

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers



Chaitanya Godavari Grameena Bank

(A Govt. Undertaking Sponsored by Union Bank of India)
Head office, Guntur

Reference No: 099/51/RFP/2023-24/03, Date: 28.06.2023

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

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Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

BID DETAILS

S. No	Subject	Date/time
1	RFP Ref. Number & Date	No. 099/51/RFP/2023-24/03, Dt. 28/06/2023
2	Last Date for receipt of Queries	04/07/2023
3	Pre-bid meeting date virtually	10/07/2023 at 11.00 AM
5	Last date for receipt of Bid Documents	19/07/2023 at 03.30 PM
6	Date & Time of Opening of Technical Bids*	19/07/2023 at 04.00 PM
7	Contact details	<p>1. Dr. B.V.Ramana Rao, General Manager, Chaitanya Godavari Grameena Bank, Head office, 4th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 0863-2324500,9618224488</p> <p>2. S Vamsi, Senior Manager - IT, Chaitanya Godavari Grameena Bank, Head office, 4th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78378 Fax Number: 0863 - 2261123</p>
8	Address for Submission of Bids & Opening of Bids	<p>S Vamsi, Senior Manager - IT, Chaitanya Godavari Grameena Bank, Head office, 4th Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78378 Fax Number: 0863 - 2261123</p>
9	Website address	www.cggb.in
10	E-mail address for communication	gm-ho@cggb.co.in ditsm@cggb.co.in it@cggb.co.in
11	R F P Fee	Rs.5,000/-
12	E M D Amount	Rs.3,00,000/-

*** Technical bid will be opened in the presence of the authorized representative of the bidders. Only one representative will be allowed to represent the Company.**

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I. Introduction:

Chaitanya Godavari Grameena Bank (CGGB) was formed by the amalgamation of Regional Rural Banks namely 'Chaitanya Grameena Bank' and 'Godavari Grameena Bank' with effect from March 1,2006. Bank was formed as per RRB act 1976.

Bank is sponsored by Union Bank of India.

Profile of Chaitanya Godavari Grameena Bank (CGGB).

The shareholding pattern of the bank

Government of India	50%
Union Bank of India	35%
Government of Andhra Pradesh	15%

Chaitanya Godavari Grameena Bank is herein after called "Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns herein after called "Chaitanya Godavari Grameena Bank" or "Bank" or "bank", issues this Request for proposal, hereinafter called "RFP".

II. About this Request for Proposal (RFP):

The objective of this RFP is to select vendor/service provider for implementation of comprehensive centrally monitored electronic surveillance system for ATMs & Cash Recyclers of our Bank (Existing as well as future deployments) on OPEX Model. Site identification for such solution will be solely at the discretion of the Bank.

The initial contract for the Surveillance system will be for the period of three years from the date of signing of the contract / SLA, subject to yearly performance review for satisfactory performance of the Vendor. The tenure of contract can be extendable on same terms and conditions for 1+1 year at the banks discretion.

This RFP is not an agreement and is neither an offer nor invitation by the Bank to the prospective Bidder/s or any other person or entity. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Bank in relation to the Project[s]. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Bank, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. While all care has been taken to keep the assumptions, assessments, statements and information contained in this RFP as relevant, complete, accurate, adequate and correct, it may not be taken as final. Each bidder should therefore, conduct its own investigations and analysis and should check the accuracy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

III. Broad Scope of Work:

To implement a robust, reliable and proven technology solution for Comprehensive Centrally Monitored Electronic Surveillance system for ATMs & Cash Recyclers of Chaitanya Godavari Grameena Bank on OPEX Model. **The E-Surveillance system would consist of the following services under OPEX model.**

- **Event based e- Surveillance at all the ATM/CASH RECYCLER sites placed under e-Surveillance contract and reporting mechanism.**

(At onsite ATMs & Cash Recyclers, depending upon ground situation, the area of surveillance extending on to somepart of the Branch or the whole Branch would be covered under the same package).

1. Event Based Surveillance activities -

1.1. Detection of Intrusion in the ATMs & Cash Recyclers. ATM/CASH RECYCLER premises/ adjoining portion of Branch premises, in case of Onsite ATMs & Cash Recyclers wherever, due to structure & lay-out, such overlaps occur.

1.2. Camera analytics or any facility, which should be able to detect any person entering ATM/CASH RECYCLER room with covered face, face under mask and/or wearing helmet etc.

1.3. Alert in case of fire/abnormal heat, smoke, in the ATM/CASH RECYCLER premises / adjoining portion of Branch premises in case of Onsite ATMs & Cash Recyclers, wherever, due to structure & lay-out, such overlaps occur.

1.4. CCTV Surveillance should be provided in ATM/CASH RECYCLER Room and ATM/CASH RECYCLER Back room as well as the front entrance area.

1.5. Event Based detection of loitering or unauthorized activity, using motion detectors through PIR (Passive Infrared) sensor/ IP Camera on a round the clock basis / or on a shift basis, wherever the ATMs & Cash Recyclers functioning is on a shift basis. In other words, the Trigger action in all the ATMs & Cash Recyclers including the ATMs & Cash Recyclers closed in night, would be on event based basis however, all the ATMs & Cash Recyclers would remain under Surveillance for the 24 hrs basis.

1.6. Video verification by viewing images of site on above event.

1.7. Storing of Images and Video for any Verification (**90 days minimum**) (Expandable to meet higher period for storing in case of any future administrative / regulatory requirements)

1.8. Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.

1.9. Pre-recorded message of minimum 60 seconds should be played to deter any theft/burglary or any suspicious activity.

1.10. Storing of ticket related notes / recordings of conversation with various parties for 90 days minimum. Storing of suspicious / criminal events would be for beyond 90 days, till the closer of the case.

1.11. SMS / Emails to Bank officials posted at Regional Offices/Head Offices, on receiving an alert as per mutual agreed procedure. This disposition may be altered as per Bank requirement in future.

1.12. Telephone escalation to related parties regarding communication of crime.

1.13. Bank should have the authority and discretion to remotely view any of the ATMs & Cash Recyclers under this solution whenever required, carry out mock drills etc. with availability

of log details.

1.14. Providing mutually agreed reports and bidder is under obligation to provide audio-video footage / images as per the requirement of the Bank.

1.15. Providing audio - video footage/ images for submission to Police authorities/ Civil Administration authorities, under the law.

1.16. All functionalities given in functional specification to be provided. Functional specifications of the e-Surveillance system are as per General Functional Requirement and Mandatory Functional requirement mentioned in this RFP.

1.17. The offered system should have various reporting capabilities such as e-Surveillance system down report, system health check report, ATM-wise site-wise alert reports, ticket transaction reports, ATM/CASH RECYCLER main power cut reports, chest door open report, hood open report, housekeeping attendant report, CRA attendance report and connectivity/link uptime report etc.

1.18. The e-Surveillance vendor will be solely responsible to provide such information or **video footage or image or reports** to the police or other regulatory authorities on demand and under the permission of Bank's authorities. Suitable penalty will be applicable in case of failure to provide requisite footages.

1.19. To implement the offered system as per the technical/ functional specifications given in the RFP document.

1.20. Site and Geography identification for installation of system would be done absolutely at the discretion of the Bank. Similarly, any addition of the site should not attract any additional commercial.

1.21. The Bank may shift its ATMs & Cash Recyclers during the contract period. In these cases, the bidder has to shift the same equipment to the new location.

1.22. During the currency of the contract, if any additional sensor is required to be installed, the vendor will install the same without any extra cost.

1.23. Deinstallation/Dismantling of any e-surveillance equipments from the site will be done without any additional cost to the Bank.

1.24. During the currency of the contract, the vendor should upgrade the system at no additional cost, particularly with reference to up gradation in technology related to CCTV camera (resolution)/Sensors or due to compliance of any Regulatory guidelines/requirements etc.

1.25. The Bank would use this support infrastructure for any other site control measures also.

1.26. Minimum front line staff for monitoring in command centre should be in the ratio of 1 staff per 100 sites exclusively for Chaitanya Godavari Grameena Bank.

1.27. Customer credentials should not be captured through any camera/sensor or any type of equipments in ATM/CASH RECYCLER cabin installed by the bidder.

2. UPS Management and functionality monitoring:

- a. To monitor the serviceability of UPS, to carry its remote power monitoring and report its functionality state on the mutually agreed format to the MS vendor and the Bank in details.
- b. Any new monitoring tool or report relevant to monitoring or efficiency enhancement of the ATMs & Cash Recyclers, its monitoring and higher deliverance can be added as per the requirements coming up or discovered in future and the bidder is bound to accept such

requirements within the overall framework of the scope of the e-Surveillance services and within the cost or charges finalized as a result of this RFP.

- c. Alert to be generated when the temperature goes extraordinarily high/low at the ATM/CASH RECYCLER site.
- d. The software developed or customized should follow a standard development process to ensure that it meets functional, security, performance and regulatory requirements of the Bank.

Note: In this RFP, Portal refers web based and mobile based application.

The vendor should comply with the Bank's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under-

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodian responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the vendor.
- Physical Security of the facilities.
- Physical and logical separation from other customers of the vendor.
- Incident reports and reporting procedures.
- Password policy of the Bank.
- Data encryption/ protection requirement of the Bank.

Relevant portion of IS Security policy to meet the Security requirement of the Bank will be shared with the successful bidder for compliance.

Note: Further Bank shall have the full discretion to avail any of the services enlisted in the scope of work. Bank, at its sole discretion, at any point of time, may avail or discontinue any of the services or increase / decrease the numbers of the sites during the period of contract by giving 15 days prior intimation to the bidder/s. In another words, Bank will not be obliged to accept all the works from the bidders at all the sites.

