



## Response to Pre-bid Queries, Date 08.10.2026

### REQUEST FOR PROPOSAL (RFP) FOR

### SUPPLY, INSTALLATION AND MAINTENANCE OF INTEGRATED SURVEILLANCE SYSTEM AND BUY BACK OF EXISTING CCTV INVENTORY

(RFP No.: PDCC/IT-RFP/26-27/05 dated 01.10.2026)

| Sr. No. | Section Number          | Point Number | Page Number | Original Clause                                                                                                                                                                                                 | Query                                                                                                                                                                                                                                                       | PDCC Bank Response     |
|---------|-------------------------|--------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1       | 4. Eligibility Criteria | 1            | 14          | Bidder must be a legal entity registered in India and operating in India for at least five (5) years under Indian Companies Act 1956 or Partnership Act 1932 or Partnership/LLP Act 2013 as on date of the RFP. | As per the terms and conditions specified in the tender, our firm is a Proprietary Firm. Therefore, we kindly request you to allow us to participate in and submit the tender in accordance with the eligibility criteria applicable to a Proprietary Firm. | RFP requirement stands |
| 2       | 4. Eligibility Criteria | 4            | 14          | Bidder and all the OEM should have latest ISO 9001:2015 and ISO 27001:2022 certifications.                                                                                                                      | The tender requires the bidder to possess ISO 9001:2015, ISO 27001:2022 and CMMI Level 3 certifications. We kindly request you to provide the necessary relaxation in this eligibility criterion.                                                           | RFP requirement stands |
| 3       | 4. Eligibility Criteria | 10           | 15          | Bidder should have a minimum turnover of INR 25 Crore in each of the last 3 financial years (2022-2023, 2023-2024 and 2024-2025).                                                                               | The bidder is required to have a minimum annual turnover of ₹25 Crore in each of the last three financial years, namely 2022-2023, 2023-2024 and 2024-2025. We kindly request you to provide the necessary relaxation in this criterion.                    | RFP requirement stands |
| 4       | 4. Eligibility Criteria | 11           | 15          | Bidder should be a Profit-making company for last 3 financial years (2022-2023, 2023-2024 and 2024-2025) from the India operations. Profit After Taxes (PAT) will be considered.                                | The bidder is required to be a profit-making company for the last three financial years, namely 2022-2023, 2023-2024 and 2024-2025, based on its operations in India, with Profit After Tax (PAT) being considered. We kindly                               | RFP requirement stands |



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|   |                         |    |    |                                                                                                                                                                                                                                     | request you to provide the necessary relaxation in this criterion as well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |
| 5 | 4. Eligibility Criteria | 12 | 15 | Bidder should have positive net worth in last 3 financial years (2022-2023, 2023-2024 and 2024-2025).                                                                                                                               | The bidder is required to have a positive Net Worth during the last three financial years, namely 2022-2023, 2023-2024 and 2024-2025. We kindly request you to provide the necessary relaxation in this eligibility criterion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | RFP requirement stands |
| 6 | 4. Eligibility Criteria | 13 | 15 | Bidder should have prior experience of Supply, Installation and Maintenance providing integrated surveillance system of minimum 200 locations covering 1200 cameras in single organization in Banks/BFSI/Govt./PSU in last 5 years. | The bidder is required to have prior experience, during the last five years, in the Supply, Installation and Maintenance of CCTV Infrastructure at a minimum of 200 locations, covering 1,200 cameras, along with a Centralized Monitoring System for a single organization, preferably in Banks/Government/PSU organizations. We kindly request you to provide the necessary relaxation in this experience criterion or Experience Criterion<br>The bidder should have experience, during the last five years, in installing CCTV systems at 200 locations for a single organization or installing 1,200 CCTV cameras at a single location. Experience fulfilling either of these two criteria should be considered eligible | RFP requirement stands |
| 7 | 4. Eligibility Criteria | 4  | 14 | Bidder and all the OEM should have latest ISO 9001:2015 and ISO 27001:2022 certifications.                                                                                                                                          | As per tender's security spirit, we respectfully request the committee to consider our bidding application at this stage and grant us permission to submit the final ISO 27001:2022 certificate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | RFP requirement stands |



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|   |                               |   |    |                                                                         | within 90 days of contract award or before project sign-off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                |
| 8 | 6. Payment Terms and Schedule | 1 | 28 | 5% after completion of warranty of Hardware and sign off from the Bank. | <p>Three-year warranty vs. 5% hardware payment after warranty</p> <p>The RFP requires:</p> <ul style="list-style-type: none"><li>• 3-year comprehensive onsite warranty</li><li>• AMC for 4th and 5th year.</li><li>• But payment terms say 70% hardware after delivery, 25% after installation and 5% after completion of hardware warranty.</li></ul> <p>The RFP specifies a three (3) year comprehensive onsite warranty, while the Hardware Payment Schedule provides for 5% payment only after completion of the Hardware Warranty. Kindly clarify whether the 5% balance hardware payment will remain blocked until completion of the entire 3-year warranty period, or whether it will be released after successful commissioning/acceptance of the system.</p> | Please refer section 6. Payment Terms and Schedule >> Pt. 1. i. Hardware Cost for the details. |



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| 9  | 3.1 - Detailed Scope of Work               | 29 | 12 | All CCTV video recordings, archives, snapshots and metadata shall be stored exclusively at the respective branch location.                                                                | <p>The RFP says the bidder has to implement a Central Monitoring Station/CMS, including live view, playback, alarm management, health monitoring, etc.</p> <p>At the same time, it states:<br/>All CCTV video recordings, archives, snapshots and metadata shall be stored exclusively at the respective branch location.</p> <p>And the Bank says centralized monitoring will be done by the Bank team, while the bidder has to provide the required server infrastructure. Kindly clarify who will be responsible for maintaining 180 days of recording as monitoring is done by your team at CMS (located at your premises).</p> | Bidder shall be responsible for maintaining 180 days of recording though monitoring is done by Bank's appointed monitoring team. Bidder to coordinate with monitoring team.                         |
| 10 | Annexure A - 20. Video Management Software | 7  | 46 | VMS shall support the fallback or secondary ISP configuration for higher connectivity in case of primary ISP failing to provide the connectivity. It will act as redundant ISP provision. | <p>The RFP requires centralized monitoring of branches/ATMs, fallback/secondary ISP capability in the VMS, and remote monitoring, but I did not see a sufficiently defined minimum bandwidth per branch/ATM, latency, public/static IP requirement or ISP responsibility in the clauses retrieved.</p> <p>Query:<br/>Kindly specify the minimum WAN bandwidth, latency, jitter and packet-loss parameters required at each branch/ATM for live video, event transmission, CMS connectivity and 2-way audio. Please also clarify whether Internet/WAN connectivity, static IPs, routers and</p>                                      | Connectivity will be under Bank's scope. However, VMS shall support the fallback or secondary ISP configuration for higher connectivity in case of primary ISP failing to provide the connectivity. |



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|    |                                            |   |    |                                                                                                                                                                                           | <p>secondary ISP connectivity are in Bank's scope or bidder's scope.<br/>This is essential because otherwise the bidder could be held responsible for performance problems caused by the Bank's network.</p>                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                            |
| 11 | Annexure A - 20. Video Management Software | 7 | 46 | VMS shall support the fallback or secondary ISP configuration for higher connectivity in case of primary ISP failing to provide the connectivity. It will act as redundant ISP provision. | <p>The VMS specification specifically requires: "fallback or secondary ISP configuration for higher connectivity in case of primary ISP failing." But the commercial/technical scope should clearly identify who supplies the second ISP. Query: Kindly clarify whether the Bank will provide the primary and secondary ISP connectivity at each applicable branch/ATM, including routers and required static/public IPs, or whether the bidder is required to procure and bear the recurring ISP charges.</p> | <p>Connectivity will be under Bank's scope. However, VMS shall support the fallback or secondary ISP configuration for higher connectivity in case of primary ISP failing to provide the connectivity.</p> |



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| 12 | 3.1 -<br>Detailed<br>Scope of<br>Work | 31 | 12 | CCTV recordings are retained for a minimum period of 180 days. | <p>The RFP requires minimum 180 days retention, while recording is exclusively at the branch.</p> <p>This has a major commercial impact because storage depends on:</p> <ul style="list-style-type: none"><li>• number of cameras</li><li>• resolution</li><li>• FPS</li><li>• bitrate</li><li>• compression</li><li>• continuous/motion recording</li><li>• audio</li><li>• retention calculation.</li></ul> <p>Query:</p> <p>Kindly provide the recording parameters to be considered for calculating 180-day storage, including resolution, FPS, codec, bitrate, recording mode and percentage of motion activity. Alternatively, kindly confirm that the bidder may calculate storage based on OEM-standard bitrate provided the minimum 180-day retention requirement is achieved.</p> | Please refer section Annexure A >> 5. HDD specifications for the details. |
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| 13 | Annexure A<br>- 3. NVR                        | 2  | 35 | The system should be capable of integrating with IP cameras of any brand which supports ONVIF 2.0 & above or ONVIF S profile. | <p>The camera specification says:<br/>IP Camera &amp; NVR should be same Make. But NVR specification says it should integrate cameras of any brand supporting ONVIF 2.0/S profile. That is a genuine technical ambiguity.</p> <p>Query:<br/>The IP Camera specification requires Camera and NVR to be of the same make, whereas the NVR specification requires integration with IP cameras of any brand supporting ONVIF 2.0/ONVIF-S. Kindly clarify whether the same OEM requirement is mandatory for the proposed Camera + NVR combination, and whether third-party ONVIF camera integration is required/allowed.</p> | IP Camera & NVR should be same Make.                                                                                                                                                                                                          |
| 14 | Annexure A<br>- 20. Video Management Software | 43 | 49 | The system should be scalable for up to 60000 cameras and 1000 concurrent users.                                              | <p>The VMS specification requires scalability up to: • 60,000 cameras • 1,000 concurrent users. This appears significantly higher than the immediate project requirement. Query: Kindly clarify whether 60,000 cameras and 1,000 concurrent users represent the mandatory deployed capacity for this project or only the architectural scalability capability of the proposed VMS. Bidder may size the actual server infrastructure based on the present project requirement while demonstrating the specified scalability through OEM architecture/ documentation.</p>                                                 | The requirement of scalability up to 60,000 cameras and 1,000 concurrent users refers to the architectural scalability capability of the proposed VMS and does not represent the mandatory capacity to be deployed under the present project. |



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| 15 | 3.1 - Detailed Scope of Work | 7  | 10 | <p>Bidder shall deploy minimum two (2) technically qualified support engineers dedicated to PDCC bank without additional cost throughout the term of contract for coordination with Bank team. These engineers shall work closely with the Bank's team to promptly identify, address, and resolve technical issues. The Bidder shall remain solely responsible for ensuring that all issues are resolved within the timelines specified in Section 9 - Service Levels, regardless of the number of support personnel deployed.</p> | <p>RFP requires minimum two technically qualified support engineers dedicated to PDCC throughout the contract.</p> <p>Query:<br/>Kindly clarify whether the two dedicated technical support engineers are required to be physically stationed at PDCC Head Office/Pune throughout the contract, or whether they may operate from the bidder's Pune service/support centre with onsite deployment as required. This affects manpower costing substantially.</p>                                                                                                                                                                                           | <p>Support engineers dedicated to PDCC bank without additional cost throughout the term of contract for coordination with Bank team may operate from bidder's Pune Service Centre.</p> |
| 16 | 3.1 - Detailed Scope of Work | 23 | 11 | <p>If the branch is relocated to new premises during the contract period, the bidder shall relocate the entire surveillance system (including networking up to Go-live) to the new location at no additional cost to the Bank.</p>                                                                                                                                                                                                                                                                                                 | <p>The RFP says if a branch relocates, bidder must relocate the entire surveillance system including networking up to Go-Live at no additional cost. This is potentially a significant uncapped liability.</p> <p>Query:<br/>Kindly clarify whether the no-cost branch relocation provision applies to relocation within the same city/district and whether any maximum number of relocations per year/contract period will be applicable. Please also clarify whether new civil works, additional cabling, additional cameras, networking equipment and other incremental hardware at the new premises are included or shall be payable separately.</p> | <p>RFP requirement stands</p>                                                                                                                                                          |



