

Queries Related to RFP No 04/2025-26 (GeM Bid Ref No. GEM/2026/B/7130007 -Request for Proposal For Supply, Installation, Commissioning and Maintenance of CCTV System & Peripherals at various locations of Maharashtra Gramin Bank)



Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions	Bank Responses
1	12	INSTRUCTIONS TO BIDDERS	A copy of Commercial Bill of Material with prices duly MASKED be submitted along With the Technical Bid.	A copy of Commercial Bill of Material with prices duly MASKED be submitted along with the Technical Bid.	Kindly confirm and clarify whether submission of Commercial Bill of Material (BoM) (Annexure-A) with without prices duly masked along with the Technical Bid implies that only quantities and technical descriptions are to be provided, without any price visibility.	Masked commercial pricing is masked with astric sign or other sign
2	79	Annexure-A	Schedule 1 - Schedule I Grand TOTAL (A) including GST & Schedue 2 - TOTAL (SCHEDULE-II) INCLUSIVE OF ALL OTHER TAXES DUTIES/ LEVIES EXCEPT GST	ANNEXURE A: COMMERCIAL BID FORMAT	Schedule I and Schedule II appear to be contradictory. We request the Bank to review and confirm that both schedules shall be inclusive of GST, and that the TCO cost mentioned in Annexure-A as well as the TCO cost on GeM shall be inclusive of GST. Further, we request confirmation that the prices in both schedules shall be the same.	Please refer corrigendum-1
3	79	Annexure-A	Necessary Cabling 305 meter BOX	ANNEXURE A: COMMERCIAL BID FORMAT	The BOQ mentions Necessary Cabling – 305 meter box, however PVC Conduit, Cameras Box, Patch Cord etc is not explicitly mentioned. Kindly clarify whether PVC Conduit supply and installation cost shall be consider separately to avoid ambiguity during execution and make the necessaory changes in BOQ line items	Please refer corrigendum-1
4	82	ANNEXURE B	Evaluation Parameter. Pont 1 (a) & 1 (b)	ANNEXURE B: TECHNICAL EVALUATION CRIT	Kindly provide clarification on Evaluation Parameters – Point 1(a) and 1(b), particularly whether Point 1(b) is considered acceptable and qualifying independently, and how scoring shall be apportioned between these sub-criteria.	Clause is self explanatory
5	86	ANNEXURE D: ELIGIBILITY EVALUATION	ANNEXURE D: ELIGIBILITY EVALUATION(Point No 7)	The bidder / OEM shall have Service centers at minimum 13 locations across the Maharashtra state (refer annexure 15) either own or through Franchisee.	In case , the bidder has multiple Service Hubs across Maharashtra, including Sambhajinagar (Aurangabad) and other major operational locations; however, presence may not currently exist at a few specified Regional Office locations. Kindly confirm whether the bidder may be considered eligible by submitting an undertaking to establish service support at remaining locations within the stipulated timeframe post-award PO, ensuring uninterrupted service coverage across all regions. Request Bank to kindly consider the same.	Please refer corrigendum-1
6	87	ELIGIBILITY CRITERIA	ANNEXURE D: ELIGIBILITY EVALUATION(Point No12)	The bidder should have supplied minimum 500 CCTV Systems & 3000 Cameras in single order in Maharashtra during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs	Kindly confirm whether experience of supplying, installing, testing, commissioning, and maintaining CCTV & NVR systems for opex e-Surveillance system across approx. 1500 ATMs sites (comprising ~6000 CCTV cameras and 1500 NVR - CCTV Systems) over the last five years (PO issued by Bank in phases manner) with the project currently operational and backed by satisfactory completion certificates from BFSI institutions such as Bank of Maharashtra / State Bank of India, shall be considered compliant with the eligibility criteria specified in the RFP. We request Bank to kindly consider the same.	Please refer corrigendum-1

