Request for Proposal & Quote

FOR CENTRALIZED CCTV MONITORING SOLUTION

The South Indian Bank Ltd
Information Technology Operations Department,
SIB Building, Info park Road,
Rajagiri Valley, Kakkanad,
Ernakulam – 682 039.
Kerala.

Ref No.	ITOD / RFP /2020-21
Name of the Company	The South Indian Bank Limited
Date of issue	18-09-2020
Last Date and Time for Receipt of Bids	02-10-2020

Background

The South Indian Bank Limited (website- www.southindianbank.com) is one of the leading Scheduled Commercial Bank having more than 900 branches & 1364 ATMs spread across 30 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.

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

The Bank is using 'Finacle' (from M/s. Infosys Technologies Ltd) as the Core Banking Solution (CBS). The Bank presently uses Core Banking Software – Finacle 10. Bank has been awarded with ISO 27001:2013 Certification for Information Security Management Systems (ISMS).

Guidelines for Bidders

Purpose - The purpose of the present notice inviting the bid for Maintenance of Centralized CCTV Monitoring station.

Terms & abbreviations used in this document:

1) **'Bid'** shall mean the set of Bid/Request For Proposal and Quote (RFPQ) documents provided by Vendor to the bank for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
2) **'SIB/Bank'** means The South Indian Bank Ltd.
3) **'Vendor/Provider'** means the entity who has submitted the Bid documents for the said ''services' with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
4) **'Service Level Agreement'** shall mean the Contract entered into between Bank and the successful Vendor on award of Contract for Works.
5) **'Successful Vendor'** means the Vendor whose Bid is accepted by the Bank and been awarded the Contract of Works.
6) **'RFPQ'** – This Request for Proposal & Quote
7) **'Full Acceptance'** means the solution has been 'fully implemented' and has passed the acceptance test as per the acceptance test plan.

Summary of the Requirement:

The services required by South Indian Bank as part of the project at CCTV CMS, Administrative Building, Rajagiri valley, Kakkanad are as follows:

a) Installation & Maintenance of Centralized CCTV Monitoring software.
b) Installation & Maintenance of CCTV health report generation software.
c) Installation & Maintenance of Automated E-mail & SMS alert generation & complaint tracking software for CCTV failures.
d) Onsite FM support staff for managing and maintaining Software

Eligibility Criteria

a) The bidder should be a Company/firm registered in India and should have an office/ support center in Kerala with sufficient manpower.
b) The bidder should have good reputation in the market and their clientele should preferably include banks, FIs, Government Undertakings and other reputed concerns.
c) The bidder should have experience of at least 5 years in Supply, Installation & Maintenance of Centralized CCTV Monitoring software.
d) The bidder should have annual revenue of more than Rs. 3 Crores or more from IT Services in the last audited financial year preferably
e) The bidder should bid directly without any consortium and no third party outsourcing is allowed.
f) The bidder should have supplied, installed & successfully maintained CCTV CMS software for a countable number of clients, BFSI & Non-BFSI sectors, including reputed Companies/banks.
g) The bidder should have on its roll adequate number of technically qualified engineers with necessary hands on exposure on the mentioned platforms.

Documents to be submitted along with the Bid:

1. Technical Bid – Separate Envelope

   1) Unconditional Acceptance of Terms and Conditions
   2) Fulfillment of Eligibility Criteria

2. Commercial Bid Form – Separate Envelope

Bid Evaluation Criteria

1. The vendor shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, is liable for rejection. Any decision of South Indian Bank Ltd in this regard shall be final, conclusive and binding on the vendor.
2. The Financial Bid will be opened only if the Technical Bid is cleared and accepted.
3. L1 vendor will be arrived at by considering the bid cost, by evaluating the technical competence, experience, successfully managed reference sites etc.

General Instructions

1. The bid consists of two parts namely, Technical Bid and Financial Bid, which are required to be submitted in two separate sealed covers marked as "Technical Bid" and "Commercial Bid".

2. Further, any technical clarifications, should be clarified on or before 25-09-2020.

3. All the bids, duly addressed to **CGM & CIO, South Indian Bank Limited** and must be submitted in person to the Bank representative mentioned below at the following address on or before the due date specified 30-09-2020

   > Chief General Manager & CIO,
   > 3rd Floor, SIB Building, Rajagirivalley PO,
   > Kakkanad, Kerala-682039
   > security@sib.co.in

4. Bank reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder.

5. **Interested Bidders may obtain further information from Mr. Suresh N, Chief Security Officer (Mobile: 9633329920) / Mr. Shakthi Krupakar G, Manager(Security) (Mobile: 7736438993) on working days or email to security@sib.co.in**

6. Proof of Concept (testing) of the respective solution shall be carriedout by the bidders as per the direction by the Bank.

7. Successful bidder would sign the Agreement, SLA & NDA with Bank.

8. **Prices quoted should be excluding GST/ taxes.**

9. **Applicable TDS, if any shall be deducted at source as per existing rate at the time of making any payment.**

10. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

11. South Indian Bank reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to award of the contract.

12. Bidder will have to sign detailed Agreement along with Non-Disclosure Agreement (NDA) with South Indian Bank to protect any shared sensitive information / data. SLA and NDA need to be signed

AMENDMENT TO RFPQ:

The Bank also reserves the right to change any terms and conditions of the RFPQ and its subsequent addendums as it deems necessary at its sole discretion. The bank will inform the Bidder about changes, if any before the commercial bids are opened.