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| 17 | 3.1 - Detailed Scope of Work                  | 35  | 12 | Bidder should be capable of handling all the future applicable statutory and regulatory reporting and compliance requirements with respect to RBI, NABARD, Meity and any other Statutory Authority without any additional cost throughout the contract tenure. | The RFP requires compliance with future statutory/regulatory requirements without additional cost. Query: Kindly clarify that compliance with future statutory/regulatory requirements without additional cost shall apply only to software configuration/updates and existing supplied infrastructure, and that any new hardware, licenses, servers, cameras, storage or infrastructure required due to a future regulatory change shall be treated as additional scope and charged separately. | RFP requirement stands.                                                  |
| 18 | Annexure L - CCTV Infrastructure for Buy Back | All | 62 | Honeywell cameras, NVRs, switches, HDDs, PIRs, sounders, batteries, etc.                                                                                                                                                                                       | The Buyback Annexure lists substantial quantities of existing Honeywell cameras, NVRs, switches, HDDs, PIRs, sounders, batteries, etc.<br>11. Buyback quantity vs actual quantity<br>Query:<br>Kindly clarify whether the quantities mentioned in Annexure L are final and binding or indicative, and whether payment/credit for Buyback will be based on actual equipment handed over and physically verified at the time of collection.                                                        | Please refer section 3.2 BuyBack>> Pt. 1 and Annexure B for the details. |
| 19 | Annexure L - CCTV Infrastructure for Buy Back | All | 62 | Honeywell cameras, NVRs, switches, HDDs, PIRs, sounders, batteries, etc.                                                                                                                                                                                       | Kindly clarify whether the bidder is expected to quote a uniform buyback price irrespective of working condition, or whether separate rates may be quoted for working, non-working, damaged and obsolete equipment.                                                                                                                                                                                                                                                                              | Please refer section 3.2 BuyBack>> Pt. 1 and Annexure B for the details. |



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| 20 | 4. Eligibility Criteria | 13 | 15 | <p>Bidder should have prior experience of Supply, Installation and Maintenance providing integrated surveillance system of minimum 200 locations covering 1200 cameras in single organization in Banks/BFSI/Govt./PSU in last 5 years.</p> | <p>The RFP requires:<br/>200 locations + 1,200 cameras in a single organization in the last five years.<br/>13. Single PO / multiple POs for same organization<br/>Query:<br/>For eligibility criterion relating to integrated surveillance experience of minimum 200 locations covering 1,200 cameras in a single organization, kindly clarify whether the required 200 locations and 1,200 cameras can be demonstrated through multiple purchase orders/work orders executed for the same organization, or whether a single purchase order/contract covering the entire requirement is mandatory.<br/>This is an excellent clarification because a bidder may have the required experience with one bank but through multiple work orders.</p> | <p>Multiple Purchase Orders from the same organization shall be considered collectively for fulfillment of the specified eligibility criteria.</p> |
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| 21 | 4. Eligibility Criteria | 10 | 15 | Bidder should have a minimum turnover of INR 25 Crore in each of the last 3 financial years (2022-2023, 2023-2024 and 2024-2025).                                                                                     | The requirement of ₹25 Crore turnover in EACH of the last three years is very restrictive and limits participation to a few large players, thereby reducing competition. Experienced regional system integrators, including MSEs, who have executed bank/BFSI surveillance projects are excluded. We request the Bank to amend the clause to: "Bidder should have a minimum AVERAGE annual turnover of INR 2.5 Crore during the last 3 financial years (2022-23, 2023-24 and 2024-25)." The Bank's interests are adequately protected through the EMD, 5% Performance Security for 66 months, 5% hardware retention till end of warranty and the penalty provisions. Please also confirm whether MSE bidders registered under Udyam are eligible for relaxation in prior turnover criteria in line with Government of India public procurement guidelines. | RFP requirement stands |
| 22 | 4. Eligibility Criteria | 2  | 14 | OEM company for Camera & NVR should have its own company registered in India since last 10 year. Any representation through a Dealer/ Distributor/ Joint Venture/ Subsidiary/ consortium shall not be treated as OEM. | We request the Bank to amend the requirement from 10 years to 5 years, i.e. "OEM company for Camera & NVR should have its own company registered in India for at least 5 years." Several reputed Indian OEMs manufacturing STQC/BIS-certified, Class-I Local Supplier CCTV products under the Make in India policy were incorporated within the last 10 years. A 5-year track record, together with the mandatory STQC, BIS, ER-norm,                                                                                                                                                                                                                                                                                                                                                                                                                      | RFP requirement stands |



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|    |                         |    |    |                                                                                                                                                                                                                             | in-house R&D and local-content requirements already in the RFP, is sufficient to establish OEM capability, and will encourage wider participation of domestic manufacturers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |
| 23 | 4. Eligibility Criteria | 15 | 15 | Bidder/OEM should have prior experience of Supply, Installation and Maintenance of 2-way Audio for ATMs along with Centralized Monitoring Station (CMS/VMS) in single organization in Banks/BFSI/Govt./PSU in last 5 years. | Two-way audio at ATMs is a feature of e-surveillance/managed alarm-monitoring projects and is not a common component of CCTV surveillance projects. Very few CCTV orders include it, so this clause will unduly restrict competition. We request the Bank to delete the requirement of "2-way Audio for ATMs" and accept experience of Supply, Installation and Maintenance of Centralized CCTV Surveillance System with CMS/VMS for branches/ATMs in Banks/BFSI/Govt./PSU in the last 5 years. Alternatively, this clause may be merged with Point 14, which already covers CMS/VMS experience. The bidder will in any case comply with the two-way audio functionality required in the Scope of Work. | RFP requirement stands |



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| 24 | Annexure A - 1 (Dome Camera)                                            | 36            | 33             | Regulatory Approvals/Certifications: FCC, BIS, CE, RoHs, NDAA, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY. | FCC (USA), CE (European Union), NDAA (US defence procurement law) and NEMA 4X (US enclosure standard) are foreign market-access certifications. They are not required for sale or use of CCTV products in India, and Make in India products made for the domestic market often do not carry them. NEMA 4X is also already covered by the IP67 requirement in the same specification. The statutory Indian requirements are BIS registration (CRS), STQC cyber-security certification and MeitY Essential Requirements, all of which are already mandated. We request the Bank to delete FCC, CE, NDAA and NEMA4x, and amend the clause to: "BIS, RoHS, Cyber Security Certified by STQC to meet the Essential Requirements issued by MeitY." | RFP requirement stands |
| 25 | Annexure A - 2(Bullet Camera)                                           | 36            | 35             | Regulatory Approvals/Certifications: FCC, BIS, CE, RoHs, NDAA, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY. | Same as the query on the Dome Camera (Point 36, Page 33). Request deletion of FCC, CE, NDAA and NEMA4x. Request to amend to: "BIS, RoHS, Cyber Security Certified by STQC to meet the Essential Requirements issued by MeitY."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | RFP requirement stands |
| 26 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Regulatory Approvals/Certifications: FCC, ROHS, BIS, CE                                                                                                    | FCC and CE are foreign certifications not required in India. Request to amend to: "BIS, RoHS, STQC Cyber Security certification as per MeitY Essential Requirements." This is consistent with Scope of Work Point 12 (Page 11), which mandates STQC, BIS and ER norms for cameras and NVRs.                                                                                                                                                                                                                                                                                                                                                                                                                                                  | RFP requirement stands |



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| 27 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Certifications: CE, FCC, C-Tick/RCM, UKCA, EAC, ICES                                                                                                                                                                                | These are country-specific certifications (EU, USA, Australia, UK, Eurasian Union and Canada) that are not relevant to supply in India. Request deletion of this point, or amend to "BIS / CE or equivalent".                                                                                                                                                                                                | RFP requirement stands |
| 28 | 4. Eligibility Criteria                                                 | 13            | 15             | Bidder should have prior experience of Supply, Installation and Maintenance providing integrated surveillance system of minimum 200 locations covering 1200 cameras in single organization in Banks/BFSI/Govt./PSU in last 5 years. | We request the Bank to relax this clause to: "Bidder should have prior experience of Supply, Installation and Maintenance of surveillance system of minimum 100 locations covering 600 cameras in Banks/BFSI/Govt./PSU in last 5 years, in up to three (3) orders/clients." Please also confirm whether ongoing projects with partial completion certificates will be accepted as valid credentials.         | RFP requirement stands |
| 29 | 4. Eligibility Criteria                                                 | 4             | 14             | Bidder and all the OEM should have latest ISO 9001:2015 and ISO 27001:2022 certifications.                                                                                                                                          | ISO 27001 (Information Security Management) is relevant to OEMs of IT/network products, but manufacturers of passive and accessory items (sensors, hooters, racks, battery backups, camera boxes, panic switches) generally do not hold it. Request the Bank to limit the ISO 27001:2022 requirement to the Bidder and the OEMs of Camera, NVR and VMS. For other OEMs, ISO 9001:2015 alone may be accepted. | RFP requirement stands |



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| 30 | Annexure A<br>- 3. NVR                                                                                   | 6         | 35         | Pt 6: Snapshot with integrated Access control and time attendance system of the same brand in case of user allow/denied events. Pt 10: It should have its Own Free DNS server. Pt 19: Device should be designed, developed, and manufactured in India. | Pt 6: Access control and time-attendance are not in the scope or the BoM of this RFP. Requiring them "of the same brand" restricts the NVR to a limited set of OEMs. Request deletion, or amend to "integration with access control / time attendance systems through open API/SDK/ONVIF". Pt 10: Since the Bank will run monitoring centrally through the VMS over its own network, request that "Own Free DNS server" be amended to "DDNS / P2P support". Pt 19: Request the Bank to confirm that an NVR qualifying as Class-I Local Supplier (≥50% local content) under the PPP-MII Order dated 04.06.2020, as already mandated in Scope Point 16, will be treated as compliant. | Please refer Corrigendum 1. |
| 31 | Annexure A<br>- 11<br>(Control Panel),13<br>(Seismic Vibration Detector),<br>16 (GSM Voice Communicator) | 30, 1, 10 | 42, 42, 44 | Specifications refer to specific product/part names: "Jupiter Panel", "SH-V" seismic detector and "GSM Module Quectel M66".                                                                                                                            | Request the Bank to add "or equivalent" wherever specific product or component names are mentioned, so that any OEM meeting the functional requirement can participate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Please refer Corrigendum 1. |



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| 32 | 3.1 - Detailed Scope of Work                       | 14                      | 11      | Scope 14: All cabling, conduits/casing and labour to be included in installation charges. Payment iii: For cables, payment will be as per actual use only. | The two clauses conflict. The BoM also lists only 5 boxes of Cat6 cable. Please clarify: (a) whether cable and conduit are to be included in the installation cost, or paid at actuals; (b) if at actuals, the unit of measurement (per metre or per box) and the item rate to be quoted in the BoM; (c) the average cable length per location assumed by the Bank.                                                                                                                                           | Only Cat6 cable will be paid at actuals. All other cables and corelated work/materials shall be part of installation cost.                                                                                    |
| 33 | Annexure (A) – 1 & 2 Cameras / 10. Micro Card      | Camera 16; Micro Card 1 | 33, 40  | Camera edge storage: 128 GB onboard storage or better. Micro Card: Memory Storage Capacity 32 GB                                                           | The camera specification asks for 128 GB but the Micro Card specification and BoM ask for 32 GB. Please confirm the card capacity to be supplied.                                                                                                                                                                                                                                                                                                                                                             | Please refer Annexure A >> 10. Micro Card.                                                                                                                                                                    |
| 34 | Annexure A - Functional and Technical Requirements | All                     | 31 & 32 | 1,765 cameras, 335 NVRs, 370 HDDs, 315 control panels, 438 GSM communicators/panic switches, 1,200 camera boxes, 306 monitoring tools.                     | The item quantities do not tally with each other: HDDs vs NVRs, control panels vs GSM communicators/panic switches, and camera boxes vs cameras. The 306 monitoring tools also have no line item in the BoM. Please provide a location-wise Bill of Quantities (branch / extension counter / ATM / Head Office) and confirm where the monitoring tool is to be quoted. Please also confirm whether the "Detailed Summary" sheet in Annexure B (server/storage/EMS format) is applicable, or can be marked NA. | RFP requirement stands for the quantities of all components mentioned.<br><br>Please refer Corrigendum 1 for Montiroing tool related details.<br><br>Irrelevant query related to Annexure B(Detailed Summary) |
| 35 | 3.1 - Detailed Scope of Work                       | 27 & 28                 | 12      | Pt 27: The Bank shall make the provision for the identified prerequisites (hardware, database, OS). Pt 28: Bidder shall supply,                            | The two clauses conflict. Please clarify whether the CMS/VMS server hardware, OS (Windows Server) and database (MS-SQL) licences are in the Bidder's scope or will be provided by the Bank.                                                                                                                                                                                                                                                                                                                   | Please refer section 3.1 Detailed Scope of Work and Annexure B - Bill of Material for the details.                                                                                                            |



