

Sl.No	RFP Pg. No/SI No.	Tender Notification	Clarification Required	Bank remarks
1	1/ 1	Replacement of Spares of Burglar Alarm System & CCTV System already installed in our Branches/ ATMs	Brief on existing CCTV /BAS systems	CCTV: DVR based CCTV system with Hikvision, Dahua, CP Plus and other few brands covering Main Entrance, Banking Hall, Cashier Cabin, Strong room entrance, Jewel Appraiser area, Jewel safe area, commonly with 8 channel two Sata DVRs. At ATM 4 channel DVRs covering ATM entrance, lobby & backroom. BAS: Commonly 2-zone control panel with one or two PIR sensors, three panic switches, Magnetic contact switches in Jewel Safes and Strong Room Door, auto dialler with landline/GSM in few locations. The Branch size: 750 to 1200 sq. ft
2	1/ 1.c	Time and Last Date of submission of Tender	Allow bidder at least 14 working days' time to prepare and submit the bid in the Banks format post release of Corrigendum & pre bid query response	Up to 1:00 P.M. on 10.12.2025 (Wednesday)
3	1/ 1.d	Date and Time of Opening of Technical Bid		At 04:00 P.M. on 10.12.2025 (Wednesday) or as decided by Bank.
4	2/ 1.j	Failure to depute the engineer/ technician to the Branch within the close of next working day business hours from the time of registration of the complaint (t+1). This would not include bank holidays	Bank to clarify the cut-off time for complaint registration in relation to the T+1 SLA	Service calls logged on or before 3.00 PM are considered for resolution on the next working day (T+1).

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5	2/ 1.m	Proof of Concept (POC)	Provide detailed clarity on the POC requirements mentioned in the RFP. We need exact scope and timelines for POC evaluation.	Demo/display/POC of the devices over the table is enough. Empanelment will be done then and there, and it is mandatory. Last date for POC is 06.12.2025. Appointment for POC can be obtained through mail (security@tngb.bank.in).
6	3/ 3.c	The product Offered by the vendor must be covered under a comprehensive on-site warranty for a period of three years from the date of installation	Warranty normally exists for only 2 years. Since the contract and service engagement with bank is limited to a maximum of 2 years, kindly confirm how the 3-year warranty obligation is expected to be handled.	Warranty for Surveillance Hard disk drive – 3 years, all other spares – 2 years, All type of battery – 1 year. PGs will be withheld, till such period of warranty cover available for any of the products/ components,
7	3/ 3.c	Warranty covers manufacturing defects and component failures	Warranty covers manufacturing defects and component failures, we request bank to clearly define warranty exclusions, such as: Physical damage, Damage due to electrical issues, Rodent bite or cable cuts, Replacement of consumables, e.g., power adapters, connectors, SMPS, mounting brackets, etc.	All Spares are to be covered under applicable warranty. Exclusions only for "Force Majeure" events.



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8	5/ 5.a	AMC charges inclusive of preventive maintenance visits at quarterly intervals, maintenance and support, repairs and replacements of defective parts/ kits/ items during the tender period, (i.e., One (01) year, which may be extendable by one year should be quoted inclusive of taxes in the financial bid.	We request bank to kindly provide a detailed AMC scope/activities to be done during the visit.	Quarterly Preventive maintenance visit means to ensure proper functioning of the Security Devices- CCTV and BAS. Addressing Branch requirements such as shifting, installation, aligning, adjusting of cameras/ other components, check health of batteries, optimisation of recording etc. in such a way to ensure error free operation of CCTV and BAS at least till next AMC visit.
9	5/ 5.b	Bidder should ensure 180 days or more backup of CCTV cameras at all the locations at any given point of time as per RBI/Govt. guidelines.	It is feasible only if banks existing infrastructure supports 180 days retention	Mostly, branches have 2-sata DVRs capable of supporting 180 days. In case, not feasible, new systems may be replaced/ HDD capacity can be increased by way of addition/ replacement.
10	7/8.b	In case the bidder is unable to repair the equipment, and suitable standby is not provided; bank reserves the option of getting the systems repaired and cost of repair incurred will be imposed as penalty.	Request bank to kindly confirm whether prior written intimation will be provided before imposing repair costs as penalty.	If bidder is unable to repair the equipment by T+5, bank reserves the option of getting the systems repaired and cost for repair incurred will be imposed as penalty in addition to applicable penalty clause as per RFP Para 1(j) .
11	11/11.bb	The successful bidder/ vendor shall be required to deploy at least one dedicated engineer/ technician for each RO to attend to AMC-related service calls from Branches and Administrative Offices, and to address all maintenance requirements in a timely and efficient manner.	We request bank to kindly add a separate line item in the commercial bid to capture the cost of deploying dedicated engineers at each RO.	Not feasible, since bidders will be operating from vendor service centre in the Regional Office control area only.

