
216	Page No. :55: Clause: Annexure-D    General Functional and Business Requirement 6. Central Alarm Monitoring Station (Infrastructure Requirements)	6.6 Data Storage on Network Access Storage (NAS) for high data Redundancy	All the critical incidents are stored on secured Central server based storage for high redundancy purpose in our solution. We request bank to allow our solution add below wording in the RFP clause - "NAS/Secured Central Server based Storage"	The bidder to comply with the RFP Terms.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
217	Page No. :57: Clause: Annexure-D II General Functional and Business Requirement 9. Motion Monitoring of ATM room	a) An alert ticket must NOT be raised if there is motion after 6.00 hrs and before 22.0 hrs Siren must Not sound b) An alert ticket must be raised if there is motion between 22.0 hrs to 6.00 hrs Siren must NOT Sound	For 9.2 it should be Siren must Sound.	The bidder to comply with the RFP Terms.
218	Page No. :57: Clause: Annexure-D II General Functional and Business Requirement 16. Automatic Shutter Opening / Closing	Exclude requirement	It's difficult to install auto shutter opening / closing feature with existing infrastructure. Most of the existing shutter will not be suitable for installing rolling shutter motor. The shutter gear shaft needs to be replaced to make it work. This involves lot of civil work. Also additional power back system needs to be deployed.	Please refer the amendment.
219	Page No. :57: Clause: Annexure-D II General Functional and Business Requirement 16. Automatic Shutter Opening / Closing	Removal of clause and feature	Request bank to remove this clause and feature as implementing the auto control of shutter involves, large fabrication effort & time in the shutter mechanism. Majority of shutters are designed to install and function in outdoor environment, introducing an electrical motor introduces chance of electrical shock to users and since the ATM locations are mostly unmanned & the risk is always higher.	Please refer the amendment.
220	Page No. :57: Clause: Annexure-D II General Functional and Business Requirement 16. Automatic Shutter Opening / Closing	The equipment to control the shutters should be able to control the existing shutters installed at ATM sites. In no case, bank will replace the shutters except where the existing shutters are not functioning, after due inspection.	Compatibility check of existing shutter to be done and if found not compatible needs to be replaced and cost to be borne by bank and any civil work related to Auto Shutter On/Off functions to be borne by bank	Please refer the amendment.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
221	Page No. :58: Clause: Annexure-D    General Functional and Business Requirement  16. Automatic Shutter Opening / Closing	The closing of shutter to be accompanied by Flashing Lights and a Voice message that announces " ATTENTION; This Shutter is Closing" in any two-desired language(Centrally downloaded voice clips)	Shutter Closing and Opening will be automatic, please confirm.	Please refer the amendment.
222	Page No. :59: Clause: Annexure-D    General Functional and Business Requirement  17. Reports	F. Video Housekeeping Reports  (a) 06.00 hrs. - 08.00 hrs. (b) 12.00 hrs.- 14.90 hrs. (c) 18.00 hrs. - 20.00 hrs.	Video Housekeeping Reports  Are they to be sent as one consolidated daily report or as three separate reports in the morning, afternoon & evening.	The bidder to comply with the RFP Terms.
223	Page No. :61: Clause: Annexure-E    Breakup of Taxes and Duties	Breakup of Taxes and Duties	Please clarify	The bidder to comply with the RFP Terms.
224	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	1. Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 and should have been in business of e-surveillance in India for at-least last 3 years as from the RFP issuance date.  Certificate of Incorporation, PAN, TAN, GSTIN Certificate and any other tax related document if applicable, along with the copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility bid.	MSME/STARTUPS should be exempted for 3 years business clause.	Please refer the amendment.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
225	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	3. The Bidder should have minimum annual turnover of 10 Crores per year during the last three financial years (2016-17, 2017-18 2018-19). This must be the Individual company turnover and not of any group of companies. Copy of the audited balance sheet Of the company for the consecutive last three financial years (2016-17, 2017-18 2018-19) should be submitted along with Chartered Accountant Certificate.	Should be allowed to participate with parent company since we are the subsidiary company of VISIONINDIA SOFTWARES EXPORTS LIMITED.	Please refer the amendment.