3. Maintenance / Upgrades:

SERVICE PROVIDER shall maintain and upgrade the Systems during the Contract Period so that the System shall, at all times during the contract Period, meet or exceed the specifications in the Project Documents and the performance requirements as set forth in this Agreement. **SERVICE PROVIDER** shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the Systems.

SERVICE PROVIDER shall have the operational maintenance obligations (eg. Central Monitoring Station, on-site installation and services, networking, telephone support, problem resolution, Reporting.)

4. Preventive Maintenance:

- a. The Service Provider shall carry out preventive maintenance once in a monthly in consultation with Bank's team during the warranty period. Preventive Maintenance will

include replacement of worn-out parts, checking through diagnostic software etc.

- b. Worn out parts should be replaced/repaired/rectified within a maximum period of 24 hours from the time of fault occurrence.
- c. In case equipment is taken away for repairs, the Service Provider shall provide a standby equipment (of equivalent configuration), so that the work of CGGB is not affected.
- d. The Service Provider shall keep sufficient quantity of spares as stock during the warranty period at their support office across the country.

5. Web portal and mobile based application:

- a. The Service Provider shall provide dedicated web based portal and also mobile based application to Bank that enable us to provide real time monitoring of sites.
- b. Web based portal and mobile based application should be capable to provide status of UP/down sites with individual equipment age wise.
- c. History of previous theft/burglary should be available in the portal and application.
- d. To provide real-time status of UPS.
- e. To raise manual ticket for down sites or any equipments.
- f. To provide live view of sites in web portal which can be changed on rotational basis.
- g. Customization as per Bank's requirement.
- h. Capability to take the screen shots of the live images and video.
- i. To provide different type of reports in the portal.
- j. To develop any new feature in the dashboard at no extra cost to the bank.
- k. To be able to generate the penalty calculation report, if required by the Bank.
- b. Billing module (automatic calculations of monthly bills) exclusively in web based portal.

6. Reports:

The SERVICE PROVIDER will provide to the Bank a number of periodic reports as stated in Schedule II along with the other reports as per the format prescribed by the Bank. Any change in the requirement of the report will be notified by the Bank and the SERVICE PROVIDER has to submit the report accordingly as per the new requirement/format.

a) UP time Report of System -

Service Provider should provide uptime report of e-surveillance system to the Bank on (daily/weekly/monthly/quarterly).

b) Health Checkup Report -

Service Provider should provide health checkup report for UPS and Equipment report to Bank on (daily/weekly/monthly/quarterly).

c) Energy consumption report -

Service Provider should provide energy consumption report for UPS and Equipment to the Bank on (daily/weekly/monthly/quarterly).

d) Incident Report

Service Provider should provide incident report for each incidence to the Bank on (daily/weekly/monthly/quarterly).

e) Preventive Maintenance report

Service Provider should submit preventive maintenance report duly signed by E-channel manager (in case of offsite) and signed by connecting branch official (in case of onsite) (Monthly/Quarterly).

f) Shutter opening/closing report:

Service Provider should submit shutter opening/closing report along with opening/closing timing and timestamp snaps to Regions and Head office (daily twice a day).

g) Site Audit report

Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly/quarterly).

h) Any other report as desired by bank

Service provider should provide customized reports and dashboards as per the requirement of the Bank with any subsequent modifications as may be required due to changing necessity without any recourse of any cost revision.

i) Reports to the MS Vendor

Service provider should provide reports as per the request of Bank to the respective M/S Vendor who are managing the ATM/CASH RECYCLER sites for Bank.

IV. Bidders' Eligibility Criteria:

The eligibility proposal shall be organized and submitted as per the following sequence:

1. Table of Contents (list of documents enclosed).
2. Non-Disclosure Agreement (NDA).
3. Covering letter on the prescribed format (Compliance Certificate) as per **Annexure-1 and other relevant Annexures.**
4. Copy of the response document duly putting the seal and signature on all the pages of the document for having noted contents and testifying conformance of the terms and

conditions.

5. One set of copies of credential letters / Purchase orders / supporting documents as mentioned in section.

V. Bid Process:

As a part of this procurement process, the bank intends to empanel technical service provider (TSP) initially for a period of three years for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers who qualify on the basis of Pre-qualifications given elsewhere in this tender document.

The commercial bid is generally valid for a period of 3 years from date of empanelment as notified by the Bank with the selected L1 bidder.

VI. Single stage two envelop bidding:

The offer shall be submitted in sealed cover for all the products offered. The Covers should be super scribed with the headings “**Technical offer for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers**” for Technical Bid documents and “**Commercial offer for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers**” for Commercial Bid documents, whenever submitted.

The envelope containing **Technical Offer** should include only Company Profile (as per enclosed format) Relevant Technical Bid Form and **Standard** Printed Technical Literature/Brochure about the Product, Quality certifications for the Products and documents supporting above eligible requirements etc., for the bid.

The envelope containing **Commercial Offer**, should include only the commercial quote for the product offered as per the format enclosed and any other formats called for. **Please note that no other information other than the price & other information called for should be furnished along with this offer.**

The sealed covers containing the **Technical and Commercial** offers shall in turn be put in a sealed outer envelope to be super scribed “**Technical and Commercial offers for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers**”.

VII. RFP Fees:

The Bidder is required to submit a Demand Draft amounting to **Rs.5,000/-** (Rupees Five Thousand only) in favor of Chaitanya Godavari Grameena Bank payable at Guntur along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

The RFP fee can also be paid through NEFT to the below account:

A/c No.79991025400017

IFSCCode: UBIN0CG7999

RFP Fee is exempted for the Bidders having the NSIC Certificate or MSME Certificate; Bidder has to submit the valid proofs from NSIC at the time of Bid submission.

VIII. Earnest Money Deposit:

The Bidders shall furnish EMD for Rs.3,00,000/- and valid for 6 months.

ii. EMD is required to protect the Bank against the risk of Bidder's conduct.

iii. The EMD may be in the form of a Demand Draft or Pay Order, issued by a Scheduled Commercial Bank in India drawn in favour of Chaitanya Godavari Grameena Bank payable at Guntur, Andhra Pradesh.

iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.

v. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of Bid finalisation.

vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee for the amount and validity as mentioned in this RFP.

vii. No interest is payable on EMD.

viii. The EMD may be forfeited:-

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

ix. The MSME Bidders should submit the EMD or "Bid Security Declaration" on their organization's letter head as per the Annexure - 14 duly signed and stamped by their authorized signatory.

x. The EMD can also be paid through NEFT to the below account:

A/c No.79991025400017

IFSCode: UBIN0CG7999

General Terms of Bid submission:

Please note the following points while submitting your offers.

- i. The bid is non-transferable.
- ii. The offers shall be made strictly as per the formats enclosed. The bids submitted by the bidders should contain all the requisite documents otherwise the bid is liable for rejection.
- iii. The Bidder shall bear all the costs associated with the preparation of the documents, submission of its bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- iv. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
- v. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder. In which case the person or persons signing the bid shall initial such corrections.
- vi. The offers submitted to Bank should not bear any corrections, alterations, over writings and additions in hand writing.
- vii. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- viii. The Bidder is expected to examine the configurations given in the technical bids and provide compliances, duly providing correct configurations for which the tender is called for. If any inconsistency is observed by the bidder, the same shall be mentioned against each of such item observed and provide the offer made by them.
- ix. Any bid received by the Bank after the last date for submission of bid prescribed by the bank will be rejected and/or returned unopened to the empaneled bidder, which the concerned bidder has to collect from the Bank.
- x. At any time prior to the deadline for submission of bids, the Bank may, for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. All such amendments will be notified by our web site and will be binding on all the bidders. Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the dead line for submission of bids.

- xi. The company having quality certification & other certifications, for their operations, can submit. Also, the products having respective quality certifications can submit.
- xii. The Models offered should strictly conform to the specifications given in the product literature. **The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered.** Bank shall reserve right to ask for **PROOF OF CONCEPT** on working of the offered models to ascertain the working and compatibility of the equipment, before considering for empanelment.
- xiii. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
- xiv. In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in
- xv. both the technical offer document as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.
- xvi. The Bank may call for a presentation either at the time of technical evaluation or at any time before commercial bid stage to satisfy itself about the capabilities of the Bidder and suitability of the products for Bank's requirement etc. The Bank may however call the Bidder to present either once or more than once depending on the need.
- xvii. Bank will prepare a list of empaneled vendors on the basis of the compliance of pre-qualification criteria as per terms of the tender documents & technical evaluation based on the technical compliance of the product offered by the bidder vis-à-vis the Specification & Compliance forms given in the technical bid forms. Bank may call for any clarifications/ additional particulars required, if any, on the technical bids submitted by the bidder. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer will be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves right to call for a presentation on the features etc., from the short listed vendors based on the technical bids submitted to make an evaluation.
- xviii. Bank reserves right to call for Fresh tenders at any point of time after procuring the quantity for which commercial bids were called for, in case any change in technical specifications in the equipment and empanel the bidders.
- xix. Bank reserves right to waive any minor informality, non-conformity or irregularity in technical bid which does not constitute a material deviation.
- xx. Bank reserves the right to reject this invitation to RFP, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.
- xxi. Bank does not bind itself to accept the lowest bid (L1).