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|    |                               |     |    | implement & maintain the required server.                                                                                                                                                     |                                                                                                                                                                                                                                                                                             |                                                                           |
| 36 | 3.1 - Detailed Scope of Work  | 31  | 12 | CCTV recordings are retained for a minimum period of 180 days.                                                                                                                                | Please confirm the recording mode (continuous or motion/event-based), resolution, frame rate and bitrate on which 180-day retention is to be sized. Continuous 2MP recording for 180 days on the single 10 TB HDD provided per NVR will not be sufficient for a typical branch.             | Please refer section Annexure A >> 5. HDD specifications for the details. |
| 37 | 3.1 - Detailed Scope of Work  | 18  | 11 | Free replacement of the CCTV camera system along with the NVR system in the event of unsatisfactory performance... including user unfriendliness of the equipment, as determined by the Bank. | Request the Bank to define objective, measurable criteria for "unsatisfactory performance" (e.g. uptime below a stated SLA). Request that replacement be limited to the faulty device, not the entire camera and NVR system, and that the subjective term "user unfriendliness" be deleted. | RFP requirement stands                                                    |
| 38 | 6. Payment Terms and Schedule | All | 28 | Hardware: 70% after delivery at all branches, 25% after installation at all branches. Installation: 100% after successful implementation at all branches.                                     | With about 440 locations, linking payment to completion at ALL branches will hold back payment for the entire project duration. Request the Bank to release payment location-wise or in batches (e.g. per 50 locations) on delivery and installation sign-off.                              | RFP requirement stands                                                    |
| 39 | 9. Service Levels / Penalty   | 4   | 30 | Penalty will be increased by 2x per week (1st week ₹1,000/day, 2nd week ₹2,000/day, 3rd week ₹4,000/day and so on).                                                                           | Request the Bank to cap the per-device penalty (e.g. at 10% of the device value or ₹1,000/day maximum). Also request that delays caused by site access, power or network issues attributable to the Bank be excluded.                                                                       | RFP requirement stands                                                    |



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| 40 | 3.2<br>BuyBack /<br>Annexure<br>(L)                        | 3      | 13, 62 | Buyback of existing CCTV infrastructure on as-is-where-is basis.                                                                                                                                                                                                                                                                                  | Please share the location-wise list and working condition of the buyback items. Please also confirm the minimum quantity that will be handed over, since the Bank reserves the right to add or withdraw items at pickup and the buyback value is deducted in the TCO.                                                                                | RFP requirement stands                                           |
| 41 | Annexure A<br>- 1 (Dome<br>Camera),<br>2(Bullet<br>Camera) | 30, 30 | 33, 35 | Operating Temperature: ~30°C - +60°C or better                                                                                                                                                                                                                                                                                                    | Please confirm that this should read -30°C to +60°C (typographical error).                                                                                                                                                                                                                                                                           | Please refer Corrigendum 1.                                      |
| 42 |                                                            |        |        | AI Video Analytics Suite: ANPR, Facial Recognition against watchlists, crowd density/queue analytics, abandoned/removed-object detection, perimeter intrusion detection (PIDS), loitering and wrong-direction/wrong-parking detection, and traffic violation detection (red-light jump, no-helmet/triple-riding where camera resolution permits). | AI/ML-based Video Analytics is resource-intensive, with different analytics features requiring different computing resources.<br><br>Since the BOM and SOW do not specify the analytics license quantity or Analytics Server hardware, kindly clarify how the Analytics Server is to be designed and sized based on the required analytics workload. | Irrelevant query. Original clauses are not available in the RFP. |



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| 43 |  |  |  | <p>Central and District command dashboards, GIS-based camera-health and event mapping, and video-wall integration.</p> <p>Integration with Schedule-A camera/storage infrastructure over ONVIF/RTSP/open APIs, and with police IT systems (CCTNS, e-FIR, dial-100/emergency response systems) via secure, documented APIs.</p> <p>iii) If required, the respective Bidder &amp; OEM where required should provide integration tools, scripts, SDK kits and any other modules that are required for successful seamless integration of multiple CCTV systems or CCC applications in collaboration with other OEMs under the guidance of the Authority.</p> | <p>Since the project requires integration with various third-party systems, kindly clarify whether the required CCC applications/licenses with required hardware are to be proposed</p>                                                                                                                                                                                                                                         | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
| 46 |  |  |  | <p>1. General Requirements</p> <p>The VMS shall be based on a true open and Cloud ready architecture that shall allow the use of non-proprietary workstation and server hardware, non-proprietary network infrastructure and non-proprietary storage. The VMS application provider must support at least 50 + brands of Cameras and the list of integrations must be listed on the global web site of the application provider.</p>                                                                                                                                                                                                                       | <p>We request the Authority to reconsider the requirement that third-party integrations must be listed on the application provider's global website, as such information may not always be publicly available due to confidentiality and security considerations.</p> <p>Kindly allow OEM authorization, API/SDK documentation, integration certificates, or an OEM declaration as valid evidence of integration capability</p> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |



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| 47 |  |  |  | <p>1. General Requirements<br/>The VMS shall integrate cameras using dedicated driver or using the industry standards ONVIF Profile S, T, G &amp; M. The same must be listed on the ONVIF website.</p> | <p>The VMS shall support camera integration through dedicated device drivers or industry-standard ONVIF Profiles S, T, G, and M. The VMS/OEM shall have the corresponding ONVIF compliance/membership listed on the ONVIF website and shall hold Full Membership</p>                                                                                                                                                                                                                               | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
| 48 |  |  |  | <p>3. Cyber Security Requirements<br/>Provide up to 20 different certificates for different groups of users who have been granted access to decrypted streams.</p>                                     | <p>We request the Authority to delete the requirement to provide up to 20 different certificates for different groups of users accessing decrypted streams, as the requirement is technically ambiguous and may impose a solution-specific constraint.</p> <p>Kindly consider defining the required security, encryption, authentication, and access-control outcomes instead of specifying a fixed number of certificates, allowing bidders to propose industry-standard security mechanisms.</p> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |



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| 49 |  |  |  | <p><b>Module</b></p> <p><b>Functional Requirement</b></p> <p><b>ANPR</b> Real-time plate capture &amp; recognition, watch-list matching,</p> <p>stolen-vehicle alerting</p> <p><b>Facial Recognition (FRS)</b> Watch-list based face matching at identified junctions with</p> <p>human-review workflow</p> <p><b>Crowd &amp; Queue Analytics</b> Real-time crowd density estimation and threshold-based alerting</p> <p><b>Abandoned/Removed</b></p> <p><b>Object Detection</b> Alert on unattended object beyond configurable dwell time</p> <p><b>Perimeter Intrusion (PIDS)</b> Virtual line/zone crossing detection at sensitive installations</p> <p><b>Traffic Violation Detection</b> Red-light jump, wrong-direction, no-helmet/triple-riding</p> <p>(resolution-permitting)</p> | <p>AI/ML-based Video Analytics is resource-intensive, with different analytics features requiring different computing resources.</p> <p>Since the BOM and SOW do not specify the analytics license quantity or Analytics Server hardware, kindly clarify how the Analytics Server is to be designed and sized based on the required analytics workload.</p> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
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| 50 |  |  |  | <p>o Documented, secure REST/API layer for integration with CCTNS, e-FIR, dial-100/Emergency Response Support System, and any State Police command dashboard, to be completed within the Integration &amp; Testing phase (Section 8.3).</p> <p>o API-level interoperability testing with the Schedule-A bidder's infrastructure is a mandatory, jointly-witnessed milestone (Annexure X — Joint Integration Protocol).</p> | <p>Since the project requires integration with various third-party systems, kindly clarify whether the required CCC applications/licenses with required hardware are to be proposed</p>                                                                                                                                     | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
| 51 |  |  |  | <p>ii) Direct joint-technical support (Level-3) with the Society for Cyberabad Security Council (SCSC) during the deployment, warranty, and AMC periods at the rates stipulated in their commercial bid.</p>                                                                                                                                                                                                               | <p>The requirement for Direct Joint Technical Support (Level-3) with the Society for Cyberabad Security Council (SCSC) is not clear. Since this is a mandatory requirement under the MAF, kindly provide further clarification on the scope, responsibilities, and specific requirements to be fulfilled under the MAF.</p> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |



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| 52 |  |  |  | iii) Guarantee that the software natively supports 1500+ cameras per server and incorporates all requested AI analytics at zero licensing cost.                                                                                                                                                 | The clause may kindly be deleted, as supporting 1500+ cameras per server along with all AI analytics at zero licensing cost is technically and commercially restrictive. Server capacity depends on camera parameters, recording, streaming, analytics workload and hardware resources, while AI analytics may require additional licensing. The clause may restrict fair competition and favour a particular OEM/technology or licensing model. Hence, we request the authority to delete this clause and allow bidders to propose technically validated and appropriately sized solutions. | Irrelevant query. Original clauses are not available in the RFP. |
| 53 |  |  |  | iv) We assure you that in the event M/s <Bidder name> fails to perform their contractual duties or defaults on payments to us, M/s <OEM Name> along with the Police Society will directly ensure software continuity and support to the Police Department, subject to direct milestone billing. | The term "Police Society" is not clearly defined in the tender document. Kindly provide the relevant details/definition and clarify the role and responsibilities of the Police Society under this clause.                                                                                                                                                                                                                                                                                                                                                                                   | Irrelevant query. Original clauses are not available in the RFP. |



