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Extn : 412 , Email ID : [security@sib.co.in](mailto:security@sib.co.in),

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**Request for proposal and Quote**

**FOR**

**Supply, Installation & Maintenance of  
CCTV and Burglar Alarm System  
with Central Monitoring Station.**



**The South Indian Bank Ltd.,  
Security Department,  
SIB House, T B Road, Mission Quarters  
Thrissur,  
Kerala - 680 001**

<b>Date of Issue of RFP</b>	<b>14-06-2016</b>
<b>Last Date for receipt of Proposal</b>	<b>30-07-2016</b>

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## INTRODUCTION

The South Indian Bank Limited ([www.southindianbank.com](http://www.southindianbank.com)) is one of the leading scheduled commercial banks having more than 840 Branches, 1291 ATMS and 42 Extension counters spread across States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are twenty Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office.

SIB offers various customer services such as Anywhere-Any Time Banking supported with online ATM's, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, on line payment, on line trading etc. The Bank has already adopted significant technological **advancements and using them to leverage business operations such as NDS-PDO, RTGS, NEFT, Domestic ATM sharing, SWIFT, Treasury, Forex, etc.**

The Bank has well established security system to provide a safe, secure and clean banking environment to all the customers.

## SCOPE OF WORK

1. The vendor will supply, install, configure and maintain CCTV equipments viz. IP/analog Cameras, IP/HYBRID DVR & Monitor etc. at designated locations and connect to Bank's Central Monitoring station for CCTV.
2. NVR for branches / ATMS wherever Broad band facility is available.
3. The vendor will supply, install, configure and maintain Burglar alarm system at branches and connect it to CMS. The alarm system is to be compatible with the DVR in the branch.
4. The vendor to offer CMS solution for CCTV and Burglar alarm systems. The CMS software should be able to connect / compatible to all makes of DVRs and Alarm system.
5. The project plans to cover pan India all new branches/ATMs/ECs/ Offices to be opened during financial year 2016-17 and thereafter and branches /ATMs/ ECs/Offices wherever the systems/components are to be replaced.
6. The present CCTV and Alarm systems to be maintained. (Details as per )
7. The details of branches in each region are as follows:

Sl.NO	Name of the Region	Number of branches
1	MUMBAI	18
2	COIMBATORE	56
3	ERNAKULAM	49
4	KOZHIKODE	54
5	CHENNAI	54
6	THRISSUR	38
7	THIRUVANANTHAPURAM	46
8	DELHI	48
9	KOTTAYAM	51
10	BANGALORE	47
11	PALAKKAD	53
12	TIRUVALLA	51
13	KOLKATA	33
14	HYDERABAD	50
15	MADURAI	41
16	KANNUR	36
17	IRINJALAKUDA	36
18	AHMEDABAD	23
19	MUVATTUPUZHA	36
20	PUNE	20

In addition to above there are 500 plus Offsite ATMs and four Currency Chests and few administrative buildings.

The vendors will have to give a POC for the equipment and demonstrate the Technical capabilities of equipment as well as the company to install the equipment and connect it to the bank's CMS at Kakkanad.

The shortlisted companies shall then give a demonstration by installing the full equipment in atleast one of the branches in the Regions in which the vendor plans to provide the services.

The minimum requirements of the equipment to be used will be as per the specifications mentioned in the Annexure - 1 & 2 and the equipment should be available in the open market. No proprietary equipment will be accepted.

The following factors are to be born in mind while working on CCTV/Alarm CMS:

1. Only 32 kbps bandwidth is available for transmitting the data from branches/ATMs to central monitoring station. Thus the DVRs will have to be programmed accordingly before installation.
2. Bank will provide the IP address for each site and switch/port/modem too will be provided by the bank.
3. The branch/ATM through the input device attached to DVR/Motion detection inbuilt in camera and Video analytic available in camera.
4. The face recognition analytics will be activated in ATM/ Branches in entrance camera and alert to be raised in case of new face entry in branch.
5. The CMS software should be capable of searching the images on basis of face /any other attributes in case of any event.
6. The information such as branch name, Phone number, Police station and its number should appear on screen with popup stream.
7. The recording for at least 60 days should be available in branch with eight cameras and DVR should have facility to separately record ATM cameras in separate hard disc if required. Thus programming is to be carried out accordingly.
8. The capacity of the HDD to be determined by the vendor for providing atleast 60 days of recording with eight cameras in branches and four cameras in Offsite ATMs
9. For Burglar alarm CMS system the vendor should provide a full fledged solution as per Annexure -3. All the equipments should be certified by any of the following agencies, i.e UL/ CE / FCC / ETDC / CITDC / IECEE-CB / STQC

### **EQUIPMENT AND INSTALLATION PROCEDURE:**

The branches will be provided with eight channel DVR whereas, Offsite ATMs will be provided with four channel DVR with in-built Monitor. The DVRs will be kept inside the 4 U wall rack fitted to wall at place from where it is not visible to customers and shall be secured properly to the wall.