- xxii. The decision of the bank shall be final and binding with regard to technical and financial bids and the reverse auction process.
- xxiii. The tender will be rejected, if any bidder proposes any deviation from the prescribed technical criteria requirement.
- xxiv. The bids shall remain valid and open for acceptance for 3 months from the date of opening of price/ financial bid.
- xxv. All documents that comprise the offer should be signed and sealed by the firm, as a token of acceptance to the terms and conditions specified in the tender.
- xxvi. Bank reserves the right to accept or reject any /all tender/s in part or whole of any firm/ firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final. In the event of intending tenderers failure to satisfy the bank, the bank reserves the right to reject the tender.
- xxvii. Bank reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on Bank official website (www.cggb.in) only.
- xxviii. Tenders received late on account of any reason whatsoever as also Telegraphic and Faxed Tenders shall not be entertained.
- xxix. The tender shall not include any conditions whatsoever. In case, any conditions are included in the Tender the same shall not be taken in to consideration. The tender in such cases is liable to be rejected. Clarification, if any, shall be obtained from Bank before submission of the tender.
- xxx. Bank shall not be responsible for any damage to the equipment during transit.
- xxxi. The supplier shall arrange the acceptance test at the site.
- xxxii. On arrival of the equipment on site, the tenderer shall arrange for the following services without extra cost to the Bank, namely:
- (a) To carry out on-site unpacking and positioning of the equipment for installation.
 - (b) To install and test the equipment.
- xxxiii. Bidders are required to submit Undertaking of Authenticity for the supplied hardware.
- xxxiv. Bank reserves the right to partly accept any or all the tenders received without assigning any reasons thereof. The tenderer may have to furnish Rate Analysis for the scrutiny of rates by Bank for negotiation etc., if required.

- xxxv. Written requests/mail requests for clarification (pre-bid queries) may be submitted to the Bank prior to the date mentioned for the submission of pre-bid queries and clarifications for such queries shall be provided by the Bank through Clarifications / Addendums placed in Banks website www.cggb.in. All pre-bid queries to be forwarded to ditsm@cggb.co.in, gm-ho@cggb.co.in, it@cggb.co.in on or before **04-07-2023 04:00 PM**.
- xxxvi. Pre bid meeting shall be virtually conducted on 10.07.2023 (11.00 A.M.). Bidders who wants to participate in pre bid meeting are to inform their Email IDs by sending Email to ditsm@cggb.co.in, gm-ho@cggb.co.in, it@cggb.co.in on or before **04-07-2023 04:00 PM** for [sharing link to participate in the virtual pre bid meeting](#).
- xxxvii. It will be the responsibility of the successful vendor to affix the Asset tags on each hardware being supplied by them to the Bank. The Asset Tags so printed by the successful vendor must have the company's logo of the vendor along with other details like call logging no., mail id etc. The asset tag details for the hardware would be mutually decided by the Bank and the successful vendor.
- xxxviii. The selected bidder has to submit the acceptance of terms and conditions mentioned in the Purchase Order within 7 days from the issue of Purchase Order duly signed by the authorized signatory.
- xxxix. The solution should cover and fulfil the requirements in line with Bank specific requirement, in compliance of RBI/ other regulator (domestic and overseas) and its amendments (in present and in future) during the contract period.

IX. Standards:

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

X. Price Composition:

10.1 No advance payment will be made. Payment shall be made on monthly basis, by the Head Office against the invoice raised by the SERVICE PROVIDER after verification of uptime report submitted and deducting the penalties if any.

10.2 Payment shall become due from the date of operationalizing of the individual service at the site from the date of installation/implementation. The service provider has to provide the IR certificate duly signed by the bank official and vendor (installation report) to the Bank as a proof for successful installation/implementation.

10.3 The payments shall be made only for the services provided by the service provider as mentioned in the scope of work.

10.4 The payment should be made exclusive of all Taxes, like GST and levies i.e. Octroi, Local Body Tax, Entry Tax etc. which shall be reimbursed/paid as per applicable rates or on producing original receipts. In case the Service Provider is enjoying any Tax

exemption for any particular component or components and if the tax exemption ceases during the tenure of contract, Bank shall not pay the exempted tax component which is levied due to cessation of exemption.

10.5 Payment will be made after deducting TDS as per Income Tax Rules and any other Govt. dues/taxes which may be levied in future.

10.6 Service Provider should submit the bills within 7 days at the end of the month along with the uptime report and other reports as mentioned in Scope of work. The payment shall be made after the date of final clarification submitted/ queries resolved by

10.7 the SERVICE PROVIDER with regards to invoices.

10.8 All expenses, duties, stamp duty, taxes (including GST), other charges / expenses if any, which may be levied in connection with execution of this Agreement shall be borne by the Service Provider only.

10.9 All payments shall be made in Indian Rupees only.

10.10 The Bank may withhold payment of any amount that it disputes in good faith for the services rendered, related to erroneous invoice and may set-off penalty amount which service provider owes the Bank under this Agreement.

XI. Penalty clauses:

Penalties will be levied as per the terms described as under -

11.1 Penalty For delay in supply and installation-

The complete e-Surveillance system for ATMs & Cash Recyclers should be delivered and installed and made operational at all the identified ATM/CASH RECYCLER sites within 21 days of acceptance of order. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per ATM/CASH RECYCLER site (starting from completion of the above stated 21 days).

The maximum penalty would not exceed 50% of the aggregate monthly charges payable to vendor for all sites for a particular month. Beyond this, Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.

In case of invoking of the Performance Bank Guarantee, the vendor would be Black listed for appearing in any future RFP process of the Bank and the data would also be shared with the IBA and RBI.

11.2 Penalty for Operational Deficiency -

11.2.1 In case e-Surveillance system for ATMs & Cash Recyclers is non-functional then the penalty will be applied as per below -

Total duration for which the system is Non-Functional in a month	Penalty Percentage of Monthly rentals
>1 hrs to <=4 hrs	20%
>4 hrs to <=8 hrs	30%

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

>8 hrs to <=16 hrs	40%
>16 hrs to <=24 hrs	50%
>24 hrs to <= 48 hrs	75%
Beyond 2 days	100%

11.2.2 In case any of the equipments installed at the site is Non-operational -

Equipment	Duration for which the e-surveillance equipment is Non-Functional in a day	Penalty per equipment per site per day (in Rs.)
Camera, sensors, 2- way audio system, hooter, battery backup of panel	>1 hrs to <=4 hrs	300
	>4 hrs to <=8 hrs	400
	>8 hrs to <=16 hrs	500
	>16 hrs to <=24 hrs	600
	Beyond 24 hrs	700

11.2.3 In case the ticket flow defined in the SOP is not followed when a ticket is generated - the inaction of the command center as per the process defined in SOP will attract a penalty of Rs. 500/- per incidence. Further any loss to the Bank's asset due to such negligence will be borne by the service provider only.

11.2.4 In case the cleanliness and upkeep of the site is not maintained by Beat Marshal - in case of negligence by Beat marshal in maintenance of the site a penalty of Rs.250/- per incidence per site will be applicable.

11.2.5 In case of delay in reaching the site by QRT at the time of incidence - in case of an incident if the QRT does not reach the site in the time frame as defined in the RFP, a penalty of Rs.500/- per incidence will be applicable except for the cases where site is inaccessible on account of unforeseen circumstances like bandhs, civil commotion, floods, earthquakes, etc.

11.2.6 In case of non-reporting or delay in reporting of the health status report to the MS Service provider - in case the health status or downtime of UPS is not reported to the MS Service provider a penalty of Rs.200 per incidence per site will be applicable.

11.2.7 In case of delay on opening and closing the shutter - in case of delay in opening and closing the shutter as per predefined time a penalty of Rs. 500 per incidence per site will be applicable.

Over and above the above mentioned penalty clauses Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a 30 days' notice, unless delay/ non-performance is due to Bank's dependency or reasons beyond control of both Service Provider/Bank.

In case of invoking of the Performance Bank Guarantee, the service provider would be Black listed for appearing in any future RFP process of the Bank and the data would also be shared with the IBA and RBI.

11.3 Penalties FOR Non-maintenance of Sites - Penalties FOR Negligence on the part of the Vendor -

If there is any loss to the ATM/CASH RECYCLER machine/ or other assets due to negligence on part of the e- Surveillance Bidder/ their Quick Response Team/ their Roaming service facilitators, he shall be held liable for the same & Bank shall recover the same from the Bidder.

The penalties referred in clause E.11 above may be recovered from the future payments and /or by invoking the performance Bank guarantee.

If the successful bidder fails to complete the due performance as per this Agreement, CHAITANYA GODAVARI GRAMEENA BANK reserves the right to terminate the contract and recover Liquidated Damages maximum 10% of contract value.

Both the above Penalty and Liquidated Damages are independent of each other and applicable separately and concurrently.

The Penalty and Liquidated Damages are not applicable in case the delay is for reasons attributable to the CHAITANYA GODAVARI GRAMEENA BANK and Force Majeure. However, it is the responsibility of the successful bidder to prove that the delay is attributed to CHAITANYA GODAVARI GRAMEENA BANK and Force Majeure. The decision taken by CHAITANYA GODAVARI GRAMEENA BANK in this regard shall be final and successful bidder shall not dispute the same.

If the successful bidder fails to perform its obligation as per this Agreement, then CHAITANYA GODAVARI GRAMEENA BANK reserves the right to get the balance work executed by another service provider as per choice of CHAITANYA GODAVARI GRAMEENA BANK and successful bidder shall be liable to bear the expenditure which CHAITANYA GODAVARI GRAMEENA BANK may incur for the execution of balance work and its completion.

11.4 Penalty for Non Submission of CCTV footage -

Flat Rs.25,000/- (Rupees Twenty Five thousand only) per incident for non-submission of CCTV footage.

11.5 Penalty for Damaging Bank's asset-

Any damages to the Bank's asset due to negligence of services provider will be recovered on actual basis from the bills.

If the SERVICE PROVIDER fails to complete the due performance of the contract in accordance to the specifications and conditions agreed during the final contract negotiation, the Bank reserves the right either to cancel the contract or to accept

performance already made by the SERVICE PROVIDER. The Bank reserves the right to recover an amount as deemed reasonable, as Liquidated Damages for non- performance.

Both the Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.

Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure.

XII. TRAINING

CMS reporting and generation of reports are part of this contract. Training as may be required, shall be provided to the staff of the bank, at no extra cost at various locations of the Bank.