1) The Bank may revise any part of the RFPQ, by providing an addendum to the Bidder at any stage till commercial bids are opened. The Bank reserves the right to extend the dates for submission of responses to this document.

2) Bidder shall have the opportunity to clarify doubts pertaining to the RFPQ in order to clarify any issues they may have, prior to finalizing their responses. Responses to inquiries and any other corrections and amendments will be distributed to the Bidder by fax or in electronic mail format or hardcopy letter or at Bank's website, at the sole discretion of the Bank.

3) Preliminary Scrutiny – The Bank will study the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the Bidder and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

4) Clarification of offer – To assist in the study, evaluation and comparison of offer, the Bank may, at its discretion, ask the Bidder for clarification of their offer. The Bank has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project.

5) Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract.

Procedure for Submission of Bids

General:

1. Each bid shall be properly Superscripted as Technical and Commercial / Financial Bid the case may be and submitted simultaneously in sealed envelopes at the above mentioned address. A copy of technical bid shall be sent to security@sib.co.in

2. Bank is not bound to accept the lowest or any bid and has the right to reject any bid without assigning any reason whatsoever. Bank also reserves the right to re-issue/re-commence the bid/bid process. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

3. The Bidder is expected to examine and follow all instructions, forms, terms & conditions, and scope of work in the Bid Document. Failure to furnish complete information in all respects required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid by Bank.   Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Bidder Qualification

The "Bidder" as used in the Bid Documents shall mean the one who has signed the Bid Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative and the Principal Officer.

Period of Validity of Bids

1. Bids should be valid for 90 (ninety) days from the last date of submission. A bid valid for a shorter period may be rejected by Bank as non-responsive.   Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Format and Signing of Bid

1. The Bidder shall submit Only One Original set of the bid along with a softcopy.

2. Each page should be stamped and initialed by authorized signatory.

Late Bids

Any bid received by Bank after the last date for receipt of bids prescribed by Bank, will be rejected and/or returned unopened to the Bidder. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

Contacting Bank

No Bidder shall contact Bank on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. Any effort by a Bidder to influence Bank's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

No Agency

The Services of the Bidder herein shall not be construed as any agency of Bank and there shall be no principal agency relationship in this regard.

Ownership and Retention of Documents

The Bank shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.

Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Bank, the Bidder shall deliver to the Bank all documents provided by or originating from the Bank and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Bank at no additional cost. The Bidder shall not, without the prior written consent of the Bank store, copy, distribute or retain any such Documents.

Data and Hardware

By virtue of this Contract, the Bidder's team may have access to personal and business information of the Bank and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. The Bank have the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's team in the course of performing the Services under this Contract.

Payments Terms

Payment will be made on successful functioning of the respective softwares as per the Bank requirement mentioned in the scope. Payment will be made quarterly arrears after issuing of necessary invoice after deduction of penalties if any. Payments will be released only after submission of preventive maintenance report after completion of each quarter. In case of termination of services, the payment will be made on pro rata basis for the duration for which the services were provided.

Termination

1. The Bank may, terminate this Contract by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

> i. Where it comes to the Bank's attention that the Bidder (or the Bidder's team) is in a position of actual conflict of interest with the interests of the Bank, in relation to any of terms of the Bidder's Bid or this Contract.

> ii. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Bank shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder, and to ensure business continuity.

Termination for Default: The Bank, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

Publicity

The Bidder is not permitted to make any public announcement or media release about any aspect of this Contract unless the Bank first gives the Bidder his written consent.

Penalty

The penalties for any non-compliance under the Bid Documents and the Contract are defined under Scope of work - **Service Level Agreement-Penalty clause .**

The Non-coordination related penalties will be applicable to the Bidder responsible for delay/default as provided under the Bid Documents.

<u>Scope of work</u>

Currently we have installed CCTV (analog & IP) cameras & DVRs / XVRs / HCVR / NVR in ATMs / Branches / Extension Counters. These devices are presently integrated with Centralized CCTV Monitoring software through banks internal MPLS network as well as 4G VPN. Now, the Bank decided to implement a new Centralized CCTV Monitoring software in a service model. We are looking for on-prim solution (not a cloud solution) for the software. The bandwidth available for a branch / Extension counter differs from 64 Kbps to 256 Kbps. Currently for this monitoring purpose we have dedicated bandwidth in our internal MPLS network. For the Offsite ATMs, the network is being provided through 4G VPN.