7	87	ELIGIBILITY CRITERIA	ANNEXURE D: ELIGIBILITY EVALUATION(Point No13)	The bidder should have executed supply orders for CCTV System & Peripherals to Central Government, State Government, PSUs, BFSI sector, reputed private firms, or MNCs with the following conditions: 1. One single order of Rs. 24.00 Crore or more in the last three financial years, OR 2. At least two orders, each of Rs. 12.00 Crore or more, in the last two financial years, OR 3. One single order of Rs. 8.00 Crore or more in the last financial year.	Kindly confirm whether execution of supplying, installing, testing, commissioning, and maintaining of single purchase order exceeding Rs. 24 Crore in the last five years for CCTV & NVR-based opex e-Surveillance system across 3000+ ATMs, sites with the project in active running condition and supported by satisfactory performance certificates from BFSI institutions such as State Bank of India (Head Office - Mumbai (Maharashtra) , shall be considered as meeting the eligibility requirements under the RFP. We request Bank to kindly consider the same.	No Change in RFP Clause
8	9	INVITATION FOR TENDER OFFERS	INVITATION FOR TENDER OFFERS	Last Date and Time for receipts of tender offer	We kindly request the bank to extend the due date of the tender by a minimum of 10 days from the date of the pre-bid query reply.	No Change in RFP Clause
9	31	6.24	Liquidated Damages	If there is a delay by the bidder in the delivery and installation of the complete CCTV System & Peripherals and software as mentioned in the purchase order (beyond 8 weeks from the date of PO), the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages.	Global shortage of hard disk and chipset across the globe we would request to consider the delivery timeline LD as per below .If there is a delay by the bidder in the delivery and installation of the complete CCTV System & Peripherals and software as mentioned in the purchase order (beyond 16 weeks instead of 8 week from the date of PO), the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages.	Please refer corrigendum-1
10	42	6.47	Warranty	The offer must include a minimum three years' comprehensive on-site warranty & Two Years On-Site Comprehensive AMC for CCTV System & Peripherals. The Warranty in respect of all the delivery locations would start from a single and uniform date i.e. from the date of installation of last CCTV System & Peripherals. In no case, there would be multiple warranty dates. 90% Payment shall be released on completion of delivery & Installation of all CCTV System & Peripherals and submission of proofs for Delivery & Installation. On Installation of Last CCTV System & Peripherals delivered only, it would be presumed that the Bank has accepted the installation at all the locations. The Performance Guarantee of 5 % Of Total Contract value needs to be submitted for getting the final 9% payment released as mentioned in Payment Term clause of this RFP.	The offer must include a minimum three years' comprehensive on-site warranty & Two Years On-Site Comprehensive AMC for CCTV System & Peripherals. The Warranty in respect of all the delivery locations would start from a single and uniform date i.e. from the date of installation of last CCTV System & Peripherals (Requested to change atleast on completion of 100 peripheral & location). In no case, there would be multiple warranty dates. 90% Payment shall be released on completion of delivery & Installation of all CCTV System & Peripherals and submission of proofs for Delivery & Installation. On Installation of Last CCTV System & Peripherals delivered only, it would be presumed that the Bank has accepted the installation at all the locations. The Performance Guarantee of 5 % Of Total Contract value needs to be submitted for getting the final 9% payment released as mentioned in Payment Term clause of this RFP.	No Change in RFP Clause
11	45	6.56	Support	The minimum attendance criteria for resident Engineer is 95 %. If resident Engineer absent for more than 5 consecutive days, per day Rs.1000 penalty will be charged	Pls clarify the base location and qty .	No need of residential engineer. Clause removed. Please refer Corrigendum-1

12	45	6.56	Support	Bidder shall provide the list of service center own or through franchise with contact numbers	Bidder shall provide the list of service center own or through franchise/OEM with contact numbers	Accepted. Bidder shall provide the list of service center own or through franchise/OEM with contact numbers
13	81	7.23 ANNEXURE B:	TECHNICAL EVALUATION CRITERION	<p>Bidders experience in CCTV System & Peripherals in last 5 years from the date of RFP (Bidder to submit PO & Work completion Certificate/ recent Satisfactory performance certificate from the clients as a documentary evidences)</p> <p>A. The bidder should have supplied minimum 500 NVR and 3000 CCTV Cameras in single order to any organization in Maharashtra during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs - 40 Marks</p> <p>B. in Public Sector Bank/ Private Banks (5 Marks for each implementation with Min 200 NVR/CCTV System and in multiple of 5 for each such credential subjected to Max 40 Marks) in Maharashtra during previous three financial years</p>	<p>Bidders experience in CCTV System & Peripherals in last 5 years from the date of RFP (Bidder to submit PO & Work completion Certificate/ recent Satisfactory performance certificate from the clients as a documentary evidences)</p> <p>A. The bidder should have supplied minimum 2000 cameras instead of 500 CCTV Systems & 3000 Cameras in multiple order instead of single order in India instead of Maharashtra during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs - 40 Marks</p> <p>B. in Public Sector Bank/ Private Banks (5 Marks for each implementation with Min 200 NVR/CCTV System and in multiple of 5 for each such credential subjected to Max 40 Marks) in Maharashtra during previous three financial years</p>	Please refer corrigendum-1
14	97	7.26 ANNEXURE E	Project timeline	The Bidder shall be responsible for delivery and installation of the CCTV System & Peripherals ordered and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order at each and every designated location.	The Bidder shall be responsible for delivery and installation of the CCTV System & Peripherals ordered and for making them fully operational at no extra charge within 24 weeks of receiving the purchase order at each and every designated location.	Please refer corrigendum-1
15	98	7.27 ANNEXURE F:	Payment terms	<p>90 % of the total Payment (20 % after complete CCTV set delivery within given Timeline & 70% Payment of the order value will be done after installation, commissioning, testing and signoff of all the CCTV System & Peripherals ordered.).</p> <p>2. Out of the balance 10%, 1% amount would be retained by the Bank till expiry of warranty period and 9% would be paid against submission of 5% Bank Guarantee amount.</p>	<p>90 % of the total Payment (40 % instead of 20 % after complete CCTV set delivery within given Timeline Prorata basis & 50% instead of 70% Payment of the order value will be done after installation, commissioning, testing and signoff of all the CCTV System & Peripherals ordered prorata basis .).</p> <p>2. Out of the balance 10%, 1% amount would be retained by the Bank till expiry of warranty period and 9% would be paid against submission of 5% Bank Guarantee amount.</p>	No Change in RFP Clause
16	68	. ANNEXURE 13	ANNEXURE 13 A: RESTRICTIONS UNDER RULE 144 (XI) OF THE GENERAL FINANCIAL RULES (GFRS), 2017 FOR TENDER PARTICIPATION	A consortium or joint venture where any member of the consortium or joint venture falls under any of the above	Please confirm whether consortium is allowed for this tender	Clause is self explanatory