XIII. Fall clause:

The Bidder undertakes that it has not supplied/is not supplying similar product/systems/subsystems/services/solutions software in a comparable business circumstances at a price lower than that offered in the present bid in respect of any other public sector bank in India/PSU/Ministry or Dept. of Govt. of India or any PSU and if it is found at any stage that similar product/system or subsystems were supplied by the bidder to any other ministry/Dept. of Govt. of India/PSU at a lower price, than that vary price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the bidder to the buyer, if the contract has already been concluded.

XIV. Indemnity Clause:

The successful bidder will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses including Bodily injury or Death and damage to real property and tangible property for causes attributable to the Bidder. The Supplier shall also indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation.

XV. Evaluation process:

15.1 Technical bids will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFP. Financial/Commercial bids of only those vendors, who qualify in the technical evaluation, would be opened.

15.2 Bank reserves the right to reject any or all offers under any of the following circumstances: -

- i. Bid security / bid document fee is not submitted.
- ii. Offer is incomplete and / or not accompanied by all stipulated documents.
- iii. Offer is not in conformity with the terms and conditions stipulated in this document.

Technical evaluation procedure:

The maximum score in the technical evaluation is 200 (as given in the table - Scoring Pattern)

At a minimum, the following parameters will be considered for evaluation

Desktop evaluation for following components:

- Reference details i.e. e-surveillance solution implementation and maintenance experience.
- Service centers existence
- Support Team Strength.

Bidders are required to score a minimum of 150 in the technical evaluation to be considered for commercial evaluation.

The bidder shall provide references (including Referee names and contact details) and a document on Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers in respect of major projects as stated.

The bids will be technically evaluated based on the data provided by the Bidder as a part of the response in addition to all the assertions provided.

Scoring Pattern:

Scoring Parameter	Marks
Functional and technical specifications (Mandatory requirements) as per Annexure-7A	100
General functional and business requirements as per Annexure-7B	100
Total	200

Total Technical Bid Score:

- The total technical bid score would be sum of the scores obtained by the Bidder in each of the above categories.

Only the bidders who qualify the technical evaluation criteria will be considered for commercial evaluation

XVI. Period of validity:

The selected bidder will be required to keep the price valid for a period of 180 days (06 months) from the date of issuance of 1st Purchase Order. There shall be no increase in

price for any reason whatsoever during the period of 06 months and Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial bid.

XVII. Liquidated Damages:

Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services of per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Bidder or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the bidder regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services. The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in in delivery & migration.

XVIII. Term of execution of work:

The vendor shall deliver and complete the installation of all the devices and rollout the entire solution within 3 weeks from the date of issue of the Purchase Order.

XIX. Offer Validity Period:

The offer should remain valid for a period of 03 months from the date of opening of price bid. Bank reserves the right to request the vendors for extension of offer validity.

XX. No Price Variations:

The commercial offer shall be on a fixed price basis. No upward revision in the prices would be considered during the offer validity period.

XXI. No commitment to accept lowest or any tender:

Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever.

XXII. Right to alter quantities:

a. The Bank reserves the right to alter the number of hardware/software/licenses specified in the tender in the event of changes in plans of the Bank. Any decision of Bank in this regard shall be final, conclusive and binding on the bidder. The bank reserves the right to place order for additional hardware/software/licenses at the agreed price during the

contract period with the same terms and conditions. Bank is not obligate to purchase all the quantity of the hardware/software/license as mentioned above.

b. The bidder should provision variation in quantities in the range of +/- 10 %.

c. In case of amalgamation/ merger of CGGB with any other bank, the selected bidder has to extend the services as per the commercials finalized in this bid till entire data of CGGB is migrated to new entity.

d. In case CGGB acts as anchor bank, the selected bidder should extend required support for data migration from other entities to CGGB and ongoing support till end of contract period. Commercials will be negotiated at the time of amalgamation of the other RRBs.

XXIII. Order Cancellation:

The Bank reserves its right to cancel the Order/ Service Level Agreement by giving a written notice of ninety (90) days which will be inclusive of a cure period of thirty (30) days before cancellation of the Order/Service Level Agreement, in event of one or more of the following situations, that have not occurred due to reasons solely and directly attributable to the Bank alone:

i. The bidder commits a breach of any of the terms and conditions of the offer or any of the terms and conditions of the Purchase Order / SLA.

ii. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.

iii. The bidder goes into liquidation voluntarily or otherwise.

iv. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the order.

v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.

vi. Non-compliance of the scope of the job.

vii. Repetitive failure of the deployed personnel to perform the job to the satisfaction of the bank.

viii. On the events of data piracy / privacy / system failures / security failures.

ix. If deductions on account of liquidated damages exceed more than 10% of the total order price.

In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:

I) In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, the Bank reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.

II) If the bidder does not perform satisfactorily or delays execution of order, the Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which the Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.

III) The Bank reserves the right to recover any dues payable by the bidder under the contract from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.

IV) In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if bidder fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.

V) Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries exceeds 10% of the TCO.

VI) In case of order cancellation Bank will notify selected bidder with 90 days' notice period inclusive of 30 days cure period before cancellation of the Order. However, it is

clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days time the notice for cancellation will became absolute.

XXIV. Termination:

Bank shall have option to terminate/cancel this RFP at any stage without any prior notice. In following events Bank shall terminate this assignment or cancel any particular order if service provider:

- a) breaches any of its obligations set forth in this assignment or any subsequent agreement and such breach is not cured within thirty (30) Working Days after Bank gives written notice;
- or
- b) failure by Service Provider to provide Bank, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. or

- c) The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory; or
- d) Supply of substandard materials/ services ; or
- e) Delay in delivery / installation / commissioning of services; or
- f) If deductions of penalty exceeds more than 10% of the total contract price; or

Bank may terminate this RFP or subsequent agreement on happening of following events:

- a) The vender unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
- b) A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the vender and such appointment continues for a period of twenty one (21) days;
- c) The vendor is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.
- d) Failure of the Bidder make good the situation within the remedy period
- e) The selected Bidder commits a breach of any of the terms and conditions of the RFP / contract.
- f) The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- g) An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.
- h) Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.
- i) The vender becomes the subject of a court order for its winding up. Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 30 days prior notice in writing.

XXV. Effect of termination:

If bank terminate or cancel the assignment on the default mentioned in the termination clause, in such case Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good

the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.

Immediately upon the date of expiration or termination of the Tender and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Tender and subsequent Agreement, Bank shall pay to Bidder, within thirty (30) days of such termination or expiry, of the following:

- a) All the undisputed fees outstanding till the date of termination;
- b) Upon the termination or expiry of this Tender and subsequent Agreement:
- c) The rights granted to Bidder shall immediately terminate.

- d) Upon Bank's request, with respect to
- (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Bidder, being used by Bidder to provide the Services and
 - (ii) the assignable agreements, Bidder shall, use its reasonable commercial endeavors to transfer or assign such agreements and Bidder Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.
- e) Upon Bank's request in writing, Bidder shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Bidder to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated

XXVI. Sub-Contracting:

Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.

XXVII. Commercial Evaluation:

The commercial evaluation will be done as per the commercial bids submitted by bidders. The Commercial Bids of the Technically Empaneled vendors will only be considered for commercial evaluation. The date and time of opening commercial bids will be informed to such technically empaneled vendors later.

The Bank intends to finalize L1 vendor through a reverse auction process from the Technically Empaneled Vendors. The commercial bids submitted by the bidders will be considered as indicative commercial bids.

The Indicative Commercial Bids of the Technically Empaneled vendors will only be considered for commercial evaluation through a reverse auction process. Time and Date of reverse auction will be informed to such technically empaneled vendors after opening of indicative commercial bids.

Annexure - 15 (Business Rules and Terms & Conditions of Reverse Auction), Annexure-RA-1 & Annexure-RA-1 are provided.

The envelope containing Commercial Offer should include only the commercial quote for the product offered as per the format enclosed. Please note that no other information other than the price & other information called for should be furnished.

XXVIII. Empanelment of vendor:

The lowest bidder will be selected as L1 vendor and order will be placed on the L1 vendor. The bidder/ OEM shall provide an undertaking that the Model offered & empaneled will be available & supplied during the period of the empanelment.

XXIX. Right to Accept/Reject the Offer:

Bank reserves the right to accept or reject any offer submitted in response to this RFP and to annul the process at any time prior to placing of purchase order, without thereby incurring any liability to the affected vendor or any obligation to inform the affected vendors of the grounds for Bank's action.

No columns of the tender should be left blank. Offers with insufficient information and Offers, which do not strictly comply with the stipulations given above, are liable to be rejected.

Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason thereof whatsoever in writing.

The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations in this regard.

XXX. Integrity Pact:

Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.

The bidder shall submit the bid/tender along with the "Integrity Pact", as per *Annexure 9* on a non-judicial stamp paper of Rs.100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document and has the authority on behalf of the C.E.O of the company he represents.

The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.

The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact are changed by the bidder, the bid will be rejected.

The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of the signatory (ies) as well as the name and address of the witnesses.

If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.

The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

XXXI. Dispute Resolution, Governing Law and Jurisdiction:

All disputes and differences of any kind, whatsoever, shall be referred by either party (the Bank or the Bidder), after issuance of 30 days' notice on writing to the other, clearly mentioning the nature of the dispute/differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the disputes and differences strictly under the terms and conditions of this contract, executed between the Bank and the Bidder. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Guntur, AP.