The requirements are as follows:

1. **Installation & Maintenance of Centralized CCTV Monitoring software:→**

S No	Basic Requirements of Video Surveillance Software
1	View real-time video & audio of all CCTV equipment in Main stream & Sub streams.
2	View the playback & download videos / snapshots files from various CCTV equipment.
3	Support multiple scheduled arms / periods for all event based / IVS video popups for each devices.
4	Add USER, modify USER and delete USER and modify roles of USERs, and manage role and USER rights in all the CCTV equipment.
5	Provide access / modification rights to the all surveillance devices settings/logs/parameters, device configure, network parameters, event, storage, etc., for all devices
6	Display alerts & Videos linked to external alarm input terminal / motions detection and should provide event video with respective device name in the alarm link window with locations & contact details of custodians & police station numbers.
7	Each client software should support minimum two Screens (one for live viewing and another for event /alarm link video popups)
8	Provisions to Search and export external alarm logs, hooter/sounder triggered logs with event description & time details
9	Whenever Hooter is triggered/ the USER should be prompted to enter the reasons for triggering hooter (with drop down options) with description of the incident.
10	The Alarm video popup window should automatically split to 4 /9/ 16/ 25 video divisions based on the number of video popups at any point of time in a PC for an USER.
11	The server software should be able to distribute the Video / alert loads equally to all the available USERs / Operators logged in.
12	Display Video pop ups (Video pop ups of specific cameras and alerts) for the following
	o On activation of External Alarm input terminal of surveillance devices with multiple types of schedule arming
	o On the motion detection in the camera with multiple types of schedule arming
	o IVS activation for Line crossing with multiple types of schedule arming
	o IVS activation for UPS Door open with multiple types of schedule arming
	o IVS activation for ATM machine doors (Bottom & Top) open.
	o IVS activation for fire/smoke.
	o IVS activation for Intrusion,
	o IVS activation for Fire extinguisher / check drop box missing.
	o IVS activation for object missing,
	o IVS activation for abandoned object,
	o IVS activation for Helmet Detection,
	o IVS activation for face masking,
	o IVS activation for People counting (more than 1 people in the ATM),
	o IVS activation for loitering,
	o For camera masking and video loss of camera

13	The pop up alerts need to be set globally / device at any given point of time.
14	The event should be able to be categorized high, medium & low priority while configuration.
15	All high priority alerts (in text format) (camera mask, video loss, object missing, intrusion, external alarm activation etc.) should be available in a separate screen with notification sounds.
16	All the video popups streams should be customizable both in main stream or extra stream (Should be customizable as per user requirement).
17	The video pop up window should be made available in the extended display/monitor of the PC and the option to watch live videos should be available in the PC monitor display.
18	The duration of event based video pop ups/alerts should be configurable for 20 / 30 / 40 /50/ 60 / 90 seconds (Should be customizable as per user requirement).
19	The event based video popups should get loaded in a distributive format based on the number of users "logged in"/available at any point of time, i,e., as when the number of pop ups are less, it should get loaded in a minimum number of PCs / based on the users logged in.
20	Option to set specific tasks so that a particular type of camera channel (for eg: channels/cash cabin / Strong Room cameras) of all connected locations should be loaded upon activating the particular task and the snap shots should get loaded in a report format, preferably in .pdf / MS word / MS excel formats with the name of the camera, device name, date and time stamp with functioning status of the cameras.
21	The External alarm inputs/outputs of the DVR/NVR/HCVR should be accessible and configurable from the software. The external alarm output (Hooter in particular) should be turned ON if needed and turned OFF from the alarm link window itself while the video is popped up by the Software. There should be a separate indication / alert if any of the External alarm output terminal is in turned ON condition and logs of Hooter activation / deactivation should be available for a minimum period of 60 days
22	The software should be able to play prerecorded multi lingual voice clips (Eg. Please Remove your helmet before operating the ATM / entry to the sides of the ATM is restricted) to the speaker attached to the DVR /NVR/HCVR. Or should be able to trigger a preloaded voice from gateway/ any embedded devices automatically based on the respective Events or based on the manual activation from CCTV CMS USER.
23	The software should support two way Audio communication from CMS command center
24	There should be a facility to take snapshots in the pop up window and live view window.
25	Zooming of the video should be possible while watching the live view of the camera.
26	There should be an option to reboot the DVR / NVR / HCVR in the software solution.
27	There should be an option to synchronize the time of DVR/NVR/HCVR with that of PC time.
28	By default, only admin user should be able to view the playback of a past date and time and download the footage via the software solution. Operators' user rights should be restricted / granted by the admin users. By default operators should not be given with video downloading rights.
29	There should be option to rename the external alarm output terminals.

30	*There should be separate portal/ option for enabling CCTV footage downloading rights and once the predetermined time is lapsed the downloading right should get automatically disabled. Preferably 5, 8 & 12 hrs the downloading rights options to be provided.*
31	*A dashboard showing the total number of DVR/NVR/HCVR connected with a graphical representation of the number of locations which are offline and online.*
32	*Separate individual user accounts to be provided for the USER /operators who are using the software solution. Administrative user accounts to be provided with rights to download CCTV footage and add/remove user level controls and should be able to pull all the logs/reports. The super admin user will have all the control over all the users/ admins users.*
33	*The software solution shall be installed in any number of PCs as prescribed by the Bank.*
34	*The software solution should be installed in the BCP location of the command center.*
35	*Alert the administrator when the ATM shutter is not closed during cash loading.*
36	*Alert the operator when ATM cabin glass door is kept open for more than 30 minutes (time period should be customizable as per user requirements)*
37	*Alerts to Administrator when Lights are not switched on/ less illumination in the ATM Cabin after 6 pm in ATM cabin.*
38	*Alerts to Administrator when active - External Alarm input is not getting signals from the sensors (i.e. PIR) for more than 12 hrs.*
39	*An Onsite support staff from the Company should be available during working days to assist the issues / bugs in the solution*
40	*Should support bulk uploading of Custodian names, Mobile Numbers and Vendors details into the database.*
41	*Should automatically switchover to motion detection based video popups when the External inputs triggers (PIRs) are not received for more than predetermined time internal/ frequency (1 /2 /3 /4 hrs) particular for ATM cameras and once External alarm triggers (PIRs) are received, the software should go back to default (i.e. PIR based video popups). Preference to be given to external alarm input based video popups.*
42	*The Video popups of any camera should stay in the alarm window till the time the hooter is turned off /the video should stay on the alarm window till the time the Hooter is "ON"*
43	*Separate options should be provided for enabling(permanently enabled) / disabling (dropdown options with 1 /4 /12 /24hrs /permanently disabled) External Alarm inputs / outputs for USERs for manual overriding*
44	*Option should be available to copy the Alarm Video link from Popup screen and same video should be projected/viewed in the extra / live view Screen/window // else // an option button should be there to shift/move the alarm video from popup window to live view window.*
45	*Complaints should be sent directly to the registered email IDs and the same to be provided with a ticket number and once it is rectified the status to be updated against the ticket number.*
46	*Bulk loading of site details (such as IP address, name, code/ID, ATM name, ATM type, etc..) to the software needed*
47	*Preservation of event based CCTV footages at Central Monitoring station for a minimum period of 7 days.*