The DVR in the wall rack will have separate MCB and electric connections to be given to the DVR and other components through the extension cord will be secured with in the wall rack however the camera power supply will not be kept on the DVR.

The IP camera should be with inbuilt-mic and it should be able to record the sound clearly. The Distance upto which the sound recording will be clear is to be clarified by the vendor during the demonstration.

The IP camera should be able to clearly identify the object at the specified distance.

All IP Cameras to be with IR and with video analytics. The range of IR to be mentioned and demonstrated.

The block diagram of each branch with camera locations will be submitted to the branch and only after approval from Head Office the installation will be carried out.

The vendor must undertake to provide Post Warranty Maintenance Support for offered CCTV & Alarm equipments and arrange for spare parts for a minimum period of 4 years after expiry of warranty period.

### **TECHNICAL REQUIREMENT**

The cameras should be able to Identify the object at a distance of 20 mtr within the branch and 30 mtr in case of parking and other outside areas. The identifiable distance in case of darkness is to be specified and demonstrated.

The DVR should be able to stream videos at 32 kbps bandwidth.  
Alarm system should be compatible with DVR.

### **EARNEST MONEY DEPOSIT**

- a. The EMD shall be denominated in Indian Rupees and the Company shall submit the EMD of INR 25000/- (Demand Draft/Banker's Cheque) as proposal Security in the form of Demand Order / Banker's Cheque in favour of South Indian Bank, payable at Thrissur. The EMD is required to protect the Bank against the risk of Company conduct, which would warrant the EMD's forfeiture.
- b. EMD (Demand Draft/Banker's Cheque) shall be forwarded in a separate envelope with the documents. Any proposal not accompanied with the requisite EMD shall be treated as non-responsive and is liable to be rejected.
- c. The EMD of the unsuccessful Company/Contractors will be returned within 2 weeks from the date of finalization of proposal. Successful Company EMD will be returned upon the signing the contract and submitting the required Performance Bank Guarantee / Fixed Deposit lien marked to bank equivalent to Rs 100000/-.
- d. No interest is payable on the amount of EMD.
- e. EMD may be forfeited in the event of withdrawal of proposal during the period of proposal validity or if successful Company fails to sign the contract in accordance with the terms & conditions and other requirements specified in RFP document or any act of not in line with contract obligations. EMD may be forfeited if a Company makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract. If EMD is forfeited for any reason, the concerned company may be debarred from further participation in future bids floated by the Bank, as per sole discretion of the Bank.

## **PERFORMANCE BANK GUARANTEE**

- a. The selected Company shall submit a Performance Bank Guarantee/Fixed Deposit lein marked to the Security Dept to the Bank for an amount equivalent to 100000/- within 7 days of receipt of formal communication (email or letter) from the Bank about the successful bid & allocation of cluster. The bank guarantee/Fixed deposit will be valid for period of 5 years and such other extended period as the Bank may decide for due performance of the project obligations. The bank guarantee should be issued by any Commercial Bank (excluding cooperative banks), other than SIB. Format for BG will be provided to the successful company.
- b. The Performance Bank Guarantee is required to protect the interest of the Bank against the risk of non-performance of the successful Contractor/company in respect of successful working of the project which may warrant the invoking of Bank Guarantee (BG).
- c. The bank reserves the right to terminate the contract Without assigning any reason. In such a case the payment for the contract will be made on Pro-rata basis.

## **SUBMISSION OF OFFER:**

The interested vendors should submit all the required details as mentioned in the RFP on or before **12th July 2016** to following address:

**The South Indian Bank Ltd.,  
Security Department, Head Office,  
SIB House, T. B . Road,  
Mission Quarters,  
Thrissur.  
KERALA – 680001**

All the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.