226	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	4. Bidder should be a profit making company for each of the last three financial years (2016-17, 2017-18 & 2018-19).	Parent company's credentials should be considered and allowed subsidiary to participate.	Please refer the amendment.
227	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	5. The bidder should be providing eSurveillance system to deter crime for a minimum of 1,500 Sites including installations for at least in 2 Pvt./Public Banks' ATMs in India as on RFP Issuance Date. (The bank reserves the right to inspect such installations while evaluating the Technical Bid and in case of any negative feedback Bank reserves the right to disqualify the vendor.)  Letter from these reputed Organizations (clients) confirming successful implementation of Centrally Monitored E-Surveillance system with them to be submitted with following details:  •Name of the client Number of Locations/sites Location of Central Monitoring Station Person who can be referred to from Clients' side, with Name, Designation, Postal Address, Phone and Fax numbers, E-Mail Ids, etc., (Attach copies of purchase orders)	Needs to be relaxed. No such qualifying criteria for MSME/STARTUPS. As per Govt. initiative/notifications mentioned in our earlier mail, 20-25% project orders are reserve for MSME/START Ups to encourage MSME/START UP sector in India.	Please refer the amendment.
228	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	Bidder should be a profit making company for each of the last three financial years ( 2016-17 , 2017-18 & 2018-19)	Group profitability to be considered , since the value of the project is very high ,a financially stable organisation will be an added advantage.	The bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
229	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	Bidder should be providing eSurveillance system to deter crime for a minimum of 1500 sites including installations for at least in 2 Pvt/ Public Bank ATMS in India as on RFP issuance Date	Request bank to modify clause as "Bidder should be providing eSurveillance system to deter crime for a minimum of 400 sites including installations for at least in 1 Pvt/ Public Bank Branches/ATMS in India as on RFP issuance Date"	The clause is modified as:  "Bidder should be providing eSurveillance system/solution to deter crime for a minimum of 1500 sites (ATMs/eLobbies) including installations for at least in 2 Pvt/ Public Bank ATMS in India as on RFP issuance Date
230	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	The Bidder should be providing e-Surveillance system to deter crime for a minimum of 1,500 Sites including installations for at least in 2 Pvt./Public Banks' ATMs in India as on RFP Issuance Date.	Request Bank to make it to 1000 Sites. We have experience in BFSI, NBFC, Warehouses and in various industries.	The clause is modified as:"Bidder should be providing eSurveillance system/solution to deter crime for a minimum of 1500 sites (ATMs/eLobbies) including installations for at least in 2 Pvt/ Public Bank ATMS in India as on RFP issuance Date
231	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	The bidder should be providing e-Surveillance system to deter crime for a minimum of 1,500 Sites including installations for at least in 2 Pvt./Public Banks' ATMs in India as on RFP Issuance Date. (The bank reserves the right to inspect such installations while evaluating the Technical Bid and in case of any negative feedback Bank reserves the right to disqualify the vendor.)	We understand that 1500 sites per bank is indicated. Please confirm and oblige. We also request you to revise it for " 3 banks with 1500 sites each" instead of 2 Banks. This is to ensure serious and competent bidders may participate.	The clause is modified as:  "Bidder should be providing eSurveillance system/solution to deter crime for a minimum of 1500 sites (ATMs/eLobbies) including installations for at least in 2 Pvt/ Public Bank ATMS in India as on RFP issuance Date
232	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	The Bidder should have minimum annual turnover of Rs. 10 Crores per year during the last three financial years (2016-17, 2017-18 & 2018-19). This must be the individual company turnover and not of any group of companies.	Request the Bank to modify the evaluating years to 2018-19 and 2019-20. Also request to modify this clause and make the overall turnover of the organisation to be Rs.50 Crores.	The bidder to comply with the RFP Terms.
233	Page No. :62: Clause: Annexure-F    Eligibility Criteria Compliance	The Bidder should have minimum annual turnover of Rs.10 Crores per year during the last three financial years ( 2016-17 , 2017-18 & 2018-19). This must be the individual company turnover and not of any group companies	Group Turnover to be considered , since the value of the project is very high ,a financially stable organisation will be an added advantage.	The bidder to comply with the RFP Terms.





Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
234	Page No. :63: Clause: Annexure-F    Eligibility Criteria Compliance	10. Documents related to BCP/DRP should be vetted by respective auditors.	At Page 55, point no: 6.9 it is given that, DRC can be implemented within 3 months from date of first purchase order. Hence, it is requested to bank please allow to submit Due undertaking in this regards.	The bidder to comply with the RFP Terms.
235	Page No. :63: Clause: Annexure-F    Eligibility Criteria Compliance	6. The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1,500 sites as on that date, with capability scale up by a minimum 3000 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.  Self-Certificate stating clearly that they have an established Central Monitoring Station with complete infrastructure placed in and functioning from India.	This clause should be exempted for MSME/STARTUPS. Our current monitoring capacity is more than 20000 locations. ISO 9001 & 27001 certified command centre	Please refer the amendment.
236	Page No. :63: Clause: Annexure-F    Eligibility Criteria Compliance	8. The Bidder should be having its own command centre/ Central Monitoring Station and a Disaster Recovery Monitoring Station, both in two different Seismic Zones within India. Provide the Latest certification from the reputed authorities/ agencies	It is requested to Bank in the regard of this particular clause Kindly allow bidder to submit a self-certificate stating clearly that, they have their own command centre/ Central Monitoring Station and a Disaster Recovery Monitoring Station, both in two different Seismic Zones within India.	The bidder to comply with the RFP Terms.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
237	Page No. :63: Clause: Annexure-F II Eligibility Criteria Compliance	9. Command Centre/ Central Monitoring should bear the necessary ISO certification.  Necessary certification/ documents from the authorized organization in this this regards.	We are pleased to introduce ourselves as a System Integrator ISO 9001:2015 & ISO 27001:2013 certified company. In present We are deploying managing and e-Surveillance system solution at Branches and ATMs of various private and government sector Bank on PAN India basis. Such as State Bank of India, Indusind Bank, AU Finance Bank, Kotak Mahindra Bank a name few. We have an established central monitoring station/ Command centre with complete infrastructure placed in and functional from India. As the ISO 9001:2015 & ISO 27001:2013 Certification is for quality management system and information management system of trading, customization, installation and providing services to maintain security equipment. It is requested to bank please consider the certificate of ISO 9001:2015 & ISO 27001:2013.	The bidder to comply with the RFP Terms.
238	Page No. :63: Clause: Annexure-F II Eligibility Criteria Compliance	Command Centre / Central Monitoring Should bear the necessary ISO certification	ISO Certification will be provided in general to all the quality services provided by the company and not only for the command centre. Hence,  We request bank to modify the clause as "Bidder should have ISO 9001 (Quality) & ISO 27001 (information security) certification	The bidder to comply with the RFP Terms.
239	Page No. :63: Clause: Annexure-F II Eligibility Criteria Compliance	Eligibility Criteria Bidder should not be subletting their infrastructure to third party.	We request bank to remove this clause from the eligibility criteria. Kindly provide more clarity on this clause, as this may mislead vendors.	The bidder to comply with the RFP Terms.
240	Page No. :63: Clause: Annexure-F II Eligibility Criteria Compliance	The Central Monitoring Station Infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1,500 sites as on that date, with capability to scale up by a minimum 3000 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of Intent.	Request Bank to make it to 1000 Sites. We have experience in BFSI, NBFC, Warehouses and in various industries.	The bidder to comply with the RFP Terms.