S.No	*Advanced Requirements of Video Surveillance Software*
1	*If operators are found idle (no action recorded/ no operations carried out / no movement in the mouse cursor) more than 5 minutes an alert with popups displaying the name of the USER should be reported to the admin USER in his screen.*
2	*Face recognition (Of black listed people) and alerts with sound notification*
3	*Vandalism detection and alerts with sound notification*
4	*Skimming device installation detection. and alerts with sound notification*
5	*Alerts the administrator when cash cabin door is kept open for more than 5 minutes (time period should be customizable as per user requirements)*
6	*Alert the Administrator when ATM cabin is filled with water/flood*
7	*Alert the Administrator when required amount of light is not available in the ATM cabin*
8	*Alerts the USER when a person uses multiple cards and doing the transaction for a long time (to be integrated with loitering)*

2. *Installation & Maintenance of CCTV health report generation software*

S.No	*Requirements*
1	*Should be able to generate a list of DVR/NVR/HCVR which are online & offline and the date & time from which the site went offline with total downtime record (in days).*
2	*Should be able to generate a list of active channels/ cameras which are showing video loss / blurred and the time from which the camera remained video loss/blurred with total downtime record.*
3	*Should be able to generate a list of cameras which are offline and the time from which the camera remained offline.*
4	*Should be able to generate a list of attached sensors connected to the input (eg: PIR sensor) with the number of instances the terminal was activated with external inputs (say PIRs / magnetic sensors) and which are not working with the time from which the sensor remained non-operational.*
5	*List of locations with details where the hooter is connected to the external alarm output*
6	*List of locations with the details of hooter activated logs. (minimum period of 60 days needed)*
7	*Playback / record availability in each of the cameras connected to each DVR/NVR/HCVR. This list should be available site wise with the date of earliest record availability Hard Disk wise. Also, solutions should be able to report the non-availability of records in the hard disk (1 & 2) with details of the time period from which the records are not available.*
8	*List of sites & cameras which are recording based on motion detection..*
9	*List of sites with number of hard disks & capacity of the hard disks installed.*
10	*List of sites the hard disk is not working / error with the number of days it is not working*
11	*Site wise list with model numbers and serial numbers of DVR/NVR/HCVR/IPC installed*
12	*All logs of all the pop ups/ devices logs/ user logins / hooter triggered should be available in the software for a minimum period of 30 days.*

13	*List of all the alarms generated from the external alarm input terminals connected in the DVR/NVR/HCVR/ IPC*
14	*Details & logs of video downloading rights which are given to the branch / Extension Counter / Offsite ATM user by the CMS USER /operators with sanction reference numbers.*
15	*All reports in the application shall have option to be exported into Excel, pdf, docs formats.*
16	*List of branches/EC opened on any specify day (holiday/Sunday)*
17	*List of branches/EC opened after a specific time (eg, after working hours/after 6pm/after 7pm/after 8 pm)*
18	*List of Cameras where recordings have not taken place / not recorded for a period more than 12 hrs / 24 hrs (customizable as per USER)*
19	*Detailed list of all video popups with date and time, handled by USER / Operator should be available along with the logs*

3. ***Installation & Maintenance of E-mail & SMS alert generation & automated complaint tracking software for CCTV failures.***

Sl.NO	*FORMATS for E-mails Alerts - to CCTV CMS & BRANCHES*	*Type / frequency*
1	*> DVR / NVR / XVR /HCVR Offline – Info details : DVR/NVR/XVR/HCVR OFFLINE – TIME (OFFLINE FROM) – DATE (DD/MM/YYYY -OFFLINE FROM) – SITE TYPE (BRANCH / EC / ATM/ OFFICE) - SITE NAME – BIC/ATM/EC/OFFICE ID – NUMBER OF DAYS (TOTAL DOWN TIME in Days & Time) - CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE - REASONS / REMARKS from CMS USER (WITH UPDATED TIME & USER DETAILS)*	*2 hrs/4 hrs /6 hrs*
2	*> CAMERA VIDEO LOSS – Info details : "CAMERA NAME" VIDEO LOSS – TIME (VIDEO LOST FROM) – DATE (DD/MM/YYYY)– CAMERA TYPE (ANALOG / IP CAM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE-REASONS / REMARKS from CMS USER (WITH UPDATED TIME & USER DETAILS)*	*2 hrs/4 hrs /6 hrs*