All proposals must be accompanied by Earnest Money Deposit as specified in the RFP document.

Bank reserves the right to change the dates mentioned in this Bid document, which will be communicated to the bidders.

The information provided by the vendors in response to this RFP document will become the property of SIB and will not be returned. SIB reserves the right to amend, rescind or reissue this RFP document and all amendments will be advised to the vendors and such amendments will be binding on them.

Short listed vendors will be called for initial demonstration at HO, Thrissur and those vendors who clear the initial Demonstration will be required to demonstrate the working of equipment and CMS by installing the complete equipment in atleast one of the branches given by bank where the vendor is willing to work. The Commercial negotiation will be carried out after the second demonstration with the vendor who fulfills the requirement.

## **PAYMENT TERMS**

### **CCTV /System:**

No advance payment will be given along with the purchase order. 95% payment on supply, installation and commissioning of the CCTV systems in accordance with the specified order adhering to all specifications/features and conditions stipulated and upon satisfactory acceptance by the bank. 5% amount of the bill less tax will be held as retention money, which will be released after one year of satisfactory service provided by the vendor from the date of completion of installation.

### **Burglar Alarm System:**

No advance payment will be given along with the purchase order. 95% payment on supply, installation and commissioning of the Alarm System in accordance with the specified order adhering to all specifications/features and conditions stipulated and upon satisfactory acceptance by the bank. 5% amount of the bill less tax will be held as retention money, which will be released after one year of satisfactory service provided by the vendor from the date of completion of installation.

Payments will be made only on submission of invoice and other documents necessary as per the terms agreed upon. Bill will be paid by the Branch on satisfactory installation of CCTV/Alarm at the branch.

## **TRAINING/ DOCUMENTATION REQUIRED**

A detailed technical and operational training including theory and practical shall be given free of cost to the officers in each branch after installation of CCTV & Burglar Alarm System.

The vendor will provide training to all the operators in CMS and the training will be repeated once in six months or as and when the software is upgraded, whichever is earlier.

Vendor has to provide all the required documentation (hard copies / soft copies) related to the CCTV & Burglar Alarm System to each branch. Documentation should include User Manuals, System management manuals, technical manual, training manuals etc.

## **VENDOR RESPONSIBILITY**

1. The Vendor should have a Working Office in the particular Region of the bank where he plans to provide the services. . The details of the said office should be provided to the Bank along with the proposal. (Number of personnel working, Phone number and address. )
2. Vendor should provide the **list of banks/financial institutions/corporate in India** for which they have installed the proposed product/solutions should also be mentioned herewith.
3. The vendor will be provided with a branch/EC/ ATM site where the actual equipment will have to be installed and competency for connectivity and other features of the equipment will demonstrated to the bank.
4. The vendor will directly tie up with the companies providing the above equipment,
5. Vendor should compulsorily respond to any clarification (technical, functional, commercial) letter sent by the bank.
6. The Purchase order is to be executed within 15 days of receipt of the order in case of delay a penalty of Rs 400/- in case of CCTV and Rs 200/- in case of Alarm system will be charged.

7. If, during the warranty period as well as AMC period, any equipment fails to function properly two or more times during a quarter due to any reason except force majeure event, the vendor shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.

### **WARRANTY/ SUPPORT**

1. The vendor must specify warranty period for the CCTV & Burglar Alarm equipments and all the related components from the date of fully implemented/acceptance by the Bank.
2. The vendor must ensure that the support for the CCTV & Burglar Alarm equipments and all the related components proposed will be available **at least for four years** from the date of expiry of warranty.
3. Vendor has to offer the bank support for the CCTV equipments and all the related components by Comprehensive Annual Maintenance Contract (AMC) after the expiry of the warranty period. The scope, deliverables, time schedules and the support provided during the AMC period have to be specified clearly.
4. The vendor will provide standby equipment wherever the replacement or servicing at workshop is required.
5. In case bank suffers any loss due to poor service /non maintenance of equipment then the loss will be borne by the vendor. (T&C mentioned in AMC proposal)
6. Vendor has to offer the bank support for the Burglar Alarm equipment and all the related components by Comprehensive Annual Maintenance Contract (AMC) after the expiry of the warranty period. The scope, deliverables, time schedules and the support provided during the AMC period have to be specified clearly.
7. Under warranty and AMC every faulty items should be replaced with an equivalent or higher model within the time schedule given in AMC terms.