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| 54 |  |  |  | <p>Minimum OEM Criteria for applicable components as per Government of India Norms:</p> | <p>Since the Minimum OEM Criteria is given for CCTV camera nad some other componenst. We request to consider following OEM criteria for VMS and AI Video Analutics software:</p> <ol style="list-style-type: none"><li>1. VMS &amp; AI Video Analytics Software shall be designed and developed to the approved National and International standards such as ISO 9001, ISO 27017, CMMI Development V3.0, FIPS 140-3 etc. Required certificates should be submitted.</li><li>2. The VMS and Video Analytics solution shall be OS-agnostic. The VMS &amp; AI Serverserver application shall support both Windows and Linux operating systems.</li><li>3. The VMS and AI Video Analytics software shall be from the same OEM to ensure seamless integration, interoperability, centralized management, and reliable system performance.</li><li>4. OEM shall have supplied minimum 2,000 VMS camera licenses and 500 AI Analytics licenses each per project in at least 7 projects during the last 5 years. Documentary proof (PO and Invoice copies) shall be submitted for all qualifying projects.</li></ol> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
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| 55 |  |  |  | <p>Server &amp; Storage Equipment</p> <p>14. High Density Inference Server with storage at CCC       Nos</p> <p>15. Server with storage for Aggregation at Police Station       Nos</p> <p>16. Server with storage for field aggregation at Junction Hub       Nos</p> <p>17. Server &amp; Storage Accessories (provide the list of accessories) Lot</p>                                                                                                                                                                                                                                 | <p>As the server hardware cost is significantly high and the exact camera count is not clearly specified, kindly review and optimize the server specifications considering the current market availability, technology, and prevailing hardware cost</p>                                                                                                                           | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |
| 56 |  |  |  | <p>VMS System</p> <p>1. AI-based Video Management System with perpetual licenses       Nos</p> <p>2. AI-based VMS at Police Station aggregation point with perpetual licenses       NOS</p> <p>3. AI-based VMS at Field aggregation Junction Hub with perpetual licenses       Nos</p> <p>4. AI-based Video Analytics – Basic with perpetual licenses       Nos</p> <p>5. AI-based Video Analytics – Advanced with perpetual licenses       Nos</p> <p>6. AI-based Video Analytics – Pro with perpetual licenses       Nos</p> <p>7. Integrations with third-party systems       Nos</p> | <p>It appears that VMS is required at the CCC, Police Stations, and Junction Hubs; however, the requirement and deployment architecture for AI-based Video Analytics is not clear.</p> <p>Kindly provide the proposed system architecture indicating the VMS, AI Analytics, server, storage, networking, and other relevant components for better clarity and accurate sizing.</p> | <p>Irrelevant query. Original clauses are not available in the RFP.</p> |



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| 57 | Annexure A<br>- 20.Video<br>Managem<br>nt<br>Software | 50 | 49 | <p>The VMS should have a network monitoring solution for the same OEM or separate OEM to monitor the availability, utilization of individual Server, NVR, Switch, Cameras etc. The solution should consider license to monitor minimum 2500 separate devices.</p> | <p>Please amend Clause 50 to remove the "same OEM" option. The NMS should be a separate, independent third-party solution, distinct from the VMS/camera/NVR OEM for proper availability, SLA, penalty calculation. It should have bi directional integration with bank's existing tool. It should be ITIL 4 certified, and all SLA, uptime and penalty reports should be generated from this NMS.</p> <p>Justification:</p> <ol style="list-style-type: none"> <li>1. Independence: SLA reports from the same OEM whose equipment is being measured amount to self-certification and cannot be relied on by the Bank.</li> <li>2. VMS limitation: A VMS is not designed for multi-device SLA/uptime computation, maintenance-window exclusion, MTTR/MTBF or ITIL-based service-level management.</li> <li>3. Auditability: An ITIL-certified tool gives audit-ready SLA records in line with RBI/NABARD IT governance.</li> <li>4. Resilience: A separate NMS keeps monitoring and reporting even when the VMS itself is down.</li> </ol> | RFP requirement stands |
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| 58 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 50 | 49 | <p>The VMS should have a network monitoring solution for the same OEM or separate OEM to monitor the availability, utilization of individual Server, NVR, Switch, Cameras etc. devices. The solution should consider license to monitor minimum 2500 separate devices.</p> | <p>Request: Please add the following eligibility criteria for the independent NMS OEM:</p> <p>(a) The NMS OEM should be a Make in India / Class-I Local Supplier as per the Public Procurement (Preference to Make in India) Order, consistent with Scope Clause 16 of the RFP.</p> <p>(b) The OEM should have a presence in India more than 15 years.</p> <p>(c) The OEM should have executed at least one Purchase Order for monitoring 20,000+ nodes in the Banking/BFSI sector and at least one Purchase Order for monitoring 10,000+ nodes in a surveillance/CCTV environment; including at least one live BFSI deployment of 2,500+ devices.</p> <p>(d) The OEM should have an average annual turnover of at least ₹30 Crore in each of the last three financial years.</p> <p>(e) The OEM/product should hold ISO/IEC 15408 (Common Criteria), IEC 62443, SOC 2 Type II, SOC 3 and CIS benchmark compliance certifications.</p> <p>Justification: Clause 50 currently places no qualification on the NMS OEM, while the NMS will monitor the Bank's complete surveillance and network estate and integrate with the Bank's ticketing tool. Proven scale in BFSI and surveillance, financial stability for 5-year</p> | RFP requirement stands |
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|  |  |  |  |  | <p>ATS support, local presence for support and roadmap continuity, and recognised security certifications are essential for a regulated co-operative bank (RBI/NABARD cyber security framework) and align the NMS with the Make in India requirement already applied elsewhere in the RFP.</p> |  |
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| 59 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 50 | 49 | The solution should consider license to monitor minimum 2500 separate devices. | <p>Request: Please clarify/amend that the NMS licence should be:</p> <ul style="list-style-type: none"><li>(a) Perpetual, in the name of the Bank, with ATS for Years 2–5;</li><li>(b) Purely device-based (2,500 devices) with unlimited interfaces, ports, metrics, parameters, users and polling — no additional licensing per interface, sensor, element or monitor;</li><li>(c) Inclusive of all features/modules asked for in the RFP, with no separately licensed add-ons.</li></ul> <p>Justification: Many NMS products license by interface/sensor/element, so 2,500 'devices' can translate into a far higher and unpredictable licence count (a single 24/48-port PoE switch alone carries dozens of interfaces). Device-only licensing with unlimited interfaces makes bids comparable on a like-to-like basis, avoids hidden cost escalation as cameras/ports are added, and a perpetual licence protects the Bank's investment over the contract period and beyond.</p> | RFP requirement stands |
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| 60 | Annexure A<br>- 20.Video<br>Managem<br>ent<br>Software | 50 | 49 | <p>The VMS should have a network monitoring solution for the same OEM or separate OEM to monitor the availability, utilization of individual Server, NVR, Switch, Cameras etc. devices.</p> | <p>Request: Please specify that the NMS should:</p> <p>(a) Be a standalone, on-premise solution deployed in the Bank's DC (not an add-on dependent on the VMS licence);</p> <p>(b) Use a single-OEM, common, built-in database for all monitoring data — third-party/open-source databases requiring separate support, patching and licensing should not be acceptable;</p> <p>(c) Store all monitoring, configuration and performance data within the Bank's premises in India, with no telemetry, data or analytics processed on external/public cloud.</p> <p>Justification: A standalone NMS keeps infrastructure monitoring available even when the VMS is down — which is exactly when it is most needed. A single-OEM database gives the Bank one point of accountability for performance, security patching and vulnerability fixes, avoiding the support gaps of open-source components. Data residency within the Bank's premises is required under RBI guidelines on data localisation and the Bank's IS policy.</p> | RFP requirement stands |
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| 61 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 50 | 49 | <p>Network monitoring solution should provide superior view of infrastructure health across system, networks, application and other IT Infrastructure components into a consolidated, central console.</p> | <p>Request: Please add: "The proposed solution should provide a natively unified, single-edition observability platform covering infrastructure, network, logs, configuration and compliance, SLO, topology, alerting, AI-driven analytics, dashboards, reporting, and automation without requiring separately licensed modules, plug-ins, independent products, consoles, or data stores. The platform should be built on a common architecture, entity model, discovery, telemetry, RBAC, policy and analytics framework rather than assembling siloed point products through integrations or plug-ins, and should allow future observability use cases to be enabled without migrating editions or deploying and integrating additional modular products."</p> <p>Justification: Clause 52 asks for a 'consolidated, central console', but a console that merely aggregates separate products does not give a single source of truth — each module keeps its own inventory, users and data, causing inconsistent views, duplicate administration and multiple upgrade cycles. A natively unified platform ensures that the Bank can extend to additional use cases (e.g. logs, compliance) in future without re-</p> | RFP requirement stands |
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|  |  |  |  |  | procurement, edition migration or integration projects, protecting the investment over 5 years. |  |
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| 62 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 11 | 46 | <p>Network monitoring solution should provide superior view of infrastructure health ... / ... shall support custom dashboards for different role users such as Management, admin, and report users.</p> | <p>Request: Please add: "AI-Powered Historical Trend Intelligence &amp; Narrative Analytics — The proposed solution should provide historical trend analytics across monitored KPIs and automatically generate natural-language descriptive summaries explaining observed trends, degradation, deviations, recurring patterns, abnormal behavior, utilization shifts, and potential operational risks without requiring operators to manually interpret the underlying time-series visualization. The capability should be applicable to dynamically selected monitored KPIs and should not be restricted to a predefined or fixed set of infrastructure metrics."</p> <p>Justification: Clause 53 envisages dashboards for Management and report users, who are typically not trained to read raw time-series graphs across 2,500 devices and thousands of cameras. Automated plain-language summaries convert monitoring data into actionable insight (e.g. a branch's NVR storage trending to failure, recurring camera drops at specific sites), reduce dependence on specialist operators, and support faster, evidence-based decisions and audit reporting.</p> | RFP requirement stands |
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| 63 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 52 | 49 | <p>Network monitoring solution should provide superior view of infrastructure health across system, networks, application and other IT Infrastructure components into a consolidated, central console.</p> | <p>Request: Please add: "Native SLO with Error Budget, Burn Rate, Correction and Financial Penalty Modeling — The proposed solution should provide native Service Level Objective management supporting availability, performance and redundancy objectives with target versus achieved performance, violation percentage, remaining error budget, error-budget consumption/burndown, burn-rate analysis, historical evaluation periods, MTTR/MTBF indicators, and entity-level drill-down. The solution should additionally support configurable correction profiles for excluding approved maintenance/exception periods and penalty profiles capable of associating contractual and financial penalty information with SLO violations."</p> <p>Justification: The RFP carries uptime SLAs and penalties over the contract period. Without native SLO management these must be computed manually from raw reports, which is error-prone and leads to disputes. Native SLO measurement — with automatic exclusion of approved maintenance windows and mapping to the RFP penalty schedule — gives the Bank an objective, auditable basis for SLA compliance and penalty calculation, and early warning (burn rate) before an SLA is breached.</p> | RFP requirement stands |
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| 64 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 51 | 49 | Network monitoring solution shall facilitate creation of templates used for monitoring key network resources, devices, and attributes. | <p>Request: Please add: "The proposed solution should provide rule-based dynamic tagging that automatically assigns tags during discovery based on configurable attributes such as device type, vendor, location, IP range, operating system, service, environment, or other discovered metadata, without requiring manual maintenance or CSV-based custom attribute updates. The assigned tags should be continuously evaluated and automatically updated as discovered attributes change, and should be natively usable for dynamic grouping, filtering, dashboard scoping, reporting, policy assignment, alert routing, and other operational workflows across the platform."</p> <p>Justification: With 2,500+ devices across HO, branches and sites, monitoring templates (Clause 51) only work if devices are correctly grouped. Manual/CSV tagging becomes stale as cameras, NVRs and switches are added, replaced or relocated, leading to unmonitored devices, wrong alert routing and inaccurate branch-wise reports. Rule-based, self-updating tags keep monitoring policies, role-based dashboards (Clause 53) and branch-wise SLA reports accurate with no manual effort.</p> | RFP requirement stands |
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| 65 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 55 | 49 | Network Monitoring Solution should provide Unified Architectural design offering seamless common functions including but not limited to: Event and Alarm management, Auto-discovery of the Network environment, Correlation, and root cause analysis, Reporting and analytics. | <p>Request: Please add the following capabilities to Clause 55:</p> <p>(a) Hop-by-hop network path/route analysis (e.g. branch to DC) showing latency, packet loss and path changes per hop;</p> <p>(b) ML-based anomaly detection with dynamic baselines and forecasting/capacity prediction (e.g. NVR storage, link and switch-port utilisation);</p> <p>(c) A correlated alert console that groups related alarms into a single incident with probable root cause, suppressing downstream (child) alarms.</p> <p>Justification: Most camera/NVR 'down' events at branches are caused by WAN/link or upstream switch issues. Without path analysis and topology-based correlation, a single link failure generates dozens of separate camera alarms and tickets, overloading the operations team. Static thresholds also create alert noise; dynamic baselines and forecasting allow proactive action before storage or bandwidth exhaustion affects recording.</p> | RFP requirement stands |
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| 66 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 55 | 49 | Network Monitoring Solution should provide Unified Architectural design offering seamless common functions including but not limited to: Event and Alarm management, Auto-discovery of the Network environment, Correlation, and root cause analysis, Reporting and analytics. | <p>Request: Please add the following capabilities to Clause 55:</p> <p>(a) Runbook automation — ability to trigger automated diagnostic/remediation actions (e.g. ping/trace, port bounce, script execution, device reboot) on alert, with approval workflow and audit trail;</p> <p>(b) Extensibility through custom plugins/scripts in standard languages (e.g. Python, Go) to monitor non-standard devices and applications without OEM customisation;</p> <p>(c) Real-time (live-refresh) dashboards and widgets.</p> <p>Justification: Automated first-level remediation reduces MTTR across a geographically distributed branch network where on-site support takes time. Open scripting lets the Bank bring new device types (access control, fire panels, IoT sensors) into monitoring without paid customisation. Real-time dashboards are required for the central monitoring desk to act on live events.</p> | RFP requirement stands |
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| 67 | Annexure A<br>- 20.Video<br>Manageme<br>nt<br>Software | 54 | 49 | Reporting requirements – alerts,<br>tickets, system down and link uptime<br>reports | <p>Request: Please clarify that the reports required under Section 3.3 (alerts, tickets, system/device down, link uptime and SLA) should be generated from the proposed NMS integrated with the Bank's existing ticketing tool, and not compiled manually by the bidder.</p> <p>Justification: System-generated reports from the NMS, with ticket data from the integrated ticketing tool, are tamper-proof, consistent and auditable, and avoid disputes during SLA and penalty assessment. Manually compiled reports are error-prone and cannot be independently verified by the Bank.</p> | RFP requirement stands |
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| 68 | Annexure B<br>-<br>Commercial<br>Bill of<br>Material |  |  | Software and ATS — 'Any other<br>(Please specify)' | <p>Request: Annexure B does not carry a separate line item for the Network Monitoring Solution required under Clause 50. Please add separate line items for:</p> <ul style="list-style-type: none"><li>(a) NMS licences for 2,500 devices (perpetual, Year 1 warranty);</li><li>(b) NMS ATS for Years 2, 3, 4 and 5 (year-wise);</li><li>(c) NMS implementation and integration with the existing ticketing tool;</li><li>(d) IT Asset Management (ITAM) licence and ATS Years 2–5 as an optional line item.</li></ul> <p>Please also clarify the basis of the device count (e.g. whether each camera, NVR, switch, server, UPS etc. is counted as one device).</p> <p>Justification: Quoting the NMS under 'Any other (Please specify)' will lead to bidders including/excluding different components, making bids non-comparable. Separate line items ensure transparent like-to-like evaluation and give the Bank clear ATS costing for budgeting over the contract term.</p> | RFP requirement stands |
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| 69 |  |  |  | <p>New requirement – IT Asset Management is not part of the current scope</p> | <p>Request: Please include IT Asset Management (ITAM) in the scope of the solution, integrated with the NMS auto-discovery, covering: automated hardware and software inventory of all surveillance and IT assets (cameras, NVRs, switches, servers, workstations); asset lifecycle tracking (procurement, installation, location, transfer, buy-back/disposal); warranty, AMC and end-of-life/end-of-support tracking; firmware/software version tracking; and integration with the Bank's existing ticketing tool. Please also add ITAM as an optional line item in Annexure B (licence + ATS Years 2–5).</p> <p>Justification: The RFP involves supply of new surveillance equipment across the Bank alongside buy-back of the existing CCTV inventory. An accurate, discovery-driven asset register is essential to track what has been installed where, what has been bought back, warranty/AMC obligations of the bidder over 5 years, and outdated firmware that poses a cyber risk. Keeping it as an optional line item allows the Bank to evaluate cost and exercise the option at its discretion.</p> | <p>RFP requirement stands</p> |
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| 70 |  |  |  | <p>New requirement – ITIL 4 certification of the NMS OEM</p> | <p>Kindly add the following requirement:</p> <p>"The proposed observability/NMS solution shall be offered by an OEM whose product portfolio is formally certified under the ITIL® 4 framework, covering a minimum of 14 (Fourteen) ITIL 4 practices, including: Monitoring &amp; Event Management, Knowledge Management, Measurement &amp; Reporting Management, and IT Asset Management."</p> <p>Justification: Requiring ITIL alignment and ITIL 4 certification ensures adoption of best practices, quality assurance and standardised IT service management. ITIL-aligned event, measurement and reporting practices ensure that SLA/uptime and penalty computation follows a standard, auditable process. It also sets clear expectations on vendor expertise and continuous improvement.</p> | <p>RFP requirement stands</p> |
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| 71 | 4. Eligibility Criteria | 10 | 15 | <p>Bidder should have a minimum turnover of INR 25 Crore in each of the last 3 financial years (2022-2023, 2023-2024 and 2024-2025).</p>                                                                                         | <p>The requirement of ₹25 Crore turnover in EACH of the last three years is very restrictive and limits participation to a few large players, thereby reducing competition. Experienced regional system integrators, including MSEs, who have executed bank/BFSI surveillance projects are excluded.</p> <p>1. We request the Bank to amend this to a minimum AVERAGE annual turnover of INR 2.5 Crore over the last 3 financial years.</p> <p>2. Please consider the latest Financial Year 2025-2026 for evaluation.</p> <p>3. In line with the Govt. of India Public Procurement Guidelines, please clarify if MSE bidders registered under Udyam are eligible for relaxation in prior turnover criteria, given that the Bank's interests are already protected via EMD, 5% PBG, 5% hardware retention, and stringent penalties</p> | RFP requirement stands |
| 72 | 4. Eligibility Criteria | 2  | 14 | <p>OEM company for Camera &amp; NVR should have its own company registered in India since last 10 year. Any representation through a Dealer/ Distributor/ Joint Venture/ Subsidiary/ consortium shall not be treated as OEM.</p> | <p>We request the Bank to amend the requirement from 10 years to 5 years, i.e. "OEM company for Camera &amp; NVR should have its own company registered in India for at least 5 years."</p> <p>Several reputed Indian OEMs manufacturing STQC/BIS-certified, Class-I Local Supplier CCTV products under the Make in India policy were incorporated within the last 10 years. A 5-year track record, together with the mandatory</p>                                                                                                                                                                                                                                                                                                                                                                                                   | RFP requirement stands |