XXXII. Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

XXXIII. Confidentiality:

The RFP document contains confidential information proprietary to the Bank. The Bank is bound by an agreement of confidentiality and secrecy with regard to the

dealings of all customers, particularly the borrowers. The selected Bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors. The Bidder shall

render himself liable for disqualification/premature termination of contract apart from other legal action as may be warranted for any laxity on his part. The Bank is entitled to be indemnified by the Bidder for any loss/damage to reputation and / or for any breach of confidentiality. The information referred to shall include but not restricted to any and every information concerning the Bank and its customers which the Bidder comes to know only on account of his being associated with the Bank through the contract which the Bidder otherwise would not have had access to. The Bidder shall also not make any news release, public announcements or any other reference on RFP or contract without obtaining prior written consent from the Bank. Any reproduction of this RFP by Photostat/Electronic or any other means is strictly prohibited without prior consent of the Bank.

XXXIV. Important Points:

The Bid shall be submitted with following documents in the same sequence without which the tender will be summarily rejected. **All the pages in the respective bids should be serially numbered and signed by the authorized person.**

I) TECHNICAL BID COVER:

Technical Bid Annexures 1 to 15 (As applicable).

II) INDICATIVE COMMERCIAL BID COVER:

Indicative Commercial Bid Format Form- A & B.

Dr. B V Ramana Rao
General Manager
(Encl: As above)

Annexure 1 - Compliance Certificate

To,
General Manager,
Chaitanya Godavari Grameena Bank,
Head Office,
3rd Floor, Raghu mansion.
4/1, Brodipet,
Guntur - 522 002

Dear Sir,

RFP Ref no. No 099/51/RFP/2023-24/03 Dt. 28/06/2023.

Subject: Declaration and Acceptance of Terms and Conditions and Confirmation of offer

The details submitted in this document are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Chaitanya Godavari Grameena bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm having understood the entire bid process, contents of RFP with all its terms and conditions and undertake to abide by the terms and conditions. We have also understood that the Bank may add, alter, modify the terms and conditions and post the required information in its website under Tenders column and all such additions, modifications, alterations will form part of the RFP.

We hereby acknowledge and confirm having accepted that the Bank can at its absolute discretion apply whatever criteria it deems appropriate and fit, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We confirm having met all the criteria set out for Bidder's eligibility including financial soundness. We also confirm that we are not blacklisted by any Government organization or Govt. agency or Banks in India There is no legal action against our organization for any cause in any legal jurisdiction, which will impose restrictions to the ability of the Bidder in carrying out its obligations under this RFP.

We confirm and warrant that key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past.

Authorized Signatory with Seal

Date:

Place:

Annexure 2 - Bidder Constitution and Contact Profile**Company Profile**

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code):
4. Fax Number:
5. E-mail id:
6. Constitution (Public Ltd Co., / Pvt., Ltd., Co. / Partnership/ Proprietary Concern etc.):
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Contact Person and Phone No at Hyderabad:
10. Location of Factory, if applicable:
11. Line of Activity:
12. Date from which the product offered in the tender are marketed:
13. Products Developed / Serviced (Attach product literature)
14. Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc. (attach Photostat copies).
15. Total Number of Employees:

Authorized Signatory with Seal

Date:

Place:

Annexure 3 - Financial Details of the Company
(To be included in Technical Bid Envelope)

(In Rs in Lakhs)

Financial Year	2020-21	2021-22	2022-23
Audited (A) / Provisional (P)	(A)	(A)	(A)
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
Annual Turnover			
PBDIT			
Profit after Tax			

Attach annual reports / duly audited financial statements for the latest three financial years.

Date:
Place:

Signature of Authorized Official with Seal

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

Annexure 4 -Bidder's Support Centre

Number of Offices within India:

Total Number of Offices:

Furnish information about Support Centers

City / State	Address	Name of Person In-charge and Phone No	No. Of Qualified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support

Date:
Place:

Signature of Authorized Official with Seal

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

Annexure 5 - Credentials: Projects handled by bidder

(Multiple sheets to be used to provide reference site details)

Details of e-surveillance projects implemented and maintained by the Bidder			
REFERENCE SITE DETAILS:	1	2	3
Organization details			
Contact person details with address, phone numbers (Land / Hand), email id.			
Details of the project			
Broad outline of architecture			
Platform details			

Date:
Place:

Signature of Authorized Official with Seal

Annexure-6 - Eligibility Criteria

S.No.	Criteria	Compliance (Yes /No)	Documents to be submitted	Details of proof submitted
1	<p>Bidder should be a registered company in India under Company Act 1956/ 2013 and -</p> <p>Should have been in the business of e-Surveillance in India for at least 3 years as on 31-03-2023.</p> <p>Should have a tangible positive net worth of minimum Rs.5 Crores in each of the Financial Year ending 31-03-2021, 31-03-2022 and 31-03-2023.</p> <p>Should have annual turnover of minimum 10.00 Crore from e-Surveillance activity in each of the Financial Year ending 31-03-2021, 31-03-2022 and 31-03-2023.</p>		<p>Copy of the Certificate of Incorporation Certificate of Commencement of Business.</p> <p>Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the FY 2020-21, FY 2021-22 and FY 2022-23 along with complete auditor's certificate / qualifications.</p> <p>Certificates from the CA specifying that turnover is out of e- Surveillance Business and not including other businesses.</p>	
2	<p>The applicant should be providing e- Surveillance system to deter crime for a minimum of 2000 Sites of at least 2 reputed Banks, preferably Public Sector Banks in India as on 31-02-2023 with a minimum of 500 sites in a single Bank.</p> <p>(The Bank reserves the right to inspect such installations while evaluating the Eligibility cum Technical Bid and in case of any negative feedback from the clients, Bank reserves the right to disqualify the vendor).</p>		<p>Letter from these reputed Banks (clients) confirming successful implementation of e-Surveillance system with them, as on 31-03-2023 to be submitted with following details</p> <ul style="list-style-type: none"> - Name of the client - Number of sites - Location of Central Monitoring Station - Person who can be referred to from Clients' side, with Name, Designation, Postal Address, Phone and Fax numbers, E-Mail Ids, etc., (Attach copies of purchase orders and satisfactory completion certificate signed by minimum 	

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

			Assistant General Manager/Deputy General Manager level of the Bank). (Date of issuing of Letter shouldnot be before 31.03.2023)	
--	--	--	--	--

Date:
Place:

Signature of Authorized Official with Seal

Annexure 7A Technical Specification/Compliance**TECHNICAL BID CRITERIA****Functional And Technical Specifications with Bidder's Response**

(Bidder are required to give relevant literature with details of the equipment's makes and model/ Manufacturers' authorization for Camera, NVR and Alarm Panel/ Network Architecture and system architecture to support compliance if they themselves have the said service in-house).

Documentary evidences should clearly suggest the proven capability of past and sufficient dependency for the future **three** years, wherever there is dependency on any third party.

(Any bid not fulfilling any of the eligibility cum technical criteria under **MANDATORY REQUIREMENTS** or even having said "Yes" in the bid document but found "No" on the ground during actual evaluation would be summarily rejected).

MANDATORY REQUIREMENTS

Sr. No.	Alarm Panel Specification	Compliance (Yes/ No)	Allotted Marks	Marks obtained
1	Alarm Panel Key Features		7	
	Alarm Panel with necessary online connectivity, sufficient zones, sufficient Battery backup, and removal sensor for ATMs & Cash Recyclers, cash recycler, passbook printer, AOK and various equipment in the ATM/CASH RECYCLER cabin.			
2	Required Sensors and Devices		7	
	Metal contact Sensor for sensing the removal of ATMS & CASH RECYCLERS, Cash Recyclers and More Unit of other Self-service Terminals, opening of hood and chest door, and other equipments placed with the ATM/CASH RECYCLER room. To detect any kind of tampering with the equipment installed at ATM/CASH RECYCLER site. Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.			
3	Image / Video Items		10	

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	<p>4 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity. Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).</p> <p>Cameras –</p> <p>One 2 mega pixel IP Dome IR Camera – for front Lobby</p> <p>One 2 mega pixel IP Bullet IR Camera – for out- side ATM/CASH RECYCLER room</p> <p>One 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IP Camera IR – front / Back lobby</p> <p>All Cameras should be of High Resolution or temperature resist and should be able to record clear images and video in the scenario of dull light at ATM/CASH RECYCLER site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues.</p> <p>All above mentioned cameras must have SD card of 32 GB to capture recording.</p> <p>Camera analytics to detect loitering in ATM/CASH RECYCLER premise, Backroom</p> <p>Camera analytics for head count in ATM/CASH RECYCLER premise</p>			
4	2 Way Audio Items		6	
	Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.			
	Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.			
5	Communication Equipment at Sites		7	
	Communication equipments with GSM / VPN/ multi SIM intelligent Router with bandwidth aggregator/or any aggregation technology with minimum Triple/quad connectivity (4G SIM & above) to ensure that functioning of ATM/CASH RECYCLER is not impacted because of the failure of any communications equipment			
6	Central Alarm Monitoring Station Infrastructure requirements		7	

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

a.	Servers with 'HOT REDUNDANCY' with immediate changeover facility from Primary server to secondary server with no time loss.			
b.	Bandwidth – Minimum 30 MBPS Primary Back- haul from Network provider Hub to Central Monitoring Station and Minimum 30 MBPS Secondary Back-haul with auto switch over.			
c.	Generator & UPS with sufficient capacity, Data Storage on Network Access Storage (NAS) for high Redundancy.			
7	Central Alarm Monitoring Station Alert Handling Service requirement –		7	
a.	Capability of software alert in form of tickets besides Pop – Ups from CMS to monitor the health of all equipment deployed at site on 24x7 basis and a complaint reporting protocol and escalation matrix up to 5 Agencies of various departments. Capability of providing a separate console with attendant at Bank's site.			
b.	Capability of – recording the conversation details of various agencies like MSP, Dispatch agency, Police and Fire Department and Bank individual; remotely controlling Siren, Smoke/Fire sensor from Central station and Raising of alerts on Scheduled timings or 24x7 basis as required by Bank.			
c.	Capability of identifying the abnormal activities through Motion monitoring and Video verification and deterring them through the use of 2-way audio communication and pre-recorded messages.			
d.	Capability of raising the matter as per the escalation matrix decided by Bank if the crime cannot be deterred.			
e.	Capability of supporting in incident investigation by way of previous preview functionality (in the form of footage or images) attached to the ticket for last 30 minutes or more.			
8	Central Recording		7	
	When the Central Monitoring Executive has viewed the site through video verification, the video verification images should be stored centrally to ensure that images are available for forensic purpose even if the burglars destroy the NVR at the site.			
9	Central Image Pulling		10	
	Central Monitoring Station must have the ability to pull images and Video footage centrally from site NVR and cloud of when demanded by the Bank.			
10	Web based portal		10	
	Capability to provide real time monitoring of sites through all installed cameras			