### **COMMERCIALS**

1. The price quoted for the CCTV & Burglar Alarm equipment and all the related components by the vendor must be specified with warranty period.
2. The prices should be exclusive of all local/central taxes, octroi and entry taxes. The price should be inclusive of other charges, as applicable, like excise, custom duties, packing/forwarding/ freight/ transit insurance, etc., A clear price break-up should be indicated for all the components supplied/installed.
3. The commercial proposal should indicate the Comprehensive Annual Maintenance Contract Fees for the CCTV equipments. However, the Bank reserves right to enter into AMC at the finalized price and terms after Warranty. The vendor shall quote the AMC price both in percentage and its equivalent value.
4. The prices quoted by the vendor shall be in Indian Rupees, it will be firm and not subjected to any price escalation. All payments made will also be in Indian Rupees only.
5. Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to bank all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

### **GENERAL TERMS AND CONDITIONS**

1. SIB reserves the right to either not to implement the solution or to partially implement the solution.

2. SIB reserves the right to open the offers soon after their receipt from all the vendors without waiting till the last date specified.
3. Proposal should strictly conform to the specifications. Proposals not conforming to the specifications will be rejected summarily.
4. Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
5. Any set of terms and conditions from the Vendors are not acceptable to the Bank.
6. The Bank reserves the right to cancel the contract placed on the select vendor if the Vendor commits a breach of any of the terms and conditions of the bid Vendor goes into liquidation voluntarily or otherwise Progress made by the selected vendor is found to be unsatisfactory.
7. SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
8. The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.
9. SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays or approaching SIB.
10. Any response to the RFP that do not meet the set timelines or incomplete in any aspect, will be summarily rejected at the whole discretion of the BANK.
11. SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
12. The Bank reserves the right to order individual items, if required at the prices quoted by the vendor(s).
13. SIB reserves the right to re-negotiate the prices in the event of change in the market prices/situations of both the hardware and software.
14. SIB reserves right to call for a post bid meeting for clarifying its queries at the banks premises at a specified place.
15. In case the selected vendor fails to deliver the items of hardware/software and all other related peripherals stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
16. SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of purchase order unless extended in writing by SIB.
17. SIB can disqualify any Vendor who fails to sign the Service Level Agreement.
18. The vendor shall keep valid the offer for one calendar month from the last date of submission of RFP.
19. The implementation will be deemed to be completed, when CCTV & Burglar Alarm System software/hardware and other related products have been supplied, installed and made operational as per the functional specifications and all the features as per the functional specifications are demonstrated and implemented as required, on the systems, to the satisfaction of SIB. In addition, supply of all associated documentation and training as specified in this document has been completed to the satisfaction of the bank.
20. The system is to be installed within 15 days of the issue of the Purchase order, soft copy will be forwarded by mail to the registered email of the company and hard copy will follow. In case delay, a penalty of Rs 400/- per day for CCTV and Rs 200/- per day for alarm or 50% of total value of the order, whichever is lower will be recovered from the company.
21. The Bank reserves the right to cancel the maintenance contract and recovery of additional expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract/repairs, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in



- executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
22. Vendors shall share its technology strategies, direction, product path and research & development efforts with SIB.
  23. Vendors shall adhere to the procedure and processes laid down in this document.
  24. SIB is very much interested in long-term association with the potential Vendor and hence Vendor shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
  25. Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
  26. Vendors shall extend all the services and ensure that SIB benefit on the basis of Most Favored Customer pricing Mechanism.
  27. Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering Products and Services.
  28. All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
  29. Successful Vendors shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
  30. Successful Vendors shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements and indemnify completely SIB from any claims / penalties arising out of any infringements.
  31. All intellectual property related to the project shall be the property of SIB and SIB reserves the right from its sole discretion to implement the same at other centers in future with/without involving successful Vendor.
  32. The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.
  33. Selected vendors have to sign the SLA with the bank.
  34. Vendor should ensure that all points in the RFP document are taken into account before submitting the Bid Documents.
  35. If any particular point mentioned in the RFP are NOT able to adhere by the vendor should mention separately along with the proposal.

## **LITIGATION**

1. The bidder shall indemnify the Bank and be liable for any loss due to malfunctioning of the CCTV / Burglar Alarm System and all its related components under the project as it is supplied and installed by them.
2. If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills etc., if any. The Bank will also reserve the right to recover any Advance paid.
3. Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire,

as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Thrissur, Kerala State, India.