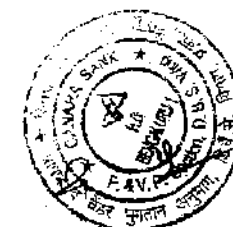


**Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.**

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
241	Page No. :63: Clause: Annexure-F    Eligibility Criteria Compliance	The Central Monitoring station infrastructure must be in place in India and be owned by the bidder, monitoring a minimum of 1500 sites as on that date, with capability to scale up by a minimum 3000 sites or the number of sites for which orders are placed with the vendor, whichever is higher, within a period of 60 days from the placement of order/ Letter of intent	We request you to modify this clause to "The bidder should have an experience in setting up infrastructure of Central Monitoring Station for e-surveillance monitoring of at least 2000 Bank Branch/ATM sites. Bidder should give a declaration to set up their own Central Monitoring Station in India within 60 days from the placement of order / Letter of Intent with capability to monitor minimum 3000 sites or the number of sites for which orders are placed with the vendor, whichever is higher.	The bidder to comply with the RFP Terms.
242	Page No. :64: Clause: Annexure-G    Proforma of Bank Guarantee for Contract Performance	Proforma of Bank Guarantee for Contract Performance	Format of Bank Guarantee shall not be as per the formats to be provided by the Bank , however the same shall be discussed, negotiated and agreed between the Parties	The bidder to comply with the RFP Terms.
243	Page No. :67: Clause: Annexure-H    Pre Contract Integrity Pact	Pre Contract Integrity Pact	Cannot agree for fall clause and place of jurisdiction also the format of Integrity Pact shall not be as per the formats to be provided by the Bank , however the same shall be discussed, negotiated and agreed between the Parties	The bidder to comply with the RFP Terms.
244	Page No. :81: Clause: Annexure-P    Undertaking Letter for Central Minimum Wages Act & Labour Laws.	We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria. We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company	Bidder shall not be indemnifying for any indirect, incidental, consequential or punitive damages or for any loss of data & loss of life under any circumstances whatsoever to the Bank. Bank will not impose any penalty with mutual consent of Vendor	The bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
245	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	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.	As the ATM sites are scattered and spread over PAN India the supply installation of e-Surveillance system will take more time to complete the project. It is requested to bank kindly reconsider the aspect increase the stipulated time to minimum 120 days of acceptance of order.	Please refer the amendment.
246	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	1. Adherence to the planned implementation schedule  A penalty of Rs.1000/- 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 installation will be due on 1st day of the week FROM 61st DAY ONWARDS E.g. 1. Installations between 61-67 day, Penalty Rs. 1,000/- 2. Installations between 68-74 day, penalty Rs. 2,000/- and so on	We request you to please grant us 90 - 120 days for completion of the Project.	Please refer the amendment.
247	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	2. Equipment Uptime	Most of the public sector banks who have deployed eSurveillance system are following 95% uptime. Hence we request Bank to modify the uptime expected of minimum 95% rather than 98%	The bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
248	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	2. Equipment Uptime	We request Bank to modify penalties as below : a. System is non-functional for more than 2Hrs - up to 4 Hours - 20%, of monthly rentals for that site for each instance of failure beyond 2hrs for 4 Hrs b. system remains non-functional beyond 4 hrs and up to 24 hours - 30% of monthly rentals for that site for each instance of failure for 4 Hrs. and up to 24 hours c. System remains non-functional beyond 24Hrs.up to 48Hrs, - 40% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours, d. system remains non-functional beyond 72Hrs, - 50% of monthly rentals for that site for each instance of failure beyond 72 hours	The bidder to comply with the RFP Terms.
249	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	2. Equipment Uptime At least 98% uptime expected.	Request the bank to modify the uptime required to 98%. Penalty needs to be capped to 1% of the monthly billing	The bidder to comply with the RFP Terms.
250	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	3. Incident Reporting	We request Bank to charge non-compliance of 0.25 % of monthly fees of concerned site.	The bidder to comply with the RFP Terms.
251	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	3. Incident Reporting  For every identified incident, the CMS 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 Canara Bank / Canara bank appointed agency on monthly basis for SLA monitoring. For every non- compliance a penalty of 1% of the monthly fee of the entire concerned Circle shall be levied.	The said condition is achievable once 90% uptime is enforced. We also request you to cap penalty cost of that particular site(s) only. Please accept and oblige.	The bidder to comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
252	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	4. Report to Bank	We request Bank to charge, for non-compliance, 0.25 % of monthly fees of concerned site.	The bidder to comply with the RFP Terms.
253	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	4. Report to Bank All reports to be submitted to Bank The vendor-wise availability/performance/system down reports to be downloaded from the new dashboard. To be randomly verified by Canara Bank / Canara Bank appointed agency on monthly basis for SLA monitoring. For every non-compliance a penalty of 1% of the monthly fee of the concerned Circle shall be levied.	We request you to cap penalty cost of that particular site(s) only. Please accept and oblige.	The bidder to comply with the RFP Terms.
254	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	5. Loss to Canara due to undetected/unreported incident	We request Bank to charge actual Financial loss however requesting to cap at 25 % of monthly fees of concerned site of ATM site.	The bidder to comply with the RFP Terms.
255	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	Adherence to planned Implementation schedule	We request Bank not to penalize vendor if the delay is in planned implementation schedule is due attributed to Bank. Furthermore, we request Bank to modify penalty applicability post 75 days as follows : 76 Days-82Day - 500 Rs 82th Day to 89th Day - 1000Rs.	The bidder to comply with the RFP Terms.
256	Page No. :93: Clause: Annexure-U    Annexure U: Penalties	Annexure U: Penalties	No penalty will be levied before mutual discussion and consent of the Vendor.	The bidder to comply with the RFP Terms.