3	> *HARD DISK FAULT – Info details : HARD DISK (1 / 2) FAULT - HARD DISK SIZE (1TB / 2TB / 4 TB) – FAULTY TYPE – (SLIGHT / SERIOUS / ERROR) - TIME (FAULT FROM) – DATE (DD/MM/YYYY)– SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE-REASONS / REMARKS from CMS USER (WITH UPDATED TIME & USER DETAILS)*	*2 hrs/4 hrs /6 hrs*
4	> *ATM PIR FAULT – Info details : ATM PIR FAULT – TIME (FAULT FROM) – DATE (DD/MM/YYYY) – ATM SITE TYPE (ONSITE / OFFSITE) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE - REASONS / REMARKS FROM CMS USER(WITH UPDATED TIME & USER DETAILS)*	*after 12 hrs*
5	> *REPEATED DVR REBOOTING – Info details : DVR REBOOTED – NO of OCCURRENCE (alert should be generated if such occurrence noted for the second time in a week) - TIME DETAILS – DATES (DD/MM/YYYY) – SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE - REASONS / REMARKS (WITH UPDATED TIME & USER DETAILS)*	*2 hrs/4 hrs /6 hrs*
6	>*Camera Masking/ covered - Info details : Camera masking/ covered – OCCURANCE TIME – DATE (DD/MM/YYYY) – SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – REASONS / REMARKS(WITH UPDATED TIME & USER DETAILS)*	*2 hrs/4 hrs /6 hrs*
7	> *Auomated Email alert - if Cash cabin is not closed for long time during working hours - (Should have details such as branch Name / Code / Camera Name / Time of capture / Snapshot of the footage / - Should go to the specified email IDs, - with subject as - Cash Cabin found not closed during working hours*	*2 hrs/4 hrs /6 hrs*
8	> *Manual Email - if Cash cabin is not found closed, there should be an option on the survillance software to send email to respective email ids with details such as branch Name /*	*manually*

	Code / Camera Name / Time of capture / Snapshot of the footage - - Cash Cabin found not closed during working hours	
9	*> Automated Email - if there are no lights in the ATM cabin, the survillance software should send email to respective email ids with details such as branch Name / Code / Camera Name / Time of capture / Snapshot of the footage with subject as - No lights in ATM Cabin*	*3 hrs/6 hrs /12 hrs*
10	*> manual Email - if there are no lights in the ATM cabin, there should be an option on the survillance software to send email to respective email ids with details such as branch Name / Code / Camera Name / Time of capture / Snapshot of the footage - with subject as - No lights in ATM Cabin*	*manually*
11	*> E-mail Alerts – if recording is not happening - Info details : "CAMERA NAME" RECORDING NOT BEING CARRIED OUT – OCCURANCE TIME – DATE (DD/MM/YYYY) – SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - CUSTODIAN 1 NAME – CUSTODIAN 1 MOBILE - CUSTODIAN 2 NAME - CUSTODIAN 2 MOBILE – VENDOR NAME - VENDOR MOBILE - REASONS / REMARKS(WITH UPDATED TIME & USER DETAILS) -*	*12 hrs /24 hrs*
12	*> Email alerts with snap shots of cameras covered with cobwebs*	*12 hrs /24 hrs*
S.No	*FORMATS for SMS Alerts - to Custodians*	*Type/frequency*
1	*DVR Offline – Info details : DVR OFFLINE – TIME (OFFLINE FROM) – DATE (DD/MM/YYYY) – SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - VENDOR NAME - VENDOR MOBILE*	*3 hrs/12 hrs /24 hrs*
2	*CAMERA VIDEO LOSS – Info details : "CAMERA NAME" VIDEO LOSS – TIME (VIDEO LOST FROM) – DATE (DD/MM/YYYY)– CAMERA TYPE (ANALOG / IP CAM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) VENDOR NAME -*	*3 hrs/12 hrs /24 hrs*
3	*HARD DISK FAULT – Info details : HARD DISK (1 / 2) FAULT - HARD DISK SIZE (1TB / 2TB / 4 TB) – FAULTY TYPE – (SLIGHT / SERIOUS / ERROR) - TIME (FAULT FROM) – DATE (DD/MM/YYYY)– SITE TYPE (BRANCH / EC / ATM) - SITE NAME – SITE ID – NUMBER OF DAYS (TOTAL DOWN TIME) - VENDOR NAME - VENDOR MOBILE*	*3 hrs/12 hrs /24 hrs*

4. <u>Onsite FM support staff for Software</u>

Adequately qualified Engineer shall be deployed in CMS for the Centralized CCTV Monitoring software Support.

- **FM must have an experience of handling CMS software issues. The FM location is presently at CCTV CMS, 5th Floor, Administrative Building, South Indian Bank Ltd, Kakkanad, Ernakulam.**

- The FM engineer shall provide the Bank with daily reports on the total devices down, software downtime logs and actions made to rectify the issues.