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|    |                         |    |    |                                                                                                                                                                                                                             | STQC, BIS, ER-norm, in-house R&D and local-content requirements already in the RFP, is sufficient to establish OEM capability, and will encourage wider participation of domestic manufacturers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        |
| 73 | 4. Eligibility Criteria | 15 | 15 | Bidder/OEM should have prior experience of Supply, Installation and Maintenance of 2-way Audio for ATMs along with Centralized Monitoring Station (CMS/VMS) in single organization in Banks/BFSI/Govt./PSU in last 5 years. | <p>Two-way audio at ATMs is a feature of e-surveillance/managed alarm-monitoring projects and is not a common component of CCTV surveillance projects. Very few CCTV orders include it, so this clause will unduly restrict competition. We request the Bank to delete the requirement of "2-way Audio for ATMs" and accept experience of Supply, Installation and Maintenance of Centralized CCTV Surveillance System with CMS/VMS for branches/ATMs in Banks/BFSI/Govt./PSU in the last 5 years.</p> <p>Alternatively, this clause may be merged with Point 14, which already covers CMS/VMS experience.</p> <p>The bidder will in any case comply with the two-way audio functionality required in the Scope of Work.</p> | RFP requirement stands |



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| 74 | 4. Eligibility Criteria      | 15 | 15 | Delivery of all equipment should be made within 8 weeks from date of placing the order                                                                     | <p>Considering the large geographical spread of 294 branches and 138 ATMs across Pune District, along with the complex synchronization required for the buyback process, the 8-week delivery timeline is highly restrictive. We request the Bank to kindly amend the timeline to:</p> <ol style="list-style-type: none"> <li>1. 16 Weeks for Delivery from the date of placing the order.</li> <li>2. 16 Weeks for Installation and Commissioning from the date of hardware delivery at the respective location</li> </ol>                                                                                                                                                                 | RFP requirement stands |
| 75 | Annexure A - 1 (Dome Camera) | 36 | 33 | Regulatory Approvals/Certifications: FCC, BIS, CE, RoHS, NDAA, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY. | <p>FCC (USA), CE (European Union), NDAA (US defence procurement law) and NEMA 4X (US enclosure standard) are foreign market-access certifications. They are not required for sale or use of CCTV products in India, and Make in India products made for the domestic market often do not carry them. NEMA 4X is also already covered by the IP67 requirement in the same specification.</p> <p>The statutory Indian requirements are BIS registration (CRS), STQC cyber-security certification and MeitY Essential Requirements, all of which are already mandated.</p> <p>We request the Bank to delete FCC, CE, NDAA and NEMA4x, and amend the clause to: "BIS, RoHS, Cyber Security</p> | RFP requirement stands |



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|    |                                                                         |               |                |                                                                                                                                                            | Certified by STQC to meet the Essential Requirements issued by MeitY.                                                                                                                                                                                                                       |                        |
| 76 | Annexure A - 2(Bullet Camera)                                           | 36            | 35             | Regulatory Approvals/Certifications: FCC, BIS, CE, RoHS, NDAA, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY. | Same as the query on the Dome Camera (Point 36, Page 33). Request deletion of FCC, CE, NDAA and NEMA4x. Request to amend to: "BIS, RoHS, Cyber Security Certified by STQC to meet the Essential Requirements issued by MeitY."                                                              | RFP requirement stands |
| 77 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Regulatory Approvals/Certifications: FCC, ROHS, BIS, CE                                                                                                    | FCC and CE are foreign certifications not required in India. Request to amend to: "BIS, RoHS, STQC Cyber Security certification as per MeitY Essential Requirements." This is consistent with Scope of Work Point 12 (Page 11), which mandates STQC, BIS and ER norms for cameras and NVRs. | RFP requirement stands |
| 78 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Certifications: CE, FCC, CTick/RCM, UKCA, EAC, ICES                                                                                                        | These are country-specific certifications (EU, USA, Australia, UK, Eurasian Union and Canada) that are not relevant to supply in India. Request deletion of this point, or amend to "BIS / CE or equivalent".                                                                               | RFP requirement stands |



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| 79 | Annexure A<br>- 3. NVR                 | 6 | 35 | <p>Pt 6: Snapshot with integrated Access control and time attendance system of the same brand in case of user allow/denied events.</p> <p>Pt 10: It should have its Own Free DNS server.</p> <p>Pt 19: Device should be designed, developed, and manufactured in India.</p> | <p>Pt 6: Access control and time-attendance are not in the scope or the BoM of this RFP.</p> <p>Requiring them "of the same brand" restricts the NVR to a limited set of OEMs. Request deletion, or amend to "integration with access control / time attendance systems through open API/SDK/ONVIF". Pt 10: Since the Bank will run monitoring centrally through the VMS over its own network, request that "Own Free DNS server" be amended to "DDNS / P2P support".</p> <p>Pt 19: Request the Bank to confirm that an NVR qualifying as Class-I Local Supplier (<math>\geq 50\%</math> local content) under the PPP-MII Order dated 04.06.2020, as already mandated in Scope Point 16, will be treated as compliant.</p> | Please refer Corrigendum 1. |
| 80 | Annexure (A) –<br>3. PIR Motion sensor | 8 |    | detection: passive infrared                                                                                                                                                                                                                                                 | <p>To minimize false alarms caused by environmental changes in branches/ATMs, we request the Bank to allow/amend the specification to Dual Technology Motion Sensors (Passive Infrared + Microwave Detection) instead of only Passive Infrared.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | RFP requirement stands      |