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
257	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	5. Loss to Canara Bank due to un-reported / UNDETECTED incident  For every loss incurred by Canara 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 concerned Circle.	Please define and clarify Actual Loss. 1) Whether this implies "actual loss" as direct losses incurred by the bank that are not recoverable, including but not limited to those losses covered by penalties, insurance, other service providers, or law enforcing authorities. " Actual loss" to be defined since either party could have claims from insurance company which will ask for documents to substantiate the loss related to (1) physical loss of assets (2) cash minus recovery from (3) MSP (4) Perpetrator of incident etc. 2) Please define this as "actual loss" cannot be ascertained mutually, please do not penalise to extents where a service provider suffers business impacting losses. These extent of losses with impact both the service provider and resultantly the bank. Please cap penalties to a max of that particular sites 100% payment	The bidder to comply with the RFP Terms.
258	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	5. Undetected Incidents	We request bank to modify the clause of capping the penalty of 100% of the monthly fee for undetected incidents of that particular site rather than concerned circle	The bidder to comply with the RFP Terms.
259	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	6. Non supply of video footage	We request Bank to charge only actual proven loss to the Bank	The bidder to comply with the RFP Terms.
260	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	6. 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)  ₹ 10,000 OR Actual loss to the bank, whichever is higher.	Request you to cap this at 25% of the site monthly rental. Kindly consider and oblige	The bidder to comply with the RFP Terms.
261	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	7. Unable to manage crowding, detection of person with mask or helmet	We request Bank to charge only actual proven loss to the Bank	The bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
262	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	7. Unable to manage the crowding/detection of person with mask or helmet  For any detected incident where ATM is crowded beyond allowed no. of persons Person entering with masked face or helmet  Actual loss to the bank	Request you to cap this at 25% of the site's monthly rental. Kindly consider and oblige	The bidder to comply with the RFP Terms.
263	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	7. Unable to manage the crowding/detection of person with mask or helmet  For any detected incident where ATM is crowded beyond allowed no. of persons. Persons entering with masked face or helmet	Mask is a mandatory requirement due to COVID 19.	The bidder to comply with the RFP Terms.
264	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	8. Failure of any equipment/sensor beyond	We request Bank to categorize this penalty as City and Rural areas. 24 Hours in cities areas 5 % of monthly rentals for that site for instance of failure for 24 Hrs. up to 48 Hrs 25 % of monthly rentals for that site for instance of failure for 48 hrs up to 72 Hrs 50 % of monthly rentals for that site for instance of failure beyond 72 Hrs 48 Hours in Rural areas, beyond 48 Hours 5 % of monthly rentals for that site for instance of failure for 48 Hrs up to 72 Hrs. 25 % of monthly rentals for that site for instance of failure for 72 Hrs up to 96 Hrs 50 % of monthly rentals for that site for instance of failure Beyond 96 hrs.	The bidder to comply with the RFP Terms.
265	Page No. :94: Clause: Annexure-U    Annexure U: Penalties	8. Failure of any equipment/sensor should be replaced/repared within 24 hours.  Beyond 24 hours, penalty will be as under: i. 10% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours, ii. 50% of monthly rentals for that site for each instance of failure for 48 Hrs. and up to 72 hours, iii. 100% of monthly rentals for that site for each instance of failure beyond 72 hours,	Sir request you to limit this performance to the controller. Losing to penalty for one sensor failure is a little too steep. Please consider the uptime on an overall basis and not basis the health of a specific sensor. Also, please reconsider the % of penalty with a max capping of 25% of a month's charge. Request your consideration.	The bidder to comply with the RFP Terms.





Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
266	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	10. Non- availability of feeds in the dashboardIf the feeds are not available beyond 30 Minutes. no payment shall be made for that day if feeds are not available between 30 minutes to 24 hours and this amount shall be deducted on pro rata basis from the final payment of that month, ii. 10% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours, iii. 50% of monthly rentals for that site for each instance of failure for 48 Hrs. and up to 72 hours,iv. 100% of monthly rentals for that site for each instance of failure beyond 72 hours,	Request you to cap this at 25% of the site's monthly rental. Kindly consider and oblige	The bidder to comply with the RFP Terms.
267	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	10. Non availability of Feeds in the dashboard	We request Bank to penalize vendor if feed are available Beyond 1 Hr  i. 50 % of Payment for the site if feeds are not available from 1 Hr to 24 Hrs ii.5 % of monthly Payment for the site if feeds are not available from 24 Hr to 48 Hrs iii. 25% of monthly Payment for the site if feeds are not available from 48 Hr to 72 Hrs iv. 50% of monthly payment for the site for instance beyond 72 Hrs.	The bidder to comply with the RFP Terms.
268	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	11. Loss occurring out of equipment installed	We request Bank to consider only actual proven loss.	The bidder to comply with the RFP Terms.
269	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	11. Loss occurring out of equipment installed by vendor OR due to negligence on part of e-surveillance bidder or any of its associates OR , due to non-functioning of the system OR due to deficiency in services  Actual loss to the Bank	Please define and clarify Actual Loss. Whether this implies "actual loss" as direct losses incurred by the bank that are not recoverable, including but not limited to those losses covered by penalties, insurance, other service providers, or law enforcing authorities. "Actual loss" to be defined since either party could have claims from insurance company which will ask for documents to substantiate the loss related to (1) physical loss of assets (2) cash minus recovery from (3) MSP (4) Perpetrator of incident etc.	The bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response				
270	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	9. Non Installation of Dismantled site	We request Bank to modify penalty and should be applicable only after 21 Days as follows : Installation between 22-28 Day - Penalty Rs - 500. Installation between 29-35th Day - Penalty Rs - 1000.	The bidder to comply with the RFP Terms.				
271	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	9. Non-installation of dismantled site  If bank shifts the ATM to new location or discontinues the site, the reinstallation at new location within 15 days after receiving the new site details.  A penalty of ₹ 1000/= per week from the t 16th day of placement of order with full site details/ addresses by the LHO, 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 16th DAY ONWARDS. E.g., 1. Installations between 16-22 day, penalty ₹ 1,000/- 2. installations between 23-29 day, penalty ₹ 2,000/-, and so on	Please allow us 21 days if the new site is outside the circle. logistics time will take the largest part of this process. Request your consideration.	The bidder to comply with the RFP Terms.				
272	Page No. :95: Clause: Annexure-U    Annexure U: Penalties	Description  The penalties referred to above will be capped at 100% of monthly billing for the Head Office / Circle and residual may be recovered from the future rentals and/ or by invoking the performance bank guarantee. Other than actual loss of the site, all penalties should not exceed 50% of monthly billing.	We request Bank to cap the penalty at 50%	The bidder to comply with the RFP Terms.				
273	Page No. :13(Cl 21),36: Clause: Bid Validity	1) Bids shall remain valid for 6 Months from the date of opening of commercial bids / Reverse Auction by Canara Bank. 2) 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.	If the entire bid validity is 6 months (180 days), how to address the asked <u>price validity</u> of bid for 1 year? Please clarify and oblige.	<table><tr><th>Price</th><th>Validity</th></tr><tr><td colspan="2">The selected bidder will be required to keep the price valid for a period of 6 months from the date of opening of commercial bid / Reverse auction.</td></tr></table>	Price	Validity	The selected bidder will be required to keep the price valid for a period of 6 months from the date of opening of commercial bid / Reverse auction.	
Price	Validity							
The selected bidder will be required to keep the price valid for a period of 6 months from the date of opening of commercial bid / Reverse auction.								

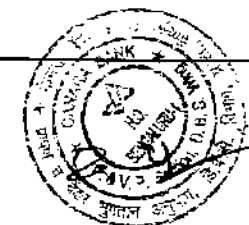
Bank's Response to the Pre-Bid Queries to the RFP-03/DBS/E-SURVEILLANCE/2020 dated 29/08/2020 for End-to-end Implementation and Management of e-Surveillance of ATM Sites under OPEX Model.

Sl.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
274	Page No. :24, 27, 60: Clause: QRT II	1) The purchase of Quick Response Team (QRT) will be at the sole discretion of the bank and the decision for the same will be taken by the bank whenever it is felt necessary by the Bank. Any decision of the Bank in this Regard will be final and binding upon the selected bidder. 2) The selected vendor has to ensure Quick Response Team (QRT) should attend the site within reasonable time (generally within 25 to 30 minutes in Metro/ Urban area, 40 minutes to 50 minutes in Semi Urban / Rural area).	1. Request you to consider QRT and housekeeping services from the same company. This is to avoid possible conflict of interest in case of any mishap at Bank's sites. A single entity (Bidder) should stand accountable for communication and correspondence for ease of operation. 2. The deployed QRT should be PSARA certified as a mandate. Else, local player with less credentials may be deployed by the bidder to satisfy the RFP terms. Agencies without PSARA certification may stand as a possible violation and compromise to Security concerns. 3. We request you to make QRT as mandatory, at least for a predefined % of total sites. This will help comparisons uniformly. Please accept and oblige.	Bidder to comply with the RFP Terms.
275	Page No. :29 & 93: Clause: 2. Schedule of Implementation & Annexure-U II Annexure U: Penalties	2. Schedule of Implementation The selected bidder must undertake to GO LIVE within 60 Calendar Days from the date of acceptance of the purchase order. & 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	We request a ramp-up time of 4 weeks after signing SLA and an installation time of 75 days thereafter (for 1000 Sites). Completion in 60 days after LOI date as drawn by the bank is very aggressive and basis our experience, we propose to revise it for 84 days (7 weeks). Please accept and confirm.	Please refer the amendment.