- Support and Maintenance for CCTV Centralized Monitoring software servers

- Server Monitoring & Maintenance activity

- Update Monitoring

- Updates distribution in all servers

- DB Monitoring

- Server's health checkup.

- Generating monthly/weekly/quarterly reports with total downtime, instances of software crashes, network failures, anyother reports required by Bank...

- The FM engineer shall take up with the issues with your company regarding the issues in Centralized CCTV Monitoring software for any abnormal activity & report the Bank and follow up with the OEM/your company for getting solution and rectifications.

- Verify periodically the time synchronization of all CCTV devices with NTP server.

- Day to day admin activities: User creation, modifications with proper request/confirmation from Bank.

- Admin activities on servers: trouble shooting on performance issue, load, disk usage etc.

- Physically monitor the installed software in a frequent interval and report the status to the Bank once in a day.

- Support coordination with the CCTV AMC vendors for software / integration/ technical issues.

- Server backup once in 15 days.

General Deliverables →

- The onsite FM support engineer for this service should be at Bank's site at Kochi, Kerala

- Vendor should submit Standard Operating Procedure (SOP) of all the services under this contract to the bank.

- Vendor should suggest support improving methods based on the history of troubleshooting issues.

Baselines

Service Elements	Description
Contract duration	Initially for a period of three years from the date of signing of agreement and extendable for a further period of 3 years on yearly basis subject to satisfactory performance.
Resident Engineer	One resident Engineer at CCTV CMS, 5th Floor, Administrative Building for its software support. There should be substitute staff present in the office during planned leave of regular staff. The deployed resources should be direct employees of the vendor and no part of the scope shall be sub-contracted. Minimum experience – 2 years. Vendor should submit Detailed biodata, resume and background verification certificates of the staff in advance. Vendor should ensure that Salary and allowances should be as per the industry standard and labour rules prevailing in the country time to time.
Scope of services (on prim solution and not looking for cloud solutions)	Installation & Maintenance of Centralized CCTV Monitoring software
	Installation & Maintenance of CCTV health report generation software
	Installation & Maintenance of E-mail & SMS alert generation & automated complaint tracking software for CCTV failures.

The details of the activities to be carried out are given below:

Vendor Deliverables and Liability

1) **The softwares & resident support engineer should be deputed at South Indian Bank CCTV CMS, Kakkanad within 3 weeks from the date of Purchase Order.**

2) The resident engineer should be provided with mobile phone by the vendor and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to South Indian Bank)

3) The vendor will provide suitable resident engineer for on-site support during emergencies / contingencies which might impact the CCTV monitoring activity, solutions and services covered under this scope.

4) All employees deputed at the central site should be permanent/Direct contract employees of the vendor, with Employee nos. Back ground verification certificate is a must for all onsite Engineer and vendor should ensure police background verification is done for all its deputed persons onsite. Police verification certificate of inducted employees should be submitted to Bank. This should be ensured in the case of field staff also.

5) Vendor should submit the background check reports such as police verification report, Biodata, Resume etc. to the bank before inducting the staff into service.

6) Vendor should adhere to all relevant labor rules, regulations applicable to them, relevant laws of the country.

7) Vendor should sign SLA and NDA with the bank

8) Vendor should submit KYC details as per the format that will be shared by bank

9) The Vendor must ensure one month's notice with proper handover for any change of manpower pertaining to project manager profile.

Covenant of the Vendor

i. In the implementation of the contract, the vendor and its employees shall at all the times comply with & abide by the security policy of the bank in so far as the same may be applicable to or in respect of the works and the provisions of the contract.

ii. Vendor will follow and comply with the procedures and policies, applicable to the scope of work mentioned above laid down by the Bank vide IS Security Policy from time to time and also extend full cooperation to the auditors designated by South Indian Bank.

iii. Vendor/ deputed personnel at SIB will inform South Indian Bank about any correspondence with external entities pertaining to any point mentioned in the scope of work above.

iv. Depending on the sensitivity and criticality of the services or data provided, South Indian Bank will consider commissioning or requesting a review of vendor's internal control structure for ensuring that any confidential/restricted/internal information of the Bank is maintained securely. Vendor will assist and co-operate with the Bank auditors in a way as they are expected to assist and co-operate with their audit.

v. Vendor should comply with Bank's IS Security policy, acceptable usage policy, outsourcing policy etc. wherever applicable.

vi. Vendor should comply with all regulatory requirements, should adherence to government norms which are to be complied related with the project scope and advice Bank time to time regarding such requirements for the smooth functioning of the system.

Service Level Agreement

Scope

The vendor shall sign contract, SLA, NDA with South Indian Bank incorporating following parameters
- Installation & Maintenance of Centralized CCTV Monitoring software
- Installation & Maintenance of CCTV health report generation software
- Installation & Maintenance of Automated E-mail & SMS alert generation & complaint tracking software for CCTV failures.
- Onsite FM support staff for Software – 1 number
- Vendor's complete escalation matrix should be shared to Bank.

SLA dependencies

The above SLA is proposed based on certain factors. The following are the dependencies and assumptions:
1. Failures due to environmental or power non-availability or outage on customer behalf will not be included in SLA calculations,
2. Force Majeure clauses such as Fire, Earthquake, Floods, Govt. problems, Riots and civil disturbance, service provider strikes and other acts of God shall not be included for SLA calculations,

Performance Measurement (SLA uptime calculation)

- Working hours of software solution 24 hrs on all days.