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| 81 | Annexure A - 11 (Control Panel),13 (Seismic Vibration Detector), 16 (GSM Voice Communicator) | 30, 1, 10             | 42, 42, 44 | Specifications refer to specific product/part names: "Jupiter Panel", "SH-V" seismic detector and "GSM Module QuectelM66".                                    | Request the Bank to add "or equivalent" wherever specific product or component names are mentioned, so that any OEM meeting the functional requirement can participate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Please refer Corrigendum 1.                                                                                                 |
| 82 | 3.1 Detailed Scope of Work / 6. Payment Terms                                                | Scope 14; Payment iii | 11, 28     | Scope 14: All cabling, conduits/casing and labour to be included in installation charges.<br>Payment iii: For cables, payment will be as per actual use only. | The two clauses conflict. The BoM also lists only 5 boxes of Cat6 cable. Please clarify:<br>(a) whether cable and conduit are to be included in the installation cost, or paid at actuals;<br>(b) if at actuals, the unit of measurement (per metre or per box) and the item rate to be quoted in the BoM;<br>(c) the average cable length per location assumed by the Bank. d. We request the Bank to clarify/amend that 4 / 8 core Flexible Cable must be used for the wiring and communication of Smoke Detectors, Seismic Vibration Detectors, Magnetic Sensors, Heat/Thermal Sensors, and GSM Voice Communicators.<br>CAT 6 cable should strictly NOT be used for these specific devices, as flexible cables are technically required to ensure proper electrical continuity, reduce signal | Only Cat6 cable will be paid at actuals. All other cables and correlated work/materials shall be part of installation cost. |



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|    |                                               |                         |            |                                                                                                                                        | attenuation, and prevent frequent breakage in sensor circuits.                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                               |
| 83 | Annexure (A) – 1 & 2 Cameras / 10. Micro Card | Camera 16; Micro Card 1 | 33, 40     | Camera edge storage: 128 GB onboard storage or better. Micro Card: Memory Storage Capacity 32 GB.                                      | The camera specification asks for 128 GB but the Micro Card specification and BoM ask for 32 GB. Please confirm the card capacity to be supplied.                                                                                                                                                                                                                      | Please refer Annexure A >> 10. Micro Card.                                                                                                                                                                    |
| 84 | Annexure (A) Summary / Annexure (B) BoM       | Quantities              | 31–32, BoM | 1,765 cameras, 335 NVRs, 370 HDDs, 315 control panels, 438 GSM communicators/panic switches, 1,200 camera boxes, 306 monitoring tools. | The item quantities do not tally with each other: HDDs vs NVRs, control panels vs GSM communicators/panic switches, and camera boxes vs cameras. The 306 monitoring tools also have no line item in the BoM. Please provide a location-wise Bill of Quantities (branch / extension counter / ATM / Head Office) and confirm where the monitoring tool is to be quoted. | RFP requirement stands for the quantities of all components mentioned.<br><br>Please refer Corrigendum 1 for Monitoring tool related details.<br><br>Irrelevant query related to Annexure B(Detailed Summary) |



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|    |                                     |        |    |                                                                                                                                                                                               | Please also confirm whether the "Detailed Summary" sheet in Annexure B (server/storage/EMS format) is applicable, or can be marked NA.                                                                                                                                                      |                                                                                                    |
| 85 | 3.1<br>Detailed<br>Scope of<br>Work | 27, 28 | 12 | Pt 27: The Bank shall make the provision for the identified prerequisites (hardware, database, OS).<br>Pt 28: Bidder shall supply, implement & maintain the required server.                  | The two clauses conflict. Please clarify whether the CMS/VMS server hardware, OS (Windows Server) and database (MS-SQL) licences are in the Bidder's scope or will be provided by the Bank.                                                                                                 | Please refer section 3.1 Detailed Scope of Work and Annexure B - Bill of Material for the details. |
| 86 | 3.1<br>Detailed<br>Scope of<br>Work | 31     | 12 | CCTV recordings are retained for a minimum period of 180 days.                                                                                                                                | Please confirm the recording mode (continuous or motion/event-based), resolution, frame rate and bitrate on which 180-day retention is to be sized. Continuous 2MP recording for 180 days on the single 10 TB HDD provided per NVR will not be sufficient for a typical branch              | Please refer section Annexure A >> 5. HDD specifications for the details.                          |
| 87 | 3.1<br>Detailed<br>Scope of<br>Work | 18     | 11 | Free replacement of the CCTV camera system along with the NVR system in the event of unsatisfactory performance... including user unfriendliness of the equipment, as determined by the Bank. | Request the Bank to define objective, measurable criteria for "unsatisfactory performance" (e.g. uptime below a stated SLA). Request that replacement be limited to the faulty device, not the entire camera and NVR system, and that the subjective term "user unfriendliness" be deleted. | RFP requirement stands                                                                             |



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| 88 | 6. Payment Terms                              | 1 (i), (iii) | 28     | Hardware: 70% after delivery at all branches,<br>25% after installation at all branches.<br>Installation: 100% after successful implementation at all branches. | With about 440 locations, linking payment to completion at ALL branches will hold back payment for the entire project duration. Request the Bank to release payment location-wise or in batches (e.g. per 50 locations) on delivery and installation sign-off.        | RFP requirement stands                            |
| 89 | 9. Service Levels / Penalty                   | 4            | 30     | Penalty will be increased by 2x per week (1st week ₹1,000/day, 2nd week ₹2,000/day, 3rd week ₹4,000/day and so on).                                             | Request the Bank to cap the per-device penalty (e.g. at 1% of the device value or ₹1,00/day maximum). Also request that delays caused by site access, power or network issues attributable to the Bank be excluded                                                    | RFP requirement stands                            |
| 90 | 3.2 BuyBack / Annexure (L)                    | 3            | 13, 62 | Buyback of existing CCTV infrastructure on as-is/where-is basis.                                                                                                | Please share the location-wise list and working condition of the buyback items. Please also confirm the minimum quantity that will be handed over, since the Bank reserves the right to add or withdraw items at pickup and the buyback value is deducted in the TCO. | Please refer section 3.2 BuyBack for the details. |
| 91 | Annexure (A) – 1 & 2 Cameras                  | 30           | 33, 34 | Operating Temperature: ~30°C - +60°C or better                                                                                                                  | Please confirm that this should read –30°C to +60°C (typographical error).                                                                                                                                                                                            | Please refer Corrigendum 1.                       |
| 92 | Section 4 - Eligibility Criteria (A. General) | Sr. No. 1    | 14     | “Bidder must be a legal entity registered in India and operating in India for at least five (5) years...<br>*Consortium is not allowed.”                        | Parent company should be allowed to participate along with the subsidiary surveillance company, belongs to the same group & board of Directors. Secondly, consortium should be allowed.                                                                               | RFP requirement stands                            |



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| 93 | Section 4 - Eligibility Criteria (A. General)                         | Sr. No. 2  | 14 | <p>“OEM company for Camera &amp; NVR should have its own company registered in India since last 10 year. Any representation through a Dealer/ Distributor/ Joint Venture/ Subsidiary/ consortium shall not be treated as OEM.”</p>                                    | <p>Kindly clarify whether an OEM's wholly-owned Indian subsidiary (itself registered/manufacturing in India for less than 10 years, but whose global parent has a longer track record and technology ownership) qualifies as “OEM” for this clause, or whether only the identical registered entity's own 10-year India vintage is acceptable. We request the Bank to relax this to permit Indian subsidiaries of established global OEMs with local manufacturing/R&amp;D presence.</p> | RFP requirement stands                                                                                                                                                                                      |
| 94 | Section 3.1 - Detailed Scope of Work                                  | Point 17   | 11 | <p>“The MAC addresses of Cameras and NVRs must be genuine, registered in the name of the OEM manufacturing the Cameras, and should originate from India.”</p>                                                                                                         | <p>Kindly clarify the specific documentary evidence/certification required to demonstrate that MAC addresses “originate from India” and are registered in the OEM's name, and confirm whether this criterion would exclude established global OEMs that manufacture in India under licence/JV but whose global MAC address block is registered in the name of the overseas parent entity.</p>                                                                                            | <p>Bidder shall provide self-declaration stating MAC addresses of Cameras and NVRs are genuine, registered in the name of the &lt;&lt;OEM&gt;&gt; manufacturing the Cameras, and originated from India.</p> |
| 95 | Section 4 - Eligibility Criteria (C. Experience & Service Capability) | Sr. No. 13 | 15 | <p>“Bidder should have prior experience of Supply, Installation and Maintenance of minimum 200 CCTV Infrastructure location covering 1200 cameras along with Centralized Monitoring System in single organization preferably in Banks/Govt./PSU in last 5 years.”</p> | <p>We request you change the eligibilty on covering minimum 600 cameras each in <u>TWO</u> organisations. E.g Banks., in last five years.</p>                                                                                                                                                                                                                                                                                                                                            | RFP requirement stands                                                                                                                                                                                      |



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| 96 | Section 5.38 - Bidders Liability                | — | 27    | <p>“Bidder's aggregate liability... shall be at actual and limited to the contract value... However, Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder... infringement of patents, trademarks, copyrights... or breach of confidentiality obligations will not be limited.”</p> | <p>Since liability for IP infringement, breach of confidentiality, and misconduct/gross negligence is stated to be uncapped while general liability is capped at contract value, we request the Bank to consider introducing a reasonable cap for these categories as well (e.g., a defined multiple of contract value), consistent with standard industry risk-allocation practice.</p>                                        | RFP requirement stands |
| 97 | Section 5.22 (Indemnity ) & 5.24 (Patent Right) | — | 22/23 | <p>Bidder to defend and indemnify the Bank, at its own cost, against all third-party IP infringement claims including legal costs and lawyer fees.</p>                                                                                                                                                                                          | <p>Request the Bank to confirm the process and timelines for the Bank's cooperation/notice in the event of an IP infringement claim, and to confirm that the Bidder's indemnity obligation will not extend to claims arising from the Bank's own specifications/modifications, or from continued use of a product after the Bidder has notified the Bank of an infringement claim and offered a non-infringing alternative.</p> | RFP requirement stands |



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| 98 | Section 6 - Payment Terms and Schedule | Point 1(i) - Hardware Cost       | 28 | <p>“70% after successful delivery of Hardware at all branches and sign off from the Bank. 25% after successful installation of Hardware at all branches and sign off from the Bank. 5% after completion of warranty of Hardware and sign off from the Bank.”</p> | <p>Request the Bank to increase the delivery period to 90 days and installation and commissioning period to 90 days post delivery.</p> <p>Further, we request the bank to permit release of the 25% installation-linked hardware payment at the time of delivery itself (along with the 70% component), against submission of a Bank Guarantee of equivalent value valid till installation sign-off, instead of withholding this amount until installation sign-off is completed across all locations. This would meaningfully ease working-capital lock-up while fully securing the Bank's interest through the BG. We additionally request that the final 5% component (held till completion of the 3-year warranty) be reconsidered as it results in a working-capital hold of up to 3 years. Also we request the bank to consider part-payment in a lot of 50 sites for delivery as well as installation.</p> | RFP requirement stands                    |
| 99 | Section 6 - Payment Terms and Schedule | Point 1(iii) - Installation Cost | 28 | <p>“100% Implementation/ Installation cost will be paid after 30 days of successful implementation at all branches and sign off from the Bank.”</p>                                                                                                              | <p>Request the Bank to confirm a defined turnaround time for the Bank's own sign-off process (e.g., sign-off to be issued or deemed granted within X working days of completion), and to consider compensating interest for any payment delay caused by delay in the Bank's sign-off beyond the agreed timeline. Secondly, part payment for completion of</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Immediately after unconditional sign off. |