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	Capability to provide status of UP/down sites with aging of individual equipment.			
	History of previous theft/burglary and other suspicious incidence should be available in the portal and application.			
	Capability to provide real-time status of UPS			
	Capability to provide remotely activate hooter and two way communication.			
	Capability to raise manual ticket for down sites or any equipments			
	Capability to take the screen shots of the live images and video.			
	Billing module (automatic calculations of monthly bills)			
	Previous 90 days recording should be available in web based portal			
	Capability to provide various reports as mentioned in Scope of this RFP			
11	Mobile based Application		10	
	Capability to provide real time monitoring of sites through all installed cameras			
	Capability to provide status of UP/down sites with individual equipment age wise.			
	History of previous theft/burglary and other suspicious incidence should be available in the portal and application.			
	Capability to provide real-time status of UPS			
	Capability to provide remotely activate hooter and two way communication.			
	Capability to raise manual ticket for down sites or any equipments			
	Capability to take the screen shots of the live images and video.			
12	Toll Free number facility		5	
	Dedicated Toll free number facility should be displayed at ATM/CASH RECYCLER site for any complaint related to non-working of esurveillance system or its equipments			
13	Reports		7	
	Capability of generating all Ticket Reports with all details that include Date and Time of Alert and also capability of generating required MIS data with respect to surveillance.			

***Note:** All Cameras specification should be 2 MP with 25 fps and resolution (1920X1080) with 32GB memory card recording and also have day/night mode visibility.

The minimum marks to qualifying in technical evaluation should be 70 marks out of 100marks in Mandatory requirements

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Annexure-7B - General Functional and Business Requirements

Our detailed functional and business requirement out of above Mandatory Requirements and capabilities are given hereunder which will be expected to be fulfilled by the bidders for the service deliverance.

[GENERAL FUNCTIONAL AND BUSINESS REQUIREMENTS criteria is expected to be fulfilled in general however, if there is any minor deviation in compliance, not affecting the critical service capabilities, the bid may be considered at the sole discretion of the Bank for further processing].

Sr. No.	Alarm Panel Specification	Compliance (Yes/ No)	Allotted Marks	Marks obtained
1	Alarm Panel Key Features		7	
	Alarm Panel with necessary online connectivity, sufficient zones, sufficient Battery backup, and removal sensor for ATMs & Cash Recyclers, cash recycler, passbook printer, AOK and various equipment in the ATM/CASH RECYCLER cabin.			
2	Required Sensors and Devices		7	
	Metal contact Sensor for sensing the removal of ATMS & CASH RECYCLERS, Cash Recyclers and More Unit of other Self-service Terminals, opening of hood and chest door, and other equipments placed with the ATM/CASH RECYCLER room. To detect any kind of tampering with the equipment installed at ATM/CASH RECYCLER site. Note: Wireless sensors would be carrying extra weightage and all sensors should be temperature resist.			
3	Image / Video Items		10	

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

	<p>4 Channel NVR with Tamper indication and Surveillance rated HDD with 90 Day's motion based recording capacity. Apart from NVR, motion based recording and images of 90 days should be available at cloud also (on real time basis).</p> <p>Cameras –</p> <p>One 2 mega pixel IP Dome IR Camera – for front Lobby</p> <p>One 2 mega pixel IP Bullet IR Camera – for out- side ATM/CASH RECYCLER room</p> <p>One 2 mega pixel IP hidden Camera with mirror One 2 mega pixel IP Camera IR – front / Back lobby</p> <p>All Cameras should be of High Resolution or temperature resist and should be able to record clear images and video in the scenario of dull light at ATM/CASH RECYCLER site or the bright light from the background. While viewing the site in real time through CCTV surveillance from Command centres of the vendor, there should be no interruptions due to connectivity/Bandwidth related issues.</p> <p>All above mentioned cameras must have SD card of 32 GB to capture recording.</p> <p>Camera analytics to detect loitering in ATM/CASH RECYCLER premise, Backroom</p> <p>Camera analytics for head count in ATM/CASH RECYCLER premise</p>			
4	2 Way Audio Items		6	
	Use of 2-Way Audio to deter the attempted crime and the system should be highly capable of clear voice/sound quality and there should be no disconnection even if the connectivity is lost with the command center.			
	Pre-recorded messages should be played with minimum 60 seconds or more to avoid any theft/burglary or any suspicious activity.			
5	Communication Equipment at Sites		7	

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	Communication equipments with GSM / VPN/ multi SIM intelligent Router with bandwidth aggregator/or any aggregation technology with minimum Triple/quad connectivity (4G SIM & above) to ensure that functioning of ATM/CASH RECYCLER is not impacted because of the failure of any communications equipment			
6	Central Alarm Monitoring Station Infrastructure requirements		7	
a.	Servers with 'HOT REDUNDANCY' with immediate changeover facility from Primary server to secondary server with no time loss.			
b.	Bandwidth – Minimum 30 MBPS Primary Back- haul from Network provider Hub to Central Monitoring Station and Minimum 30 MBPS Secondary Back-haul with auto switch over.			
c.	Generator & UPS with sufficient capacity, Data Storage on Network Access Storage (NAS) for high Redundancy.			
7	Central Alarm Monitoring Station Alert Handling Service requirement –		7	
a.	Capability of software alert in form of tickets besides Pop – Ups from CMS to monitor the health of all equipment deployed at site on 24x7 basis and a complaint reporting protocol and escalation matrix up to 5 Agencies of various departments. Capability of providing a separate console with attendant at Bank's site.			
b.	Capability of – recording the conversation details of various agencies like MSP, Dispatch agency, Police and Fire Department and Bank individual; remotely controlling Siren, Smoke/Fire sensor from Central station and Raising of alerts on Scheduled timings or 24x7 basis as required by Bank.			
c.	Capability of identifying the abnormal activities through Motion monitoring and Video verification and deterring them through the use of 2-way audio communication and pre-recorded messages.			
d.	Capability of raising the matter as per the escalation matrix decided by Bank if the crime cannot be deterred.			
e.	Capability of supporting in incident investigation by way of previous preview functionality (in the form of footage or images) attached to the ticket for last 30 minutes or more.			
8	Central Recording		7	

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	When the Central Monitoring Executive has viewed the site through video verification, the video verification images should be stored centrally to ensure that images are available for forensic purpose even if the burglars destroy the NVR at the site.			
9	Central Image Pulling		10	
	Central Monitoring Station must have the ability to pull images and Video footage centrally from site NVR and cloud of when demanded by the Bank.			
10	Web based portal		10	
	Capability to provide real time monitoring of sites through all installed cameras			
	Capability to provide status of UP/down sites with aging of individual equipment.			
	History of previous theft/burglary and other suspicious incidence should be available in the portal and application.			
	Capability to provide real-time status of UPS			
	Capability to provide remotely activate hooter and two way communication.			
	Capability to raise manual ticket for down sites or any equipments			
	Capability to take the screen shots of the live images and video.			
	Billing module (automatic calculations of monthly bills)			
	Previous 90 days recording should be available in web based portal			
	Capability to provide various reports as mentioned in Scope of this RFP			
11	Mobile based Application		10	
	Capability to provide real time monitoring of sites through all installed cameras			
	Capability to provide status of UP/down sites with individual equipment age wise.			
	History of previous theft/burglary and other suspicious incidence should be available in the portal and application.			
	Capability to provide real-time status of UPS			
	Capability to provide remotely activate hooter and two way communication.			
	Capability to raise manual ticket for down sites or any equipments			
	Capability to take the screen shots of the live images and video.			

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12	Toll Free number facility		5	
	Dedicated Toll free number facility should be displayed at ATM/CASH RECYCLER site for any complaint related to non-working of esurveillance system or its equipments			
13	Reports		7	
	Capability of generating all Ticket Reports with all details that include Date and Time of Alert and also capability of generating required MIS data with respect to surveillance.			

Note: The scope includes providing Hardware, Cables, Installation and Monitoring Services. This scope also includes any future requirements emerging at the site which can be addressed by the infrastructure created through this RFP.

Authorized Signatory

Place:

Date:

Name & Designation

Business Address

Annexure 8 - Non - Disclosure Agreement Format
(To be printed on Stamp Paper & To be included in Technical Bid)

Strictly Private and Confidential

The General Manager,
Chaitanya Godavari Grameena Bank,
Head office,
3rd Floor, Raghu mansion,
4/1 Brodipet, Guntur - 522 002

Dear Sir,

Date:

RFP Ref. No.099/51/RFP/2023-24/03, Dt. 28/06/2023

Confidentiality Undertaking

We acknowledge that during the course of the Engagement for Request for Proposal (RFP) for Supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to Chaitanya Godavari Grameena Bank and its business that is provided to us pursuant to this Agreement.