Penalty Clause:

Penalty would be levied (on quarterly basis) for non-adherence to above mentioned uptime and other SLA items. Other relevant penalty

- Any deviation in resolution of software calls will attract a penalty of Rs. 1000/- per day, or the total amount bank suffered loss due to the non-generation of event based alerts from the CCTV system software during the downtime subject to a maximum of 25% of total contract value/year.

- However, if penalty is more than 25% for 2 quarters in a financial year, Bank will review the project and this may lead to either termination of the project or shall deduct the remaining value of actual penalty occurred during these 2 quarters from next payments due.

- The on-site FM Support team shall maintain attendance register and the same should be sent monthly to South Indian Bank for SLA calculations, failing which penalty of Rs.1000/-/month will be deducted.

- The on-site FM Support team shall not be changed without adequate notice (minimum 30days) to South Indian Bank. New on-site FM Support should be joined during this notice period. Minimum Knowledge transfer time period is 15 days. Resigned resource of on-site team should not be relieved before giving suitable replacement. Breach of this clause will attract penalty of Rs.1000/-/instances.

Commercial Bid Form

S.No	Particulars	Rate / year/ per site
1	Installation & Maintenance of Centralized CCTV Monitoring software	
2	Installation & Maintenance of CCTV health report generation software	
3	Installation & Maintenance of of E-mail & SMS alert generation & automated complaint tracking software for CCTV failures.	
4	Onsite FM support staff for managing and maintaining software	

L1 Vendor will be arrived at by considering the lowest cost quoted.

Successful Bidder is advised to open an Account with Bank to facilitate easy and timely credit of payments for goods delivered / services rendered.

ANNEXURE : VENDOR KYC

VENDOR DUE DILIGENCE FORMAT FOR INFORMATION TECHNOLOGY AND COMMUNICATION TECHNOLOGY PRODUCTS, APPLICATIONS AND SERVICES

1	Name of the Vendor	
2.a	Constitution	Individual ▢ Sole Proprietorship ▢ Partnership ▢ LLP ▢ Pvt. Ltd. Company ▢ Public Ltd. Company ▢ HUF ▢ Society Trust Association Foundation ▢ ▢ ▢ ▢
2.b	If you have undergone any change in the constitution since inception give full information here	Originally established as ……………………on…………………… Changed to……………………………………on………………………….. Changed to………………………………..on…………………………
2.c	Information regarding merging/splitting since inception	
2.d	Group affiliation, if any	
Please attach a "Group Tree" -graphical representation of various conerns in your Group (if applicable)		

3	Address of Main/Registered office with Door No. Street No. and PIN		
4	Address for Correspondence with Door No. Street No. and PIN		
5	Address of manufacturing / development centre with Door No. Street No. and PIN		
6	Address of branches / other offices / units (Please attach a separate list, if necessary)		
7	Telephone Nos.	Mobile Phone Number/s (with name and designation of the contact person)	
8	Email Id	Alternate Email Id	FAX No.
9	Date of Birth/Incorporation		
10	Website URL		
10	Registration No. (eg. CIN)		
11	Date of Commencement of Business		

12	Brief Profile of the Firm / Company(Please attach a separate sheet, if necessary)	
13	Licenses & Registrations	
	a) Registration under shops and commercial Establishment Act with Local Body	No……………………………..Dt…………………………………… ….
	b) Commercial Tax Registration	TIN No…………………………..Dt……………………………………….
	c) VAT Registration	No……………………………..Dt…………………………………… ….
	d) Service Tax Registration with Central Excise Department	No……………………………..Dt…………………………………… ….
	e) Tax Deduction Account Registration (TAN)	No……………………………..Dt…………………………………… ….
	f) PAN issued by Income Tax Department	No……………………………..Dt…………………………………… ….
	g) Exim Code	No……………………………..Dt…………………………………… ….

	h) Registration under Software Technology Park Scheme	No………………………………..Dt……………………………………….
	i) MSME Registration	No………………………………..Dt……………………………………….
	j) GST registration	No………………………………..Dt……………………………………….

14	Details of Quality Certification of products/company		
	ISI / BIS	ISO	Any other (please specify)

15	List of major products*/services /Vertical-wise			
	Product/service	Date of launching	% to Annual Turnover**	% to Annual Revenue**
	*Please enclose your company's product catalogue with detailed specification of the product/service ** Relating to the previous available financials			

15	Financials (Rupees in Millions)			
	Capital	20….-..	20..-..	20..-..
	Turnover			
	Net Profit			
	Net worth			

Please provide copies of audited financials for the last 3 years along with the Notice of AGM (For Companies)

16	Details of Banking Relationship:	
	Name of the Bank and Branch	……………………………………………………………………………..
	Type of Account	Current ☐ S☐gs ☐ OD/Loan
	Account No.	……………………………………………………………………………..
	MICR No.	……………………………………………………………………………..
	IFSC Code	
	Account holder (Since)	……………………………………………………………………………..
		……………………………………………………………………………..
17	Auditors (Name with address and telephone/mobile numbers)	………………………………………………………………………..
		………………………………………………………………………..
		………………………………………………………………………..
		ICAI Membership Registrastion No…………………………..