## **SELECTION CRITERIA**

1. The Vendor is expected to submit the proposal with favorable and competitive price and service capabilities. SIB will select the Vendor, product/solution, which it believes offers the proposal, which is in SIB's best overall interest. SIB will select proposals with which to negotiate and reserves the right to enter into a contract with a Vendor that may not be lowest in fees charged. In determining the successful Vendor, SIB will consider, but not be limited to, the following selection criteria:
  - 1 Vendor should be either registered company or registered partnership firm reputed for providing CCTV and Alarm System.
  - 2 Vendor should have their own infrastructure for training their staff.
  - 3 Vendor should have credible Supervisory Infrastructure.
  - 4 Vendor should have Income Tax PAN and the latest Clearance Certificate.
  - 5 Vendor should have Audited Balance Sheets and Profit & Loss Accounts for the past three years.
  - 6 Vendor should have Registration under Shops & Establishments Act.
  - 7 Vendor should have been in the business of CCTV and Alarm system for at least three years. Vendor should furnish three Reference Sites and on request by the Company, the Referees should testify about the performance of the Company to "THE BANK" satisfaction.
  - 8 Vendor should have functional office in Region where he wishes to install equipment.
  - 9 The vendor should be able to provide both Alarm as well as the CCTV in a branch.
  - 10 Vendor should furnish details about their firm as per profile at **Annexure - 4**.
  - 11 Vendor should furnish details about their client as per **Annexure - 5**
  - 12 *Ability to Execute* — Implementation Methodology, Client Feedback, History of product migration/upgrades.
  - 13 *Service and Support* — Implementation Planning, Implementation/Migration, and Post Implementation/Migration
  - 14 *Costs* — All-Inclusive Costs and Annual Operational Costs
  - 15 *Functionality* — Delivered Functionality, Interface Capabilities and Training capabilities
  - 16 *Vendor's Vision* — Short- and long-term goals, Development Philosophy, and Track Record for Implementing Past Vision, Financial Stability.
  - 17 Deployment of proposed devices – Whether the vendor has deployed the proposed equipments/hardware/software in any Bank/financial institution/data center in India.
  - 18 The vendors will be selected for Region/Geographical area specified by them and acceptable to bank.
  - 19 The Vendor should provide minimum two references where the similar jobs have been carried out by the company.

## CONTACT DETAILS

Any clarifications on RFP may be addressed by e-mail and can be obtained by sending a mail to: - security@sib.co.in, with subject line "SIB-CCTV/Alarm RFP 2015-16. Phone 0487-242020 Ext 425/204

The Bank reserves the right to extend the last date of submission, at its sole discretion.

Response to the RFP should be submitted by **single** bid i.e Commercial plus Technical Bid .

Vendors should submit Functional plus Technical (Proposal-I) and Commercial (Proposal-II) Proposals .

Proposals with erasure / overwriting / cutting are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.

Proposals once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals.

Compact disk (CD) containing the soft copy of the bid should be provided in PDF & Microsoft word /Excel formats.

The vendor should certify that the contents of the CD's are the same as that provided by way of hard copy. In the event of a discrepancy the offer will be rejected.

## MANDATORY RESPONSE SHEET

This is a MANDATORY response expected from the Vendor, bidding for the RFP for the South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No.	Particulars	Your Response
1	Name Of Vendor	
<b>Contact Details (Corporate Office)</b>		
2(a)	Postal Address	
2(b)	e-mail	
2 ©	Phone	
2(d)	Fax	
2(e)	Contact Person	
2(f)	Contact Person Designation	
3	Number of offices in India with details & address	
Write <b>YES</b> or <b>NO</b> or <b>NOT APPLICABLE</b> to the Questions below		
4	Expression of Interest (EOI) provided.	
5	Company Profile Provided along with the Response?	
6	Details of Tie-up/Partnership Principals/Vendors provided? Details should include 1) Name of Vendor, 2) Nature of Tie-up, 3) Areas of Tie-up and 4) Responsibility of the Tie-up Vendor for implementation/support.	
7	Functional Response Document provided and all documents asked ?	