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|     |                                        |                     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Installation and commissioning in every 50 locations may be released.                                                                                                                                                                                                                                                                                                                           |                                                                          |
| 100 | Section 6 - Payment Terms and Schedule | Point 1(IV,V) - AMC | 28 | "AMC (post warranty) costs for hardware will be paid quarterly in arrears."                                                                                                                                                                                                                                                                                                                                                                                                                          | Request the Bank to consider payment of AMC charges quarterly in advance (or within a defined number of days from the start of each quarter), instead of in arrears, in line with standard AMC commercial practice.                                                                                                                                                                             | RFP requirement stands                                                   |
| 101 | Section 3.1 - Detailed Scope of Work   | Point 18            | 11 | "Bidder shall submit an undertaking to provide a comprehensive on-site warranty for a period of three (3) years and AMC for the fourth (4th) and fifth (5th) years... free replacement... in the event of unsatisfactory performance. Unsatisfactory performance shall include, but not be limited to, more than two (2) instances of breakdown or non-performance within the first year, inefficient or ineffective recording, or user unfriendliness of the equipment, as determined by the Bank." | The triggers for "unsatisfactory performance" ("inefficient recording", "user unfriendliness") are subjective and left solely to the Bank's determination. Request the Bank to define these terms with objective, measurable criteria (e.g., specific technical failure modes) and to provide for a joint inspection/mutually recorded process before a free-replacement obligation is invoked. | RFP requirement stands                                                   |
| 102 | Section 3.1 - Detailed Scope of Work   | Point 7             | 10 | "Bidder shall deploy minimum two (2) technically qualified support engineers dedicated to PDCC bank without additional cost throughout the term of contract."                                                                                                                                                                                                                                                                                                                                        | Request the Bank to confirm whether the requirement of two dedicated engineers is fixed for the entire 5-year term irrespective of actual ticket/issue volume, or whether the deployed strength may be reviewed/right-sized periodically based on demonstrated support load, since this is a fixed manpower cost the Bidder must build into the bid price.                                      | Please refer section 3.1 Detailed Scope of Work >>Pt. 7 for the details. |



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| 103 | Section 3.1<br>- Detailed<br>Scope of<br>Work | Point 21 | 11 | <p>“Bidder shall conduct at least one (1) mandatory visit per quarter to each branch/office for the purpose of monitoring, supervision, and reporting throughout the contract tenure.”</p>      | <p>At an estimated cost of approx. Rs. 2,000/- per visit, a mandatory quarterly visit to each of the Bank's 294 branches, 6 extension counters and 138 ATMs (438 locations) works out to approx. Rs. 35 lakh per year (approx. Rs. 1.75 crore over the 5-year contract term) as a fixed cost built into the bid price, regardless of whether any issue exists at a location. We request the Bank to make this visit schedule need-based/on-call (triggered by an open complaint or the Bank's request) rather than compulsory for every location every quarter, or alternatively reduce the mandatory frequency (e.g., half-yearly) with remote/centralized monitoring covering routine supervision in the interim.</p> | RFP requirement stands |
| 104 | Section 3.1<br>- Detailed<br>Scope of<br>Work | Point 8  | 10 | <p>Bidder to bear all official travel/branch-visit/installation costs, and to relocate the entire infrastructure at no additional cost if a branch is relocated during the contract period.</p> | <p>Request the Bank to share the historical/expected frequency of branch relocations over a 5-year period, and confirm whether the free-relocation obligation is capped in number of instances/locations or is entirely open-ended.</p> <p>Also request the bank to clarify whether new cabling done during the relocation will be paid by the bank as the earlier cabling done will render useless.</p>                                                                                                                                                                                                                                                                                                                | RFP requirement stands |



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| 105 | Section 9 - Service Levels | Table Sr. No. 2 (Deduction note) | 30 | <p>"Rs. 1000/- per day for each equipment not in working condition... penalty will be increased by 2x per week. Ex. 1st week – 1000 per day, 2nd week – 2000 per day, 3rd week – 4000 per day and so on."</p> | <p>The weekly-doubling structure compounds very rapidly (Rs. 4,000/day by week 3, ) and can escalate disproportionately across simultaneous multi-device failures at 300+ locations. We request the Bank to reduce the penalty structure to a flat rate (e.g., Rs. 500/- week per equipment, without weekly doubling) or, at minimum, cap the escalation at a maximum multiple of 2x-3x the base rate, so the penalty remains proportionate to the actual service impact.</p> <p>Further, will the damages to the setup due to Human mis-handling, Electricity fluctuation, rodent infestation will be reimbursed by the bank including replacement cost of the components &amp; labour cost</p> | RFP requirement stands |
| 106 | Section 5.39 - Penalty     | —                                | 27 | <p>"The proposed rate of penalty... with an overall aggregate cap of penalty to be limited to 10% of contract value."</p>                                                                                     | <p>Request the Bank to reduce the overall aggregate penalty cap from 10% to a lower ceiling (e.g., 5% of contract value), and to confirm whether this cap applies annually or over the entire 5-year contract value, along with the mechanism and timeline for adjusting/recovering penalty amounts against Performance Security versus milestone/AMC payments.</p>                                                                                                                                                                                                                                                                                                                              | RFP requirement stands |



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| 107 | Section 9 - Service Levels | Delivery SLA bullet | 29 | “Delivery, installation & commissioning of all equipment should be within 8 weeks from date of placing of order. Charges will be levied on late delivery of hardware as 0.25% per day delay and maximum 10% of the contract value.” | Given possible import/customs-linked lead times for certain components, we request the Bank to reduce the delay penalty rate for supply of hardware from 0.25%/day to a lower rate (e.g., 0.05%/day)                                                                                                                                                                                                                          | RFP requirement stands                       |
| 108 | Section 9 - Service Levels | Delivery SLA bullet | 29 | “Delivery, installation & commissioning of all equipment should be within 8 weeks from date of placing of order. Charges will be levied on late delivery of hardware as 0.25% per day delay and maximum 10% of the contract value.” | As there is lead time for procurement of all the components at @60 days, as well as for the installation & commissioning at the various locations of @120 days (since banks/branches will be closed on all the weekends), the time period may be extended to 180 days for the complete execution.                                                                                                                             | RFP requirement stands                       |
| 109 | Section 3.2 - BuyBack      | Points 1-3          | 13 | “PDCC Bank shall offer its existing CCTV infrastructure... on an 'as-is, where-is' basis... PDCC will however reserve its right to add/ withdraw/ modify/ retain some or all hardware at the time of actual pickup.”                | Since the Bank reserves the right to add/withdraw/modify the buyback list (Annexure L) at the time of actual pickup, request the Bank to confirm that buyback pricing will be quoted by the Bidder on a per-unit/per-category basis (rather than as a single lump-sum offer), so that the final buyback consideration is adjusted transparently to match the actual quantity and category of equipment handed over at pickup. | RFP requirement stands                       |
| 110 | Section 3.2 - BuyBack      | Point 2             | 13 | “All costs, risks, and responsibilities associated with the removal and transportation of such hardware shall rest solely with the bidder.”                                                                                         | Request the Bank to confirm the expected timeline within which the existing (buyback) equipment will be made available for pickup at each location following commissioning of the new CCTV infrastructure, since removal/transportation cost and risk                                                                                                                                                                         | Details will be shared with selected bidder. |



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|     |                                            |   |    |                                                                                                                                                                                                                                 | during any intervening period rests with the Bidder.                                                                                                                                                                                                                                                                                      |                        |
| 111 | Section 5.30 - Termination for Convenience | — | 24 | “PDCC Bank, by written notice sent to Bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.”                                                                      | Request the Bank to confirm whether any compensation will be payable to the Bidder in the event of termination for convenience — e.g., for un-recovered mobilization cost, unamortized value of hardware already supplied, or committed manpower cost — particularly if termination is invoked in the early years of the 5-year contract. | RFP requirement stands |
| 112 | Section 5.32 - Renewal of Contract         | — | 25 | “In case PDCC Bank wants to continue with Bidder's services after the completion of this contract, Bidder shall offer the same services or enhanced services to PDCC Bank. Unless mutually agreed, the same rates shall apply.” | Given the 5-year contract term, request the Bank to include a price escalation/revision mechanism (e.g., linked to a published cost/price index) applicable to the AMC years within the original contract term and to any renewal period, to account for inflation and input-cost changes over time.                                      | RFP requirement stands |
| 113 | Section 5.33 - Exit Management             | — | 25 | “Bidder has to provide knowledge transfer to the new vendor without any additional cost. Bidder has to provide support during migration activities to the new vendor of PDCC Bank.”                                             | Request the Bank to define and cap the scope and duration of the free exit-management support (knowledge transfer/migration assistance to an incoming vendor), to avoid an open-ended obligation extending beyond the contract term.                                                                                                      | RFP requirement stands |



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| 114 | Section 5.35 - Addition or Deletion of Qualified Offerings | Points 3 & 4 | 26 | “The bidder shall agree that the price for incremental offering cannot exceed the original proposed cost... At the unit rates provided by the Bidder, PDCC Bank has the right to order as much as it wants at those rates.”                                      | Request the Bank to introduce a reasonable ceiling on incremental order quantities at the original quoted unit rates (e.g., a defined percentage of the original contracted quantity), and to permit price revision for incremental/change-order quantities placed after a defined point in the contract term (e.g., beyond Year 2), to account for cost escalation over the 5-year period.                                    | RFP requirement stands                         |
| 115 | Section 5.12 - Performance Security                        | Points 3 & 4 | 20 | “Performance Security (FDR/PBG) shall be submitted within 45 days... The Fixed Deposit (FD) opened with PDCC Bank shall be lien-marked... To facilitate the opening of the Fixed Deposit account, the bidder must first open a Current Account with PDCC Bank.”  | Since a Performance Bank Guarantee (PBG) route is separately provided under Annexure M, request the Bank to confirm that a Bidder may furnish Performance Security entirely by way of PBG without any requirement to open a Current Account/Fixed Deposit with PDCC Bank, i.e., that the FDR route is optional and not a mandatory precondition.                                                                               | Please refer section 5.12 Performance Security |
| 116 | Section 3.1 - Detailed Scope of Work                       | Point 35     | 12 | “Bidder should be capable of handling all the future applicable statutory and regulatory reporting and compliance requirements with respect to RBI, NABARD, Meity and any other Statutory Authority without any additional cost throughout the contract tenure.” | Request the Bank to clarify the scope of “future regulatory compliance at no additional cost” — specifically, whether this is limited to compliance/reporting support using the infrastructure already supplied, or whether it extends to mandatory hardware/software upgrades necessitated by a future regulatory change, which the Bidder submits should reasonably be treated as a separate Change Order under Clause 5.35. | RFP requirement stands                         |



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| 117 | 3.1 - Detailed Scope of Work | 12 | 11 | STQC Certified 16 Channel Network Video Recorder with 2 SATA interfaces                                                           | STQC certification is not available for NVRs. So kindly <u>consider removal</u> of STQC certification of NVRs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | RFP requirement stands |
| 118 | 4. Eligibility Criteria      | 10 | 15 | Bidder should have a minimum turnover of INR 25 Crore in each of the last 3 financial years (2022-2023, 2023-2024 and 2024-2025). | The requirement of ₹25 Crore turnover in EACH of the last three years is very restrictive and limits participation to a few large players, thereby reducing competition. Experienced regional system integrators, including MSEs, who have executed bank/BFSI surveillance projects are excluded. We request the Bank to amend the clause to: "Bidder should have a minimum AVERAGE annual turnover of INR 2.5 Crore during the last 3 financial years (2022-23, 2023-24 and 2024-25)." The Bank's interests are adequately protected through the EMD, 5% Performance Security for 66 months, 5% hardware retention till end of warranty and the penalty provisions. Please also confirm whether MSE bidders registered under Udyam are eligible for relaxation in prior turnover criteria in line with Government of India public procurement guidelines. | RFP requirement stands |