In consideration of the bank making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of the Engagement and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm.
4. We shall not disclose or divulge any of the Confidential Information directly or indirectly to any other client of ours.
5. We shall seek the bank's prior written consent to disclose the information, except in cases where such disclosure is required by any rule or requirement of law or any regulatory authority with which we are bound to comply
6. This Agreement shall not prohibit disclosure of Confidential Information:
 - i. To our employees who need to know such Confidential Information to assist with the Engagement and in the review processes

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ii. To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.

7. This Agreement shall not apply to Confidential Information that:

- i. Is in the public domain at the time it is acquired by us
- ii. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us
- iii. Is independently developed by us.

8. This Confidentiality Agreement shall continue for two years after the completion of the engagement unless and to the extent that the bank may release it in writing.

9. We acknowledge that the Confidential Information will not form the basis of any contract between the bank and us.

10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.

11. We acknowledge that no failure or delay by the bank in exercising any right, power, or privilege under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

12. This Agreement shall be governed by and construed in accordance with Indian laws and any dispute arising from it shall be subject to the exclusive jurisdiction of the Indian courts.

We have read this Confidentiality Undertaking carefully and confirm our agreement with its terms.

With kind regards

Yours sincerely

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

duly authorised for and on behalf of

Annexure 9**PRE CONTRACT INTEGRITY PACT**

(Printed on Stamp Paper)

Chaitanya Godavari Grameena Bank hereinafter referred to as "The Principal", and
hereinafter referred to as "The Bidder/ Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for
The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(a) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors(IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

i) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit
- b. which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

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c. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission

of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

d. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

e. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

f. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

g. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process. The firm will be banned from all future business dealings also.

Section 4 - Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

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1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 - Equal treatment of all Bidders/ Contractors

1. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
2. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/Contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Chaitanya Godavari Grameena Bank
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Sub-contractor(s) with confidentiality. The monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform chairman, Chaitanya Godavari Grameena Bank and recuse himself/herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact

on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

7. The Monitor will submit a written report to the Chairman, Chaitanya Godavari Grameena Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

8. If the Monitor has reported to the Chairman, Chaitanya Godavari Grameena Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman Chaitanya Godavari Grameena Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9. The work 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chairman of Chaitanya Godavari Grameena Bank.

Section 10 - Other Provisions

This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Guntur.

1. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

2. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

3. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

4. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

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(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place :

Date :

Witness 1:
(Name &Address)

Witness 2 :
(Name &Address)

Annexure 10**Articles of Agreement**

This Agreement (the "Agreement") is entered into this _____ day of _____ 2023 at _____.

BY AND BETWEEN

Chaitanya Godavari Grameena Bank having its Head Office at Guntur (hereinafter called "Bank") of the one part and _____ (hereinafter called "the Vendor/contractor/Bidder", which expression shall unless excluded by or repugnant to the context deemed to include its successor/s in office or permitted assigns) of the other part.

And Whereas

a. The Bank has floated RFP for Selection of Vendor for Request for Proposal (RFP) for Supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers dated _____ and subsequent addendum there to (herein after together referred to as RFP)

b. In response to RFP the vendor amongst others had submitted its technical and commercial bid for proposed solution to bank, for which bid was opened on _____ and subsequently the vendor has submitted proposal for implementation of AA solution on _____ (Hereinafter referred to as proposal).

c. The Bank has accepted the afore mentioned proposal vide its letter dated _____ there by awarding the contract to the vendor.

d. The Vendor has furnished the requisite Performance Guarantee on _____

e. The Contract having come into force w.e.f _____, the parties now wish to sign this formal agreement in terms of the contract already awarded vide letter dated _____ 202_ which is already under execution.

Now therefore it is hereby agreed /acknowledged by the parties as follows

1. The following documents attached hereto to form an integral part of this agreement.

A . RFP Dated _____ along with addendums duly signed by the vendor

B. Commercial Bid along with bill of material for software, licenses, middleware and hardware by vendor

C. Bank's Purchase Order dt _____ for acceptance of work/contract/conditions and acceptance from _____ dt

2. The mutual rights and obligations of Bank and the Vendor, Scope, Payment Terms, etc. shall be as set forth in the aforementioned documents.

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3. The aforementioned documents shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively contained in the said conditions.
4. The agreement and documents mentioned herein shall form the basis of this Contract.
5. The Bank reserves to itself the right of altering the quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract.
6. Time shall be considered as the essence of this Contract and the Vendor/contractor hereby agrees to commence the work soon after the issue of formal purchase order and to complete the entire work within 11 weeks from the date of purchase order.
7. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Guntur and only Courts in Guntur, Andhra Pradesh shall have jurisdiction to determine the same.
8. That the several parts of this contract have been read by the Vendor/contractor and fully understood by the Vendor/contractor.

IN WITNESS WHEREOF the Bank and Vendor/contractor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the Bank has set its hand to these presents through its duly authorized official and the Vendor/contractor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNATURE CLAUSE:

SIGNED AND DELIVERED BY the Chaitanya Godavari Grameena Bank by the hand
Of Shri _____
(Name and Designation) in the
Presence of _____

Address _____

Signed and sealed by the vendor/contractor by the hand of Shri

(Name and Designation) in the
Presence of _____

Address _____

Annexure 11
Undertaking for not being Black Listed
(To be submitted on bidder's letter head)

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur

Date:

We _____ (bidder name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

**Annexure -12 Authorization letter
from OEM certifying Channel Partner/
Authorized Dealer**

(This format has to be issued by Original Equipment Manufacturer on their Letter Head duly signed by authorized signatory/ies)

To,
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 3rd Floor, Raghu Mansion
4/1, Brodipet, Guntur

Date:

Dear Sir,

RFP Ref. No.099/51/RFP/2023-24/03, Dt. 28/06/2023

We hereby certify that M/s. (Name & Address) is an Authorized Channel Partner/ Authorized Dealer (Strike out the not applicable) for Supply, installation, support and maintenance of Software /Hardware supplied by our company for the last (Specify) years. Further, we certify that the Authorized Channel Partner/ Authorized Dealer ship agreement with M/S is in force and is valid up to (Specify Period).

Further, we hereby certify that M/S is authorized to participate in the tender process for supply and implementation of proposed solution on our behalf and submit bids. We undertake to honor the Warranty and AMC terms & conditions as per the tender documents independent of continuation of the channel partnership / authorized dealership arrangement with M/S

We hereby undertake that the Model offered & empaneled will be available & supplied during the currency of the empanelment. Further, we confirm that the undersigned is authorized to issue this letter.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the
Authorized Signatory with Company Seal)

ANNEXURE-13**FORMAT OF PERFORMANCE BANK GUARANTEE**

(To be submitted on Non-Judicial stamp paper of appropriate value purchased in the name of the issuing Bank)

To

The Chairman,
Chaitanya Godavari Grameena Bank,
Head Office, Raghu Mansion,
4/1, Brodipet,
GUNTUR - 522002.

Whereas (Name and address of the selected vendor) (hereinafter referred to as “the vendor”) has undertaken for supply, installation, testing and commissioning of Passbook Printers at branches/controlling offices of Chaitanya Godavari Grameena Bank sponsored by Union Bank of India as per the purchase orders issued vide Lr.No.099/51/RFP/2023-24/___ dated _____ (hereinafter referred to as “the purchase orders”)

And whereas in terms of the Conditions as stipulated in the purchase orders, the Vendor is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Commercial Bank in India, in your favour, to secure due and satisfactory compliance of the obligations by the vendor on their part, in accordance with the contract, (which guarantee is hereinafter called as “the Performance Guarantee”)

And whereas the vendor has approached us, (Name of the issuing Bank) for providing the Performance Guarantee,

And whereas in consideration of the fact that the vendor is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____ and local office at _____, India have agreed to issue the Performance Guarantee,

Therefore, we (Name of the issuing Bank) through our local office at _____ India furnish you the Performance Guarantee in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs. _____/- (Rupees _____ only) an amount equivalent to 3% of the Contract Value against any loss or damage caused to or suffered by or that may be caused to or suffered by

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you on account of any breach or breaches on the part of the vendor of any of the terms and conditions contained in the purchase orders and in the event of the vendor default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs. _____/- (Rupees _____ only) claimed by you on account of breach on the part of the vendor of their obligations in terms of the Contract.

Notwithstanding anything to the contrary we agree that your decision as to whether the VENDOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the vendor after expiry of the relative guarantee period of the Contract and after the vendor had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee only on a request from the vendor till such time as may be required by your Bank.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the vendor and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance, act, or omission on your part or of any indulgence by you to the vendor or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. _____/- (Rupees _____ only) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

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The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the vendor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Vendor.

In order to give full effect to the guarantee herein contained, you are entitled to act as if we were your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the vendor from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us from the date of expiry of Performance Guarantee.

Any notice by way of request, demand or otherwise hereunder may be sent by registered post to the Bank addressed as aforesaid and if sent by registered post, it shall be deemed to have been given at the time when it would be received and duly acknowledged by the bank at its counters.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the vendor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the vendor.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____/- (Rupees _____ only).
- ii. This guarantee shall be valid up to _____ and ;

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iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at _____ on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute Performance Guarantee under the Power of Attorney to him by the Bank.

Dated this _____ day of _____ 2023

For and on behalf of

Branch Manager

Seal

Address
Place

Annexure - 14
Bid Security Declaration Form

To
The General Manager,
Chaitanya Godavari Grameena bank,
Head office, 3rd Floor, Raghu Mansion,
4/1, Brodipet,
Guntur - 522 002.

We, the undersigned, declare that:

We understand that bids must be supported by a Bid Securing Declaration.

We accept that we may be disqualified from bidding for any contract with the bank for a period of five years from the date of notification if we are in a breach of any obligation under the bid conditions,

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of “Letter of Intent” or “Purchase Order”.
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and up to submission of Performance Bank Guarantee.

We understand this Bid Securing Declaration shall cease to be valid if we are not the successful Bidder or after the expiration of the validity of our Bid.