8	Technical Response Document provided and all documents asked ?	
9	Commercial Document provided and all documents asked in?	
11	Documentation (hard copies & soft copies) related to the solutions.	
12	Training Plan	
13	Clearly drafted project plan in terms of calendar days	
14	Documents/product literature on all related products	
15	Latest list of customers (especially banks/financial institutions) with whom the vendor has executed same type of the solution.	
16	Warranty details like scope, deliverable, time schedules & responsibilities	
17	AMC details like scope, deliverable, time schedules & responsibilities	
18	Details of warranty, maintenance contract, support along with the commercials for the other entire infrastructure provided.	
19	Any other important points the vendor would like to mention:	

Place:

Date Of Submission:    /    /

Name Of Vendor Representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Given here is the Seal of the Company:

## **OTHER TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT:**

1. The AMC for Burglar Alarm as well as CCTV as per the terms & conditions of the order shall be initiated automatically from the date of expiry of warranty.
2. The cost of the **comprehensive AMC** for **Burglar Alarm System** will be mentioned **per branch / year**.
3. The cost of the **Comprehensive AMC** for **CCTV System** will be **mentioned percentagewise** of the cost of CCTV installation (excluding taxes) **per branch / Year**. Or average rounded figure taking cost of all installations (excluding taxes) during the year as mutually agreed upon.
4. The consolidated payment for all the branches on receipt of Satisfactory service report duly signed by the branches will be made by Bank as per the following:
  - a. 50% payment to be made after competition of First quarter.
  - b. The balance payment to be made after the competition of 2<sup>nd</sup> & 3rd quarters visits.
5. The company will make **3 mandatory visits** (One per quarter ((four Months) with minimum gap of 45 days within two visits unless called by branch to attend complaint.) during the period of contract. Any additional mandatory visit will be at free of cost. In case no visit is made to the branch during any quarter then a penalty of Rs 1000/- per branch will be charged and no payment for that quarter for that branch will be made.
6. The bank reserves the right to cancel the contract at any time without stating any reasons, in such a case, pro-rata payment will be made for the period completed.
7. Apart from normal maintenance of cameras and DVR the technician during his each visit will explain the various functions of DVR and cameras to the Manager/Asst. Manager. The name of the officer trained during the visit will be mentioned in the service report.
8. The complaints will be attended in 72 hrs in all areas.
9. The penalty of Rs 100/- day **or** 50% of AMC amount, which ever less will be levied in case of delay in attending the complaints and the same will be deducted from the AMC amount.
10. Any negligence on part of branch will be brought to the notice of Regional Office under copy to Security at Head Office.
11. The casing should be concealed as far as possible. The wire above false ceiling should also be in conduit so that the rodents do not cut the wire.
12. In already installed systems the company will check whether the PIR (Passive infrared device) is installed in ATM covering the entrance & Facing the ATM Machine for giving pop-up at CMS based on the event/motion detection.(Incuse PIR is not installed it will be installed during first quarter visit itself.)
13. The AMC visit report will be filled as per the performa provided by the Bank.
14. The company will check whether the network connection for the DVR System is online with the CMS or not . In case not then same will be resolved..
15. The camera if used on motion detection then view will be so adjusted that it does not pick the motion outside the door.
16. Camera will be so located in ATM that it is not easily removable and screws should not be visible.
17. The Vandal proof IR camera outside the branch should be at a height of at least 10 ft from the base unless it is not feasible. In such cases the matter will be taken up immediately with

HO Security and camera will be located as per the instructions. In case of staircase etc it should be accordingly raised.

18. The company has to ensure that the Hooter is installed in the ATM cabin and is in working order & connected to the DVR for remote arming.
19. No hooter will be installed in the ATMs installed in hospitals.
20. 60 days recording at branch level to be ensured.
21. ATM camera should cover the cash delivery, however should not cover the keypad
22. All service reports duly signed by Branch Managers will be submitted to Regional Offices at the end of each quarter.
23. The AMC for the branches will be awarded in a fashion that the AMC for all branches expire on same date so as to streamline the renewal of next AMC. Where the AMC is issued at a later date the payment will be made on pro rata basis.

