

Annexure-I– Replies to Pre-Bid Queries of RFP 04/2010

SI No	Page No. of Tender document/ Clause no.	Queries by Bidders	Banks Clarification/ Amendment
1.	Pt No 4.1.6 on page 6	Our CCTV original manufacturer is of a different country; hence the documentary proof (such as balance sheet report etc) would be in a different language & not necessarily in English. Is this acceptable? If not, please advise on what needs to be done.	Necessary documents should be produced in English and duly authenticated.
2	Annex-1 Page no.23	We would like to know if the power points & LAN points at the installation sites will be provided by the bank?	Yes
3	Pt No 8.3 on page 15	The clause on delivery & installation to happen within 60 days is acceptable considering same is calculated from the date the site is handed over by the bank with power points & LAN points. Please let us know if you are in concurrence to the same	Please be guided by RFP clause
4	Pt no 8.10 page 17	Please confirm if the cost of 4% annual AMC needs to be calculated on "Total D" as specified in Annexure 8 (page 35)	Yes
5	Pt no 8.14 on Page 19	Any delays in installation due to delays by the bank (such as site not being ready etc) should not be considered for calculating penalty charges. Please state clearly the parameters for penalty being charged towards delay in installation.	Please be guided by RFP clause
6	Pt no 8.15 page no 19	Please note that the timeframe given cannot be adhered to since there are different types of cities which would be in varying distances of our support team, i.e there are cities	Please refer 4.1.7 page no.6 for clarification & Bidder is expected to adhere to specified timelines

		which are in the far interiors & this could take considerable time for our personnel to reach & rectify, hence the response time will need to depend upon the location area.	
7	Pt no 10 (Annexure1) page no 23	Who will man the Central monitoring system?	Bank Personnel will man the Central Monitoring System
8	Pt No 11 (Annexure 2) Page 24 sub point (e (g))	Please confirm if the Quality certification required for imported products can be any one of the stated ones i.e CE/ FCC/UL or all three are required per product?	Any two quality certifications are required
9	Pt no 8.15 page no 19	In case of any breakdown/problem reported regarding the CC TV solution at any location has to be attended to by the vendor within 1 hour of being reported by the Bank and should be rectified within 4 hours of such reporting. If the services are not restored to operational condition within the said four hours a penalty of Rs.1000/- will be levied for each hour of delay after 4 hours, subject to a ceiling of 10% of the order value.	In case of any breakdown/problem reported regarding the CC TV solution at any location has to be attended to by the vendor within 1 hour of being reported by the Bank and should be rectified within 4 hours of such reporting. If the services are not restored to operational condition within the said four hours a penalty of Rs.1000/- will be levied for each hour of delay after 4 hours, subject to a ceiling of 10% of the total order value.
10	COMPLIANCE SHEET OF 4 CHANNEL STANDALONE DVR' of annexure II	26. The Central Monitoring System should have the following features: a. Remote monitoring of i. Loss of video or no video ii. Power off/ Link failure iii. Camera unfocussed - It has to be more specific, Should we interpret it as field of view deviation?? iv. Failure of critical components v. Deliberate tampering of components vi. Transaction Failure - Please elaborate!	--It can be interpreted as field of view deviation as Camera is moved away from the specified direction vi. Transaction Failure --Removed--
11	Page no. 24 Point no. 27.a.vi. &	Transaction Failure	This line is removed