18	Clientele:	
	List of Major Clients (Attach separate list, if required)	1. Since……………………………. 2. Since……………………………. 3. Since……………………………. 4. Since…………………………….
Please produce reference from at least two of your major clients		
19	Competitors:	
	Whom do you consider as your near competitors - Product/ service/ industry-wise list	1. 2. 3.
20	Blacklisting:	
	Are your blacklisted ever: Yes No	If Yes Since when 1. Since……………………………by………………………... 2. Since………………………… by………………………… 3. Since…………………………. by………………………… Reason for Blacklisting:
21	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On………………….by…………………Status……...... 2. On………………….by…………………Status…………. 3. On………………….by…………………Status…………

22	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required) c) Key Manageraial Personnel (attach separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	Service >5 Years………… Service >1 <5 Years………………… <1 Year……………………Outsourced………………………………….. …………………………………………………………………………………… …………… …………………………………………………………………………………… …………………………………………………………………………………………… ……………….. …………………………………………………………………………………… ……….. …………………………………………………………………………………… ……….. …………………………………………………………………………………… ………..
23	Insurance	
	Please narrate the details of any Insurance held for client protection	
24	Any other relevant information (Use additional sheets if required)	

25	List of KYC documents furnished	Name:……………………………………………………………………… Proof of ID Type:…………………………No.…………………………………… Proof of Address Type……………………………..No.………………………………………
		Name:………………………………………………………………………… Proof of ID Type:………………………………No.………………………………… Proof of Address Type…………………………..No.
		Name:…………………………………………………………… Proof of ID Type:………………………………No.…………………………………… Proof of Address Type…………………………..No.………………………………
		Name:………………………………………………………… Proof of ID Type:………………………………No.…………………………… Proof of Address

		Type……………………………..No………………………………… …….
20	List of other documents submitted	1. 2. 3. 4. 5. 6.
21	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On……………………by…………………Status……....... 2. On……………………by…………………Status…………. 3. On……………………by…………………Status…………

22	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required)	Service >5 Years………… Service >1 <5 Years…………………

	c) Key Manageraial Personnel (attach separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	<1 Year……………………Outsourced………………… ………………. ………………………………………………………… ………………………… ………………………………………………………… ……………………….. ………………………………………………………… ……………………….. ………………………………………………………… ……………………….. ………………………………………………………… ……………………… ………………………………………………………… ………………………..
23	Insurance	
	Please narrate the details of any Insurance held for client protection	
24	Any other relevant information (Use additional sheets if required)	
25	List of KYC documents furnished	Name:………………………………………………… ……………………… Proof of ID Type:………………………………No…………… …………………….. Proof of Address Type……………………………..No……………… ………………………

		Name:………………………………………… ……………………….. Proof of ID Type:………………………………No…………… ……………………….. Proof of Address Type……………………………..No.
		Name:………………………………………… ……………… Proof of ID Type:……………………………No…………… ……………………….. Proof of Address Type……………………………..No……………… ………………………
		Name:………………………………………… ……………… Proof of ID Type:……………………………No…………… ……………………….. Proof of Address Type……………………………..No……………… ………………………

26	List of other documents submitted	1.
		2.
		3.
		4.
		5.

I………………………………….s/o………………………………………………………………

………………………………………………………

…………………………………………………………….   residing at…………………………………, in my capacity as the ……………………………… of …………………………………………………………………………………………do   hereby solemnly affirm and declare that the particulars furnished in this due diligence format is true and correct to the best of my knowledge and belief.   I also declare that I have not withheld any material information that is relevant and known to me regarding the firm/Company at the time of signing this document.

I/We hereby authorize the Bank to obtain opinion on me/us directly from our Bankers.

I/We hereby undertake to abide by the Non-disclosure policy of the Bank and shall execute the Non-disclosure agreement, when asked by the Bank to do so.

I/We also agree that I shall allow the Bank to conduct an onsite IS audit on us either by the Bank personnel or by a duly appointed IS auditor by the Bank, if required by the Bank.

I/We also agree to the Bank to set the standards and criteria for the outsourced personnel at the maintenance and also agree to the Bank for surveillance of the personnel engaged in the work with the help of surveillance cameras installed on site. **(Applicable for outsourcing tasks etc. with data/materials owned by the Bank)**

<div align="right">

Place :…………………………

</div>

Authorized Signatory   Date :…………………………

Guidelines regarding requirements of KYC documents

Individual	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter
Sole proprietorship :	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and profile of the Proprietor
	Provide ID Proof and Address proof of the Proprietorship firm
Partnership	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and a profile of all the Partners
	Provide copies of Partnership deed, Partnership Registration certificate (if registered), 1 Address proof of the firm
LLP	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter of all the Partners
	Provide copies of LLP agreement and Certificate of Incorporation
Ltd. Company	Provide Photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter, DIN and profile of all the directors and all executives/mandate holders who will be signing various documents while dealing with the Bank.
	Provide copies of MOA, AOA, Certificate of Incorporation, Certificate of

	Commencement of Business(only for public Ltd. Co), CIN, PAN and address proof of the Company.
	Copies of Mandate/POA issue to the executives/mandate holders who will be signing various documents while dealing with the Bank.
Society/Trust etc.	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter and profile of all the Signatories/Mandate holder
	Copies of Registration Deed, Bye-laws, List of Managing Committee

************************End of Document**************************