**1. REQUIREMENTS FOR A CCTV SYSTEM:**

S.no	Particulars	Make & Model
1	4-ch standalone ( hybrid) DVR with inbuilt monitor	
2	8-ch standalone ( hybrid) DVR	
3	16- Ch standalone ( hybrid) DVR	
4	Hard Disk	
5	IP Dome Camera	
6	IP Camera Vandal proof (Bullet /any other type)	
7	IP IR Dome Camera	
8	Monitor 19" with wall mounting rack	
9	Cable RG 6 Co-Axial Signal cable- jelly filled	
10	Electrical wire-2 core	
11	Casing Capping /PVC Conduit Pipe	
12	4 U Wall Rack for Securing DVR with Exhaust fan	
13	MCB	
14	VGA Cable for extended distance of monitor	
15	PIR for ATM	
16	SMPS as per requirement	
17	Data Cable	
18	Speakers with in-built amplifier	
19	Speakers with pre recording module facility	
19	Hooter for ATM	
20		
21		
22		
23		

**(Add any other items required from S.No. 20 onwards.)**

**REQUIREMENTS FOR A WIRED/WIRELESS BURGLAR ALARM SYSTEM IN BRANCH:**

<b>S.No.</b>	<b>Particulars</b>	<b>Make &amp; Model</b>
1.	8 Zone Panel with on board speech module and Auto dialer	
2.	LCD Keypad	
3.	PIR with Pet immunity and mounting bracket	
4.	Battery	
5.	Shutter Switch	
6.	Magnetic Sensor	
7.	Panic Switch	
8.	Hooter	
9.	Electrical Wire	
10.	Casing capping –	
11.	MCB – Make -	
12.	Smoke Sensor	
13.	Vibration Sensor	
14.	Seismic Sensor	
15.		
16.		
17.		
18.		
19.		

**(Add any other items required from S.No. 20 onwards.)**



**CMS for Burglar Alarm System:**

1. The vendor will have to demonstrate the CMS capabilities and give out all the requirements of Hardware as well as software at the time of presentation along with the cost factor.
2. The vendor has to demonstrate both PSTN and GSM based systems for transmitting the data / establishing the connection between the branch alarm systems and the CMS system.
3. The CMS system should be capable of providing a real-time alarm information / event based alarm pop-ups of all the alarm systems connected to it.
4. The CMS system should be capable of displaying the information such as Manager Phone Number, Police station name and its number along with the Alarm information / event based pop-ups.
5. The CMS system should be upgradable to send the data once the PSTN / GSM are replaced with IP based network.
6. The technical support and manpower ( minimum electronic diploma holder) will be provided by the company implementing the CMS solutions and shall be responsible for meeting the objectives of CMS i.e remote monitoring, informing the branches on need basis regarding the events after carrying out the analysis.
7. The vendor must undertake Post warranty Maintenance & support for offered CMS equipment ( Hardware as well as software) and arrange for spare parts for a minimum period of 4 years after expiry of warranty period. The vendor shall provide service / support.

**COMPANY PROFILE**

1.	Name of the Organization and Address with phone numbers :	
2.	Year of Establishment (Submit proof) :	
3.	Status of the firm (Submit proof) : (Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm)	
4.	Name of the Chairman/Managing Director/CEO/Country Head (as the case may be):	
5.	Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose the copy of Registration Certificate.	
6.	a) Name and address of Bankers (Submit proof) : i)Bank 1: ii)Bank 2: iii)Bank 3: b) Turnover of the Company/Firm in last three years: (Please attach a copy of audited Balance Sheet and Profit & Loss Account for the last three years as proof documents)	
7.	Whether registered for Service Tax purposes. If so, mention number and date. (Submit proof):	
	a) Head Office address:- b) Local office addresses:-	

> Furnish the names of renowned organizations, where you have supplied Security Gadgets in the last three years:

**Please attach copies of their orders or payment proof. (A separate sheet may be attached if the above space is inadequate)**

I / We have read the instructions appended to the Performa and I / We understand that if any false information is detected at a later date, any contract made between ourselves and South Indian Bank on the basis of the information given by me / us can be treated as invalid by the Company and I / We will be solely responsible for the consequences.

I / We agree that the decision of South Indian Bank , Head Office, Thrissur, in selection of Company will be final and binding to me / us.

All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.

I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.

Place:

Date :SIGNATURE:

Name & Designation & seal of the Company

**Reference Site Details**

<b>( 1 ) Name of the company</b>	
Address of the company	
Contact person	
Details of job carri (Ref. No., date of order and quantity)	
<b>(2) Name of the company</b>	
Address of the company	
Name, designation of contact person with telephone No. and e-mail id	
Details of Manpower deployed inlast 3 years (Ref. No., date of order and quantity)	

**Annexure 6**

DETAILS OF PRESENT EQUIPMENTS INSTALLED IN THE BANK FROM May 2012 to Jun 2016.