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| 119 | 4. Eligibility Criteria | 2  | 14 | OEM company for Camera & NVR should have its own company registered in India since last 10 year. Any representation through a Dealer/ Distributor/ Joint Venture/ Subsidiary/ consortium shall not be treated as OEM.       | We request the Bank to amend the requirement from 10 years to 5 years, i.e. "OEM company for Camera & NVR should have its own company registered in India for at least 5 years." Several reputed Indian OEMs manufacturing STQC/BIS-certified, Class-I Local Supplier CCTV products under the Make in India policy were incorporated within the last 10 years. A 5-year track record, together with the mandatory STQC, BIS, ER-norm, in-house R&D and local-content requirements already in the RFP, is sufficient to establish OEM capability, and will encourage wider participation of domestic manufacturers.                                         | RFP requirement stands |
| 120 | 4. Eligibility Criteria | 15 | 15 | Bidder/OEM should have prior experience of Supply, Installation and Maintenance of 2-way Audio for ATMs along with Centralized Monitoring Station (CMS/VMS) in single organization in Banks/BFSI/Govt./PSU in last 5 years. | Two-way audio at ATMs is a feature of e-surveillance/managed alarm-monitoring projects and is not a common component of CCTV surveillance projects. Very few CCTV orders include it, so this clause will unduly restrict competition. We request the Bank to delete the requirement of "2-way Audio for ATMs" and accept experience of Supply, Installation and Maintenance of Centralized CCTV Surveillance System with CMS/VMS for branches/ATMs in Banks/BFSI/Govt./PSU in the last 5 years. Alternatively, this clause may be merged with Point 14, which already covers CMS/VMS experience. The bidder will in any case comply with the two-way audio | RFP requirement stands |



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|     |                                    |    |    |                                                                                                                                                                        | functionality required in the Scope of Work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        |
| 121 | Annexure A<br>- 1 (Dome<br>Camera) | 36 | 33 | Regulatory Approvals/Certifications:<br>FCC, BIS, CE, RoHS, NDAA, NEMA4x,<br>Cyber Security Certified by STQC to<br>meet the essential requirement issued<br>by MeitY. | FCC (USA), CE (European Union), NDAA<br>(US defence procurement law) and NEMA<br>4X (US enclosure standard) are foreign<br>market-access certifications. They are not<br>required for sale or use of CCTV products<br>in India, and Make in India products<br>made for the domestic market often do<br>not carry them. NEMA 4X is also already<br>covered by the IP67 requirement in the<br>same specification. The statutory Indian<br>requirements are BIS registration (CRS),<br>STQC cyber-security certification and<br>MeitY Essential Requirements, all of<br>which are already mandated.<br>We request the Bank to delete FCC, CE,<br>NDAA and NEMA4x, and amend the<br>clause to: "BIS, RoHS, Cyber Security<br>Certified by STQC to meet the Essential<br>Requirements issued by MeitY." | RFP requirement stands |



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| 122 | Annexure A - 2(Bullet Camera)                                           | 36            | 35             | Regulatory Approvals/Certifications: FCC, BIS, CE, RoHS, NDAA, NEMA4x, Cyber Security Certified by STQC to meet the essential requirement issued by MeitY.                                                                          | Same as the query on the Dome Camera (Point 36, Page 33). Request deletion of FCC, CE, NDAA and NEMA4x. Request to amend to: "BIS, RoHS, Cyber Security Certified by STQC to meet the Essential Requirements issued by MeitY."                                                                                                                                                                       | RFP requirement stands |
| 123 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Regulatory Approvals/Certifications: FCC, ROHS, BIS, CE                                                                                                                                                                             | FCC and CE are foreign certifications not required in India. Request to amend to: "BIS, RoHS, STQC Cyber Security certification as per MeitY Essential Requirements." This is consistent with Scope of Work Point 12 (Page 11), which mandates STQC, BIS and ER norms for cameras and NVRs.                                                                                                          | RFP requirement stands |
| 124 | Annexure A - 1 (Dome Camera), 2(Bullet Camera), 3(NVR) & 10(Micro Card) | 36, 36, 78, 9 | 33, 35, 38, 41 | Certifications: CE, FCC, C-Tick/RCM, UKCA, EAC, ICES                                                                                                                                                                                | These are country-specific certifications (EU, USA, Australia, UK, Eurasian Union and Canada) that are not relevant to supply in India. Request deletion of this point, or amend to "BIS / CE or equivalent".                                                                                                                                                                                        | RFP requirement stands |
| 125 | 4. Eligibility Criteria                                                 | 13            | 15             | Bidder should have prior experience of Supply, Installation and Maintenance providing integrated surveillance system of minimum 200 locations covering 1200 cameras in single organization in Banks/BFSI/Govt./PSU in last 5 years. | We request the Bank to relax this clause to: "Bidder should have prior experience of Supply, Installation and Maintenance of surveillance system of minimum 100 locations covering 600 cameras in Banks/BFSI/Govt./PSU in last 5 years, in up to three (3) orders/clients." Please also confirm whether ongoing projects with partial completion certificates will be accepted as valid credentials. | RFP requirement stands |



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| 126 | 4. Eligibility Criteria | 4 | 14 | Bidder and all the OEM should have latest ISO 9001:2015 and ISO 27001:2022 certifications.                                                                                                                                                             | ISO 27001 (Information Security Management) is relevant to OEMs of IT/network products, but manufacturers of passive and accessory items (sensors, hooters, racks, battery backups, camera boxes, panic switches) generally do not hold it. Request the Bank to limit the ISO 27001:2022 requirement to the Bidder and the OEMs of Camera, NVR and VMS. For other OEMs, ISO 9001:2015 alone may be accepted.                                                                                                                                                                                                                                                                        | RFP requirement stands      |
| 127 | Annexure A - 3. NVR     | 6 | 35 | Pt 6: Snapshot with integrated Access control and time attendance system of the same brand in case of user allow/denied events. Pt 10: It should have its Own Free DNS server. Pt 19: Device should be designed, developed, and manufactured in India. | Pt 6: Access control and time-attendance are not in the scope or the BoM of this RFP. Requiring them "of the same brand" restricts the NVR to a limited set of OEMs. Request deletion, or amend to "integration with access control / time attendance systems through open API/SDK/ONVIF". Pt 10: Since the Bank will run monitoring centrally through the VMS over its own network, request that "Own Free DNS server" be amended to "DDNS / P2P support". Pt 19: Request the Bank to confirm that an NVR qualifying as Class-I Local Supplier (≥50% local content) under the PPP-MII Order dated 04.06.2020, as already mandated in Scope Point 16, will be treated as compliant. | Please refer Corrigendum 1. |



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| 128 | Annexure A - 11 (Control Panel),13 (Seismic Vibration Detector), 16 (GSM Voice Communicator) | 30, 1, 10               | 42, 42, 44 | Specifications refer to specific product/part names: "Jupiter Panel", "SH-V" seismic detector and "GSM Module Quectel M66".                                | Request the Bank to add "or equivalent" wherever specific product or component names are mentioned, so that any OEM meeting the functional requirement can participate.                                                                                                                                                                                             | Please refer Corrigendum 1.                                                                                                |
| 129 | 3.1 Detailed Scope of Work / 6. Payment Terms                                                | Scope 14; Payment iii   | 11, 28     | Scope 14: All cabling, conduits/casing and labour to be included in installation charges. Payment iii: For cables, payment will be as per actual use only. | The two clauses conflict. The BoM also lists only 5 boxes of Cat6 cable. Please clarify: (a) whether cable and conduit are to be included in the installation cost, or paid at actuals; (b) if at actuals, the unit of measurement (per metre or per box) and the item rate to be quoted in the BoM; (c) the average cable length per location assumed by the Bank. | Only Cat6 cable will be paid at actuals. All other cables and corelated work/materials shall be part of installation cost. |
| 130 | Annexure (A) – 1 & 2 Cameras / 10. Micro Card                                                | Camera 16; Micro Card 1 | 33, 40     | Camera edge storage: 128 GB onboard storage or better. Micro Card: Memory Storage Capacity 32 GB                                                           | The camera specification asks for 128 GB but the Micro Card specification and BoM ask for 32 GB. Please confirm the card capacity to be supplied.                                                                                                                                                                                                                   | Please refer Annexure A >> 10. Micro Card.                                                                                 |



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| 131 | Annexure A<br>-<br>Functional<br>and<br>Technical<br>Requirements | All    | 31 & 32 | 1,765 cameras, 335 NVRs, 370 HDDs, 315 control panels, 438 GSM communicators/panic switches, 1,200 camera boxes, 306 monitoring tools.                                                        | The item quantities do not tally with each other: HDDs vs NVRs, control panels vs GSM communicators/panic switches, and camera boxes vs cameras. The 306 monitoring tools also have no line item in the BoM. Please provide a location-wise Bill of Quantities (branch / extension counter / ATM / Head Office) and confirm where the monitoring tool is to be quoted. Please also confirm whether the "Detailed Summary" sheet in Annexure B (server/storage/EMS format) is applicable, or can be marked NA. | RFP requirement stands for the quantities of all components mentioned.<br><br>Please refer Corrigendum 1 for Monitoring tool related details.<br><br>Irrelevant query related to Annexure B(Detailed Summary) |
| 132 | 3.1<br>Detailed<br>Scope of<br>Work                               | 27, 28 | 12      | Pt 27: The Bank shall make the provision for the identified prerequisites (hardware, database, OS). Pt 28: Bidder shall supply, implement & maintain the required server.                     | The two clauses conflict. Please clarify whether the CMS/VMS server hardware, OS (Windows Server) and database (MS-SQL) licences are in the Bidder's scope or will be provided by the Bank.                                                                                                                                                                                                                                                                                                                   | Please refer section 3.1 Detailed Scope of Work and Annexure B - Bill of Material for the details.                                                                                                            |
| 133 | 3.1 -<br>Detailed<br>Scope of<br>Work                             | 31     | 12      | CCTV recordings are retained for a minimum period of 180 days.                                                                                                                                | Please confirm the recording mode (continuous or motion/event-based), resolution, frame rate and bitrate on which 180-day retention is to be sized. Continuous 2MP recording for 180 days on the single 10 TB HDD provided per NVR will not be sufficient for a typical branch.                                                                                                                                                                                                                               | Please refer section Annexure A >> 5. HDD specifications for the details.                                                                                                                                     |
| 134 | 3.1<br>Detailed<br>Scope of<br>Work                               | 18     | 11      | Free replacement of the CCTV camera system along with the NVR system in the event of unsatisfactory performance... including user unfriendliness of the equipment, as determined by the Bank. | Request the Bank to define objective, measurable criteria for "unsatisfactory performance" (e.g. uptime below a stated SLA). Request that replacement be limited to the faulty device, not the entire camera and NVR system, and that                                                                                                                                                                                                                                                                         | RFP requirement stands                                                                                                                                                                                        |



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|     |                                                |              |        |                                                                                                                                                           | the subjective term "user unfriendliness" be deleted.                                                                                                                                                                                                                 |                                                   |
| 135 | 6. Payment Terms                               | 1 (i), (iii) | 28     | Hardware: 70% after delivery at all branches, 25% after installation at all branches. Installation: 100% after successful implementation at all branches. | With about 440 locations, linking payment to completion at ALL branches will hold back payment for the entire project duration. Request the Bank to release payment location-wise or in batches (e.g. per 50 locations) on delivery and installation sign-off.        | RFP requirement stands                            |
| 136 | 9. Service Levels / Penalty                    | 4            | 30     | Penalty will be increased by 2x per week (1st week ₹1,000/day, 2nd week ₹2,000/day, 3rd week ₹4,000/day and so on).                                       | Request the Bank to cap the per-device penalty (e.g. at 10% of the device value or ₹1,000/day maximum). Also request that delays caused by site access, power or network issues attributable to the Bank be excluded.                                                 | RFP requirement stands                            |
| 137 | 3.2 BuyBack / Annexure (L)                     | 3            | 13, 62 | Buyback of existing CCTV infrastructure on as-is-where-is basis.                                                                                          | Please share the location-wise list and working condition of the buyback items. Please also confirm the minimum quantity that will be handed over, since the Bank reserves the right to add or withdraw items at pickup and the buyback value is deducted in the TCO. | Please refer section 3.2 BuyBack for the details. |
| 138 | Annexure A - 1 (Dome Camera), 2(Bullet Camera) | 30, 30       | 33, 35 | Operating Temperature: ~30°C - +60°C or better                                                                                                            | Please confirm that this should read -30°C to +60°C (typographical error).                                                                                                                                                                                            | Please refer Corrigendum 1.                       |