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

duly authorised for and on behalf of

Annexure 15

Business Rules and Terms & Conditions of Reverse Auction:

Reverse Auction event will be carried out among the technically qualified bidders, for providing opportunity to the bidders to quote the price dynamically for the procurement for which this RFP is floated.

Applicability:

Reverse Auction is carried out under the framework of rules that are called Business Rules. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed Annexure-RA-1 enclosed as annexure.

Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

Eligibility of Bidders to participate in Reverse Auction:

Bidders, who are technically empanelled and accept the Business Rules, Terms & Conditions of Reverse Auction and submit the undertakings as per Annexure-RA-1, can only participate in Reverse Auction process. Bidders not submitting the above undertaking or submitting with deviations / amendments thereto will be disqualified from further evaluation / participation in the process of relevant procurement.

Compliance / Confirmation from the Vendor:

The bidder participating in the Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:

- a) Acceptance of Business Rules for reverse auction and undertaking as per format in Annexure-RA-1.
- b) Agreement between service provider and vendor (This format will be given by the service provider prior to announcement of Reverse Auction.)
- c) Letter of authority authorising the name/s of official/s to take part in Reverse Auction as per the format Annexure-RA-2.

Training:

The Bank will facilitate training for participation in Reverse Auction either on its own or through the Service Provider for the Reverse Auction.

Where necessary, the Bank/Service provider may also conduct a 'mock reverse auction' to familiarize the bidders with the Reverse Auction process.

Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance at a later date.

Total Cost of Ownership (TCO):

Total Cost of Ownership (TCO) refers to the aggregate amounts payable by the Bank for transfer of ownership.

TCO shall encompass but not limited to the following:

Commercial Bid form-B of RFP.

Date / Time for Training:

The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

The Bank shall endeavour to fix such Date/Time at mutual convenience to the bidder/s, Service Provider and the Bank.

No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either Reverse Auction or the whole process of selection of Vendor.

Date / Time of Reverse Auction:

The Date and Time of commencement of Reverse Auction as also the Duration of 'Reverse Auction Time' shall be communicated at least 4 days prior to such auction date.

Any force majeure or other conditions leading to postponement of auction shall entitle the bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

Conduct of Reverse Auction:

The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

The Reverse Auction may be conducted by the Bank itself or through a Service Provider specifically identified/appointed/empanelled by the Bank.

Service Provider's Role & Responsibilities:

In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the Service provider hosting the web portal for the Reverse Auction.

For creating necessary obligations and rights, the Service Provider will also enter into an agreement with each bidder as per the format designed by the Service Provider for this purpose.

The Bank shall resolve any points/issues concerning such agreement of the bidders and Service Provider. While a Service Level Agreement (SLA) by the Bank with the Service Provider is an agreement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to the bidders for fair and transparent conduct of Reverse Auction.

The Service Provider at the end of each reverse Auction shall provide the Bank with all details of the bids and the reports of Reverse Auction. The Service Provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

Training and Auction:

Service Provider/auctioneer is responsible for conduct of adequate training to all technically qualified bidders representing the Reverse Auction and bidding process.

Each bidder shall participate in the training at his/their own cost.

Wherever it is considered necessary and asked by the bidders or as decided by the Service provider/auctioneer or by the Bank, a mock auction may also be conducted for the benefit of all concerned.

Authorized representatives of the bidders named in the authorization letter given by the bidders (Annexure-RA-2) shall be given unique user name and password by the Service Provider/auctioneer.

Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

All the bids made from the log-in ID given to the bidders shall ipso-facto be considered bid made by the bidder to whom log-in ID and password were assigned by the Service Provider/auctioneer.

Any bid once made through the registered log-in ID/password by the bidder cannot be cancelled. The bidder, in other words, is bound to sell the 'Offering' as per the RFP at the bid price of TCO.

Every successive bid by the bidder being decrement bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.

The Bank shall conduct the Reverse Auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a 'TIE' in bids.

Proxy Bid:

A proxy bid is one where the bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him in participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

When proxy bid is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in the bidding process.

Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

During the training, the issue of proxy bidding will be clarified in detail by the Service Provider/auctioneer.

Transparency in Bids:

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

Masking of Names:

Name of bidders shall be anonymously masked in the Reverse Auction process and the bidders will be given suitable dummy names.

After completion of Reverse Auction, the Service Provider/auctioneer shall submit a report to the Bank with all details of bid and the original names of bidders as also the L1 bidder with his/their original names.

Start Price:

PUBLIC

Bank shall determine the start price either on its own or through the indicative commercial bid. Based on the price band so informed by the vendors, Bank would determine the start price for Reverse Auction.

Decremental Bid Value:

The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The bid decrement value shall be Rs.10,000/- or 0.50% of the start price of the Reverse Auction, whichever is higher.

The bid decrement value shall be rounded off to the nearest thousands of rupees.

For the sake of convenience of the bidders, the web portal shall display the next possible decrement value of the bid. It is not, however, obligatory on the part of the bidders to bid at the next immediate lower level only. That is, bids can be even at multiple levels lower than the immediate lower level.

Copy of Business Rules:

The Bank shall supply copy of the Business Rules to any bidder wishing to participate in the Reverse Auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

The Bank shall also send/handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of Reverse Auction process will alone be considered as final and binding.

Reverse Auction Process:

In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder.

The Bank shall however, be entitled to cancel the procurement through Reverse Auction process, if in its view procurement through Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

Expenditure on Reverse Auction:

All expenses of Reverse Auction shall be borne by the Bank.

The bidders, however, shall attend the training or mock auction at their own cost.

Change in Business Rules:

Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a committee of Senior / Top executives of the Bank.

Any / all changes made in Business Rules shall be uploaded in the Bank's website immediately.

If any Reverse Auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

Don'ts Applicable to the Bidders:

No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice of the Bank, the Bank shall disqualify the bidder/bidders concerned from the Reverse Auction process.

Bidder shall not disclose details of his bids or any other details concerning the Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.

Neither Bank nor Service Provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure etc. Bank shall, however, entertain any such interruptions, problems with an open mind and fair degree of transparency in the process before deciding to stop or extend the auction.

Grievance Redressal:

Any aggrieved bidder through Reverse Auction process can make a complaint in writing within 48 hours of the Reverse Auction to the Bank.

The Grievance Redressal Committee formed by the Bank shall give a personal hearing to the aggrieved bidder and decide upon the complaint/grievance.

Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on the bidders participating in the Reverse Auction.

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Errors and Omissions:

On any issue or area of material concern in respect of Reverse Auction not specifically dealt with in these Business Rules, the decision of the Bank shall be final and binding on all concerned.

Place:

Date:

Annexure-RA-1 (to be submitted on company letter head by all Bidders participating in Reverse Auction)

To,
 The General Manager
 Chaitanya Godavari Grameena Bank
 Head Office, 3rd Floor, Raghu Mansion
 4/1, Brodipet, Guntur - 522 002

Date:

DECLARATION

1. We _____(name of the company) hereby confirm having submitted our bid for participating in Bank's RFP ref no _____ dated _____ for supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers.
2. We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by Bank in the RFP document including all annexures and the Business Rules for Reverse Auction.
4. We shall participate in the on-line auction conducted by _____ Ltd. (Auction Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
5. We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.
6. We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in the Reverse Auction.
7. We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of the event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of the RFP.

Signature with company seal

Name:

Company/Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date:

Annexure-RA-2: Process Compliance Form

(The Bidders are required to print this on their company's letter head and sign, stamp before submitting)

Letter of Authority for participation in Reverse Auction

(The Bidders are required to print this on their company's letter head and sign, stamp before submitting)

To,

Date:

The General Manager

Chaitanya Godavari Grameena Bank

Head Office, 3rd Floor, Raghu Mansion

4/1, Brodipet, Guntur

1. We _____ (name of the company) have submitted our bid for participating in Bank's RFP dated _____ for selection of _____.
2. We also confirm having read and understood the terms of the RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.
4. We accordingly authorize Bank and/or the Auction Company to issue user id and password to the above named official of the company.
5. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we comply as per the terms in Bid security form. We agree and understand that the bank may debar us from participating in the future tenders for any such failure on our part.

Signature with company seal

Name:

Company/Organization:

Designation within Company/Organization:

Address of Company/Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date:

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

COMMERCIAL BID FORM-A

Place:

Date:

To
The General Manager
Chaitanya Godavari Grameena bank
Head office, 3rd Floor, Raghu Mansion
4/1, Brodipet
Guntur - 522 002

Dear Sir,

Reg: Submission of Commercial Bid for Request for Proposal (RFP) for Supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Request for Proposal (RFP) for Supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers, in conformity with the said Bidding documents for the sum of Rs.....() or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, Request for Proposal (RFP) for Supply of hardware and software for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers in accordance with the delivery schedule specified in the Schedule of Requirements/ purchase orders issued from time to time.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent of the each of Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988". We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of..... 2023

(Signature)

(Name) (in the capacity of)

Duly authorized to sign

Request for Proposal (RFP) for Implementation of Comprehensive Centrally Monitored Electronic Surveillance System for ATMs & Cash Recyclers

COMMERCIAL BID FORM - B					
S.No.	Particulars	No of Sites	No of monthly Payments in 3 years for each site	Charges per month / site (Rs.)	Total Amount (Rs.)
1	2	3	4	5	6 = 3x4x5
	Monthly charges for Comprehensive Centrally Monitored Electronic Surveillance of ATM / e-Lobbies / Express Lobbies				
A	Sites				
1	Event Based Surveillance System (including all CCTV camera)	87	36		
2	Shifting of all equipment (installed by E-surveillance vendor)				
3	Additional camera (any type of camera as mentioned in scope of this RFP)				
	Total Cost of Service(1+2+3) :				
B	Amount in Words :				
				
				