S.No	Page No.	Para No.	Description	Query	Bank's Response to Bidder
			RESPONSE TO BIDDERS - AMENDMENT CORRIGENDUM		ANNEXURE
1	30	1.7.4	Maintenance- The selected bidder shall carry out the preventive maintenance once in a month in consultation with Bank during the contract period.	The solution which we will be deploying it already has inbuilt health monitoring mechanism in real time, we request bank to consider preventive maitenance once in 6 month or year.

These are equipment's for remote eSurveillance, which has remote fault detection and hence preventive maintenance every month will only increase the monthly rental to the bank. We suggest a periodic maintenance once a year. The same is provided as a requirement in Page no 38 of the RFP document | The selected Bidder shall carry out Preventive Maintenance25% of allotted Branches, Once a Quarter. It is clarified that 25% Branch premises to be verified on site per Quarter. Maintenance is physical onsite verification of limited for 231 Branches. |
| 2 | 34 | 1.9.21 (b) | Regulate switching on/off power supply to glow sign boards of Branch as per pre-defined timings site-wise. | Will the Bank allow changing of the DB by the service provider ? How does the bank proposes to do this electrically as this involves a normal operation by staff and override by the system. If the System switches off the light it will be switched on only the next day morning and if light is required at night for any emergency, it need to be switched on from the control room | Clause Deleted |
| 3 | 36 | Section 1.1 | Wired Pressure sensor | Can contact sensor be used instead of pressure sensor.

We seek clarity since pressure sensors are not necessary when NVRs may be installed inside racks and door contact sensors can be utilised to detect tampering. | Contact Sensor OR Wired Pressure sensors can be utilised subject to compliance of SOW, as per Bidder's capability. |
| 4 | 38 | UPS & Battery back up | We seek clarity since pressure sensors are not necessary when NVRs may be installed inside racks and door contact sensors can be utilised to detect tampering.All devices / equipment /controller shall source main power supply through Bidder UPS. The in-built battery backup with the controller shall be in addition to this arrangement | There is no technical details for UPS and bank is asking for 12 hours backup and the UPS technical specifications are not given in the RFP. We seek clarity for this clause please. | Bidder has to provide UPS of standard make with capacity to cater the requirements specified in the RFP including scope of work, SLA etc. The Battery backup of the proposed UPS should be minimum 12 hours |
| 5 | 40 | 1.11.2 | GPS | Why is GPS required ? The equipment is inside the building and will not get GPS coverage | Clause Deleted |
| 6 | 43 | 1.11.12 | Internal Storage - Surveillance grade HDDs for 32 TB storage capacity (4 SATA min) | In Page 36 NVR Details, it is mentioned to provide 16TB of storage which can be achieved by 2 HDDs. 4Sata in 16 channel NVR usually not available and also it is on commercially higher side. We request bank to consider 16 Channel NVR with 2 HDD.
Is 32TB storage required for a separate NVR or for a combined system | NVR with minimum 16TB internal HDD to be incorporated for atleast 180 days storage in the NVR installed at site. Redundancy in Cloud storage for 7 days. 16 ch NVR with minimum 2 SATA ports supporting upto 32 TB internal HDD in each, to be installed at site. |

			RESPONSE TO BIDDERS - AMENDMENT CORRIGENDUM		ANNEXURE
S.No	Page No.	Para No.	Description	Query	Bank's Response to Bidder
7	43	Network Video Recorder (NVR): ☐ Main processor - Quad-core embedded processor. 1.11.12	Network protocol - TCP/IP, DHCP, DNS, DDNS, NTP, RTSP, SADP, SMTP, SNMP, NFS, iSCSI, ISUP, UPnP™, HTTP, HTTPS	An Urge to the bank - SADP,iSCSI, ISUP - Delete, SADP is a brand-specific tool that allows users to search for and find active Hikvision network devices on the local network. iSCSI is a popular implementation of SAN systems, but there is no requirement for SAN to be integrated through NVR. This is a partial clause. Hence we request you to exclude it or leave it as an open option for bidders to offer iSCSI/NFS. ISUP protocol is brand-specific and not common in the CCTV industry. Delete - SADP is brand specific protocol, iSCSI is a popular implementation of SAN systems, as per tender scope of work, NVR will be used for recording, ISUP brand specific & hence we request you to delete these three protocols,	Network protocol - TCP/IP, DHCP, DNS, DDNS, NTP, RTSP, SMTP, SNMPUPnP™, HTTP, HTTPS, NFS/ iSCSI or similar.
8	44	17	Certification FCC part 15 Subpart B, ANSI C63.4-2014, CE EN 55032: EN 61000-3-2, EN 61000-3-3, EN 50130-4, EN 55035: 2017	BIS/FCC/RoHS As per GOI notification P-45021/65/2019-BE-II (47608) for MII, INDIAN STANDARD IS (BIS) : 13252 Is Equivalent to UL/CE certification.also please note asking for such international certificates/standards which are discriminatory & are contradictory to MII policy Certification - FCC Part 15 Subpart B, ANSI C63.4 – 2014, CE EN 55032: 2015, EN 61000- 3- 2, EN 61000-3-3, EN 50130-4, EN 55035 2017.	Certification BIS / FCC part 15 Subpart B, ANSI C63.4-2014 / CE EN 55032 / EN 61000-3-2, EN 61000-3-3, EN 50130-4, EN 55035: 2017 or Equivalent
9	56	2.33.6/ 2.33.7		Both the clauses provide penalty for same function but withdifferent timelines, can it be merged	Clause 2.33.7 deleted; Clause 2.33.6 Retained
10	56	2.33.7	Penalties/Liquidated damages for not maintaining uptime: The solution should have a minimum uptime of 98% on a monthly basis.	The efficiency of the system is dependent basically on the availabilty of two essentials - power and internet connectivity. 100% power is generally not available at 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 gaurantees a connectivity of more than 95%. As such, it is requested that an uptime of 95% be considered.	Refer Amendment Corrigendum. Clause 2.33.7 stands deleted

S.No	Page No.	Para No.	Description	Query	Bank's Response to Bidder
				RESPONSE TO BIDDERS - AMENDMENT CORRIGENDUM	ANNEXURE
11	105	SERVICE RESPONSE & PENALTIES Severity 1	Severity 1:-If Alert Ticket of Incident (activity) pertaining specifically to Intrusion inside Branch Premises, Dacoity, Robbery, Burglary of Cash / Jewels and / or Smoke & Fire.	Please clarify if each alert will be redirected to police through call or SMS without initial video verification. As a Standard practice we verify the alert and send only the actionable alert to police through call or SMS which normally take up to 60 seconds.	**Severity 1: If Alert Ticket of Incident (activity) pertaining specifically to Intrusion inside Branch Premises, Dacoity, Robbery, Burglary of Cash / Jewels and / or Smoke & Fire. Bank Initiated Panic Alerts : 1 minute All other AI / Sensor Based Detection Alerts : 2 Minutes (b) Severity 2 If Alert Ticket is Major in nature but deterred actively by the Command Monitoring Station. (CMS) such as attempt to breach premises, strong / safe room and deterred through Siren / 2 way commn. Bank Initiated Panic Alerts : 1 minute All other AI / Sensor Based Detection Alerts :2 Minutes**