	Page no. 27 Point.no.26.a.vi		
12	Page no.29	The Integrated Fire & Intruder Alarm System configuration you wanted in all 500 locations. Please note that each ATM and Bank layout may differ unless all of them are constructed in same manner. The layout of the ATM / Bank may necessitate variable number of sensors unless you prepared a standard BOQ for Intrusion & Fire sensors as well. Providing a smoke sensor is Ok but how do you wish intrusion sensor (Magnetic Contact or Motion Sensor) to be emplaced in a premise that's supposed to be open for 24x7?	Two Smoke sensors & Two magnetic contact intrusion sensors are required per Alarm system
13	Page no. 25 b.1.e – Camera specifications & Page no. 27 Compliance sheet of cameras	x 32 Digital Zoom	Removed from specifications
14	Page no. 23 – Sln. 2& 3 & Page no. 25 b.1.a & b.2.a – Camera specifications & Page no. 27 Compliance sheet of cameras	Sensor: 1/3” Sony Super HAD CCD	To be read as Sensor: 1/3” Sony Super HAD CCD or equivalent or better
15	Point no. d in page no.25	You did not indicate the cabling quantities required per ATM as envisaged by you. Please indicate the standard quantity of cables (Video / Power / LAN) with the specifications you desire and as envisaged by you or please indicate if we were of offer per meter rates of the required cabling	The following items are to be quoted in item sl.no.5 of Annexure 8 – Bill of Material and Commercial offer: <ol style="list-style-type: none"> 1. RG-59 U Video coaxial cable & 2 cores 14 strand cable in PVC conduit pipe – Cost to be quoted per meter & for TCO purpose length of cable will be taken as 100 meters. 2. LAN cable – Cost to be quoted per meter & for TCO purpose length of LAN cable

			<p>will be taken as 25 meters.</p> <p>3. Bank will pay on actual consumption.</p> <p>4. Cost of LAN cabling, casing etc should be done by the vendor at no extra cost to Bank.</p>
16	Point no.9 of page no.22	We require list of the chosen ATM locations with addresses in order to calculate the proximity of our service center nearest and response time	List will be provided to the successful bidder.
17	Page no. 24 Point no.10 & Page no.26 Point no.9	DVR should have one HDD with minimum capacity of 1000 GB and one DVD-RW. HDD support the sleep mode and provision for mounting additional HDD with minimum capacity of 1000 GB.	DVR should have one HDD with minimum capacity of 1000 GB. HDD support the sleep mode and provision for mounting additional HDD with minimum capacity of 1000 GB. (DVD-RW has been Removed)
18	--	Is text overlay must? for this we need connectivity in a HUB with ATM and central server.	Yes. Bidder has to provide this facility which is a mandatory requirement. All the necessary accessories/ equipment are to be provided by the bidder at no extra cost to Bank.
19	--	Will the ATM manufacturer allow the connectivity with ATM either through Serial RS 232 port or a HUB?	Yes –Bidder has to provide text overlay as mentioned above either through HUB or any other equipment.
20	--	For onsite ATMs are branch cameras & ATM cameras connected in one DVR?	Cameras are to be installed at branch as well as at ATM room and they will be connected to One DVR
21	--	text overlay-- no of characters in ATM ID, card no –reqd	ATM ID - 11 characters & Card No-16 digits
22	--	How the DVR is protected from outsiders at offsite locations? Safety of the DVR.	At present DVRs will be installed at Onsite ATMs in the branch premises
23	Page no.28 Compliance sheet of Cameras/ Monitor/ Accessories	The Cameras should have the following features:	This has to be read as “ The CC TV system with DVR and Cameras should have the following features
24	Page no. 10 Point no. 5.6.2		Bank of Maharashtra will scrutinize the offers and determine whether the technical specifications along with documents have been furnished as per RFP and whether items are quoted as per the

			<p>schedules. The bidders who qualify in technical evaluation will only be short listed for commercial evaluation. If needed, the vendors are required to arrange a site visit of their factory/ godown to understand the workflow and features before finalizing the technical feasibility of the proposal.</p> <p>Bank will ask for technical presentation of the proposed solution and test site set up for evaluating the technical specifications of RFP. Based on the technical presentation and evaluation of test site Bank will process further only those bids that are qualified.</p>
25	--	make & models of ATMs	Wincor Nixdorf ATMs
26	--	bandwidth available at ATM end and & card cell	Branch level – 64Kbps & Card cell – 2 Mbps
27	--	max no of ATMs per site	One
28	--	Max no of transactions per day.	Average hits are 220 per day as on Date
29	--	DVR Capability	The DVR should be capable to provide keypad for various operations like searching of images, copy of data/ images to external drive etc.
30	--	DVR Capability	The DVR should have minimum 2 USB ports.