Sl.No.	Particulars of Security Alarm System installed in Branches	Quantity
1.	<b>8 Zone Panel with on board Auto dailer</b> – Make & Model - Premier 816 Plus - TXICBE0047- Hybrid Control Panel.	1
2.	<b>Premier LCD Keypad</b> – Make - Texecom - Custom English Display	1
3.	<b>Speech Module</b> – On board connectivity to P816 and P832 Panels 2 Messages - 4 Numbers	1
4.	<b>PIR</b> with Pet immunity and mounting bracket - Make – Texecom - Model TXIABC00112B	2
5.	<b>Battery</b> – Make- Exide 12V 7Ah	1
6.	<b>Shutter Switch</b> – Make - Securico	1
7.	<b>Magnetic Sensor</b> –Make - Securico	3 - 4
8.	<b>Panic Switch</b> –Make - Securico SEC PS	4 - 5
9.	<b>Hooter 40W</b> – Make – Securico	2
10.	<b>Apollo s65 Conventional Smoke Detector - Make - Apollo</b>	4 - 5
11.	<b>MCB</b> – Make - Hawells / Siemens	1
* <b>Note :Cabling - Finolex / Polycab – 2 - core- Multi Strand with Casing capping / PVC conduit Pipe – ISI marked.</b>		

**BRANCH & ONSITE ATM CCTV SYSTEM PACKAGE**

Sl.no	Particulars	Make & Model	Quantity
1	8-ch standalone DVR	Dauha 0804 HFA	1
2	2 TB HDD	SEAGATE ,SV 35	1-2
3	Dome Camera	CP PLUS, CP-EAC-DY65 M	1
4	IR Camera Vandal proof (Bullet type)	CP PLUS, CP-EAC-TY70MVAR5	1
5	WDR Camera	CP PLUS ,CP-EAC-DY70MVFW	1
6	IR Dome Camera	CP PLUS ,CP-EAC-DY65 L2	3 - 4
7	Monitor 19" with wall mounting rack	ACER/LG/AOC/SAMSUNG	1
8	<b>4 U</b> Wall Rack for Securing DVR with Exhaust fan	HCL/APW / Wall Rack / Net Rack	1
9	MCB	SIEMENS/ Havells	1
10	PIR for ATM	TEXECOM - TXIABC00112B	1
11	SMPS	12 V , 10 amp	1
12	Speaker with amplifier	PC Speaker – 10 Watts	500.00
13	Hooter for ATM	Securico	250.00
<b>Note1: Cabling ( electrical, video, data &amp; VGA ) - Finolex / Polycab – 2 - core- Multi Strand with Casing capping / PVC conduit Pipe – ISI marked,</b>			
<b>Note 2: The number of cameras are tentative, and may vary from site to site.</b>			

<b>OFFSITE ATM CCTV SYSTEM</b>			
<b>Sl.no</b>	<b>Particulars</b>	<b>Make &amp; Model</b>	<b>Rate</b>
1	4-ch standalone ATM DVR with inbuilt Monitor	Dauha DH-DVR0404AH-UD/B	1
2	2 TB HDD	SEAGATE SV 35	1
3	IR Camera Vandal proof (Bullet type)	CP PLUS CP-EAC-TY70MVAR5-E	1
4	IR Dome Camera	CP PLUS CP-EAC-DY65M L2	1
5	Wall Rack for Securing DVR with Exhaust fan	Wall Rack, 4U	1
6	PIR for ATM	TEXECOM - TXIABC00112B	1
7	SMPS	12 V , 5 amp	1
8	Magnetic Contact/Door Sensor	Securico	3
9	MCB	SIEMENS/ Hawelles	1
10	Hooter for ATM	Securico	1
11	Panic switch with Box	-	1
12	Speaker	PC Speaker – 10 Watts	1
<p><b>Note1: Cabling ( electrical, video, data &amp; VGA ) - Finolex / Polycab – 2 - core- Multi Strand with Casing capping / PVC conduit Pipe – ISI marked,</b></p> <p><b>Note 2: The number of cameras are tentative, and may vary from site to site.</b></p>			