**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
276	Page No. :31 & 32: Clause: 10 & 11    10. Uptime & 11. Penalty	Uptime / Downtime	Since the solution depends on Cellular network availability, will downtime due to failure of Cellular network at site be excluded from downtime calculations?	Bidder to comply with the RFP Terms.
277	Page No. :31,32(c) (11),93: Clause: 10. Uptime & Annexure-U : Penalties    Equipment Uptime	At least 98% uptime expectedThe selected bidder shall guarantee an uptime of 98.00% for the hardware equipment& solution provided which shall be calculated on monthly basis.System is non-functional for more than 30 minutes up to 4 Hours30% of monthly rentals for that site for each instance of failure beyond 30 minutes for 4 Hrs.system remains non-functional beyond 4 hrs and up to 24 hours50% of monthly rentals for that site for each instance of failure for 4 Hrs. and up to 24 hoursSystem remains non-functional beyond 24Hrs.up to 48Hrs,75% of monthly rentals for that site for each instance of failure for 24 Hrs. and up to 48 hours, System remains non-functional beyond 72Hrs,100% of monthly rentals for that site for each instance of failure beyond 72 hours	98% is improbable to achieve. Given we have dependencies on telecom and power that are out of our control. We request you to bring the uptime % to a possible 90%. This request is from our experience taking all round considerations. Please accept and oblige	Bidder to comply with the RFP Terms.
278	Page No. :32(Cl 12), 96: Clause: Liquidated Damages	If the successful bidder fails to complete the due performance as per contract, Canara Bank reserves the right to terminate the contract and recover Liquidated Damages maximum 10% of contract value. Both the above Penalty and Liquidated Damages are independent of each other and applicable separately and concurrently.	We request you to cap penalty at 2% of the monthly billing	Bidder to comply with the RFP Terms.
279	Page No. :33(Cl e), 50(Cl 5): Clause: Paying Authority	Payment shall be made on monthly basis in arrears by respective Head Office / Circle Office under whose jurisdiction the vendor has rendered services at the site. However, all the payments shall be subject to the performance / delivery of the Services to the satisfaction of the Bank for this purpose.	We request to revise it stating that only the Head office should stand as the paying authority only. Please accept and oblige.	Bidder to comply with the RFP Terms.



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
280	Page No. :50 and 55: Clause: pg. 50 point 3 and pg. 55 point 3.2	Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis). AND 90+ days motion based recording at cloud	Cloud recording will have incredible cost implications which may make this project unviable. If bank is insisting then request bank to clarify the resolution, frame rate and bit rate at which the video must be recorded in the cloud as there is huge differences between the service providers as to what they define as cloud recording as it can even be a single low resolution snap image every few seconds stitched to form a video since there no definition of the quality of the recording. If this cloud recording/storage is done in a non-real time/delayed synchronization manner or experience connectivity challenges it may also not solve the purpose of recording availability on cloud. NOTE This has been removed in corrigendum from all recent tenders	Please refer the amendment.
281	Page No. :50 & 57: Clause: Annexure-D    Auto shutter inclusion	Auto shutter inclusion	Suggest bank to reconsider Auto shutter requirement as it has been piloted by major bank and found not conducive to Current infrastructure available across the country	Please refer the amendment.
282	Page No. :63: Clause: Annexure-F    Eligibility Criteria Compliance	7. They should not be subletting their infrastructure to third party.	We request the bank to allow a bidder to deploy third parties for installation especially for Civil and Construction work, if any.	Bidder to comply with the RFP Terms.
283	Page No. :8 & 24: Clause: Invitation For Bids and Instructions to Bidders	1) The selected bidders will be required to implement the entire solution on 1,000 ATM sites on pilot basis in the ratio of L1:L2 for a period of two (2) months 2) Of the 13000 ATMs (including Biometric enabled ATMs), of the Bank, approx. 9,500 are operated under CAPEX Model and 4,000 are under OPEX Model. Bank intends to implement e-Surveillance System for the CAPEX ATMs. 3) Total no. of ATMs/e-Lobbies/sites under CAPEX Model is approximately estimated to be Nine Thousand Five Hundred.	Please clarify whether the RFP concerns only for 1000 OR 9500 sites? If it is for 1000 sites on pilot basis vide clause No 1, what's the deployment plan and calendar for rest 8500 sites? The Volume of work deeply impacts the timeframe for deployment, commercials and other modules. Please confirm and oblige.	Bidder to comply with the RFP Terms.

**Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
284	-	-	Kindly publish the list of ATM sites where e-Surveillance system should be deployed. In order to arrive at the best price also publish the site details where QRT should be implemented	The list of ATM sites will be shared with the successful bidders.
285	-	-	Request bank to publish the Tender document in .pdf format. Present published document is in image format.	The same is noted.

286	<p>Page No. :62: Clause: Annexure -F II Eligibility Criteria Compliance</p>	<p>3. Bidder should have Minimum annual turnover of Rs 10 Crores per year during the last three financial years ( 2016-17 ,2017-18 &amp; 2018-19).</p>	<p>We would like to categorically request for relaxation in clauses as set in Eligibility Criteria of Request for Proposal (RFP) For Implementation of e-Surveillance Systems at ATMs Reference. Our request of relaxation to be granted which is in accordance with various policies, directives, orders and office memorandums in place from time to time by competent authorities as per references herewith.</p> <p>1: <u>Delhi High court order dated 27/08/2020 in case of W.P.(C) 5722/2020 &amp; C.M. No. 20676/2020</u> (CENTRE FOR AVIATION POLICY, SAFETY AND RESEARCH CAPSR versus UNION OF INDIA &amp; ORS) where Hon'ble judges have mentioned – <i>"In today's day and age, when the avowed policy of the Government is to promote local entrepreneurs – both in manufacture and in the service sector, the laying down of tender conditions which ousts small entrepreneurs completely, goes contrary to that policy "</i></p> <p>2: As par Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2018 which states as hereby -</p> <p>The Policy: Public Procurement Policy for MSEs Order, 2018 has been notified under section 11 of MSMED Act, 2006. The Policy is effective from 1st April 2019 (Gazette notification on 9 November 2018).</p> <p>"The objective of Policy is promotion and development of Micro and Small Enterprises by supporting them in marketing of products produced and services rendered by them. However, the policy rests upon core principle of competitiveness, adhering to sound procurement</p>	<p>Please refer the amendment.</p>
-----	---	--	---	------------------------------------

Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
			<p>practices and execution of supplies in accordance with a system which is fair, equitable, transparent, competitive and cost effective."</p> <p>3: OFFICE MEMORANDUM - No. F .20 12 fi20 1 4-PPD (Pt.) Ministry of Finance Department of Expenditure Procurement Policy Division dated the 20th September, 2016, -Subject Relaxation of Norms for Start-ups Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover criteria.</p> <p><i>"The undersigned is directed to refer to this Department O.M. of even number dated 25th July, 2016, wherein it was clarified that all Central Ministries/ Departments may relax condition of prior turnover and prior experience in public procurement to all Start-ups [whether Micro &amp; Small Enterprises (MSEs) or otherwise subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR, 2005."</i></p> <p>We also would like to bring it in your attention that it also prevents competition amongst new player and emerging companies who are capable to provide better technology and services and meet all technical standards and specification with infrastructure as mentioned in said RFP.</p> <p>We also would like you to refer <b><u>Competition Act, 2002 , Section 3 of Competition Commission of India and also as stated in CHAPTER IV Clause 19 Point 3 of Act 2002 on creation of barriers to new entrants in the market .</u></b></p>	



Bank's Response to the Pre-Bid Queries 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.	RFP Reference	RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
287	Page No. :62: Clause: Annexure -F    Eligibility Criteria Compliance	5. The bidder should be providing e-surveillance system to deter crime for a minimum of 1500 sites including installations for at least in 2 pvt /public banks ATMs in India as on RFP issuance date .	<p>We have 1900 + sites in our E-Surveillance system. We have 1 private bank directly handled while 1 Public Bank and 2 Private Banks through ATM Managed Service Providers. As overall we have 3 Private Banks (1 direct, 2 through MSPs) and 1 Public Bank through MSPs.</p> <p>With reference to directives and policies as mentioned in query 1 by us , we should be provided to consider the number of banks served through MSPs too while considering eligibility criteria.</p>	Please refer the amendment.

Place: Bengaluru  
Date: 24/09/2020

  
DEPUTY GENERAL MANAGER  