17	85	7.25 ANNEXURE D: ELIGIBILITY EVALUATION	6	If the bidder is an authorized supplier of the CCTV, then the original manufacturer shall also meet the turnover and financial criteria mentioned above. OEM Turn over should not be less than Rs.500 Crore in each of last three FY	As per tender condition, the OEM is required to have a turnover of Rs. 500 Crore in each of the last three financial years.Considering the tender value is only Rs. 30 Crore, this turnover requirement is very high and not justified. We kindly request you to reduce the OEM turnover criteria upto 30 CR to allow wider participation of eligible OEMs.	No Change in RFP Clause
18	87	7.25 ANNEXURE D: ELIGIBILITY EVALUATION	7.25 ANNEXURE D: ELIGIBILITY EVALUATION(Point no-	The bidder should have executed supply orders for CCTV System & Peripherals to Central Government, State Government, PSUs, BFSI sector, reputed private firms, or MNCs with the following conditions: 1. One single order of Rs. 24.00 Crore or more in the last three financial years, OR 2. At least two orders, each of Rs. 12.00 Crore or more, in the last two financial years, OR 3. One single order of Rs. 8.00 Crore or more in the last financial year. Necessary certificates from the respective banks/organizations confirming the order value must be	As per Government of India Startup procurement guidelines, kindly allow exemption from prior Experience criteria for DPIIT-recognized Startup organizations.	Please refer corrigendum I
19	9	1.1 Project Overview	1.1 Project Overview	Bank intends to purchase CCTV Systems for branch's premise surveillance. Maharashtra Gramin Bank therefore intends to engage vendor for Supply, Installation, commissioning, Configuration, and Maintenance of CCTV System & Peripherals across approximately 635 branches/offices across Maharashtra.	Kindly share the list of 635 Branches / Offices across Maharashtra	Please refer corrigendum-1

20	87	7.25 ANNEXURE D: ELIGIBILITY EVALUATION	7.25 ANNEXURE D: ELIGIBILITY EVALUATION(Point no 12)	The bidder should have supplied minimum 500 CCTV Systems & 3000 Cameras in single order in Maharashtra during previous three financial years from the date of issuance of RFP to any Central Govt./State Govt./PSU/BFSI/reputed Private Firms/MNCs	It is requested that work experience should not be limited to state of Maharashtra. Any bidder having pan India experience may also be allowed for wider participation. Therefore, Maharashtra may be removed for the clause. We request that the stipulated completion period of 8 weeks be revised to 6 months(Approx 24 Weeks) from the date of receipt of the Purchase Order.	Please refer corrigendum-1
21	43		6.52. Order splitting	Bank reserves the right to split the order among two technically qualified least quoting bidders i.e. L1, & L2 in the ratio of 60:40	We request that the complete clause 6.52 Order splitting may be removed as there are multiple bidders who are capable of executing the complete work. Another advantage of awarding work to a single party is that OEM will provide higher discount due to greater qty which will result in lower price cost for MGB	No Change in RFP Clause
22	109	ANNEXURE H: DETAILED TECHNICAL SPECIFICATIONS OF CCTV SYSTEM & PERIPHERALS EVALUATION CRITERIA	ANNEXURE H: DETAILED TECHNICAL SPECIFICATIONS OF CCTV SYSTEM & PERIPHERALS EVALUATION CRITERIA(Point no 17)	Power Source-Input: 100-240V AC, 50/60Hz, Built-in Power Supply	Convert it to DC power supply	No Change in RFP Clause
	111	ANNEXURE I: COMPLIANCE TO CCTV SYSTEM & PERIPHERALS CONFIGURATION	ANNEXURE I: COMPLIANCE TO CCTV SYSTEM & PERIPHERALS CONFIGURATION	Smart IR	Remove the Clause	No Change in RFP Clause
	115	ANNEXURE I: COMPLIANCE TO CCTV SYSTEM & PERIPHERALS CONFIGURATION	ANNEXURE I: COMPLIANCE TO CCTV SYSTEM & PERIPHERALS CONFIGURATION	Hard Disk-2 SATA III ports, up to 10TB Each	Consider 1 SATA NVR	No Change in RFP Clause

1. Please refer the corrigendum 1 for amended technical specifications.

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General Manager
Information Technology