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12	11/12.z	bank, at its sole discretion, may accept L-1 rates from the qualified bidders/ vendors for suitable and acceptable spares/ components of existing CCTV and Burglar Alarm System. Even when L-1 rates are quoted by the qualified bidders/ vendors, for unacceptable spares/ components of existing CCTV and Burglar Alarm System, will be summarily rejected by bank.	We request bank to kindly clarify the criteria used to determine which spares or components of the existing CCTV and Burglar Alarm System will be considered "suitable and acceptable" for acceptance of L1 rates, and which items may be treated as "unacceptable" and rejected.	Suitable and acceptable is the one which gets qualified in POC evaluation during the tender process. If any other spares/components are to be used for making the system functional, it needs prior permission of RO/HO. Using other spares without the permission, will be considered as unacceptable.
13	12/14.B.iii	AWARD CRITERIA: EMDs, PGs and Penalties The successful bidder/ vendor shall be required to deposit PG in the form of bank deposit duly discharged/ lien marked in favour of Tamil Nadu Grama Bank, valid up to entire warranty period of product supplied lequipment installed, for an amount of for each allocated Regional Office/s operational area basis obtained from a Branch of Tamil Nadu Grama Bank within 15 days from the date of the award of the work.	We request bank to modify/ amend this clause: The successful bidder/ vendor shall be required to deposit PG in the form of bank deposit duly discharged/ lien marked in favour of Tamil Nadu Grama Bank, valid up to entire warranty period of product supplied/ equipment installed, for an amount of each allocated Regional Office/s operational area basis obtained from a Branch of Tamil Nadu Grama Bank within 21 days from the date of the award of the work.	Successful bidder has to submit the PG within 15 days, as stipulated in the RFP.

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14	14/15-a	Commencement of Work a) The successful Bidder/ vendor shall commence his work within a maximum period of 7 days from the date of receipt of Work Order issued by the Bank.	We request bank to modify/amend this clause as mentioned below: a) The successful Bidder/ vendor shall commence his work within a maximum period of 14 working days from the date of receipt of Work Order issued by the Bank.	The successful Bidder/ vendor shall commence his work from 01.01.2026.
15	18/ 8	Standalone 2MP (IP) camera, IR wireless – with motion sensor (with Self-Recording facility & storage in SD Card) Wifi facility	It should be - Standalone 2MP (IP) camera – with motion sensor (with Self-Recording facility & storage in SD Card) Wifi facility	Accepted. The purpose is to have backup in case of failure of CCTV system. As a standby camera with backup facility in SD Card and viewing through mobile app through WIFI
16	18/23	PVC Box for Camera	Specification needed	ISI standard 5 X 5-inch box is acceptable for all cameras under DVR/NVR.
17	19/3	Support	HD Camera/ Network Camera, 32 Wireless Zone, 8 wired zone, Smart Office Connectivity and Linking, Built-in GSM/ GPRS Module, CMS and Mobile App for accessing remote locations	Remote Monitoring, CMS and Mobile App for accessing remote locations.
18	19/8	HDMI Output		Display Ports: VGA and HDMI-1080P
19	19/17	Network Protocols	TCP/IP, PPPoE, DHCP, EZVIZ cloud P2P, DNS, DDNS, NTP, SADP, SMTP, SNMP, NFS, iSCSI, UPnP, HTTPS	TCP/IP, PPPoE, DHCP, P2P, DNS, DDNS, NTP, SADP, SMTP, SNMP, NFS, iSCSI, UPnP, HTTPS
20	19/18	SATA		Each SATA should support minimum 4TB and total capacity 16TB

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21	19/21	Network interface	1:10M/100/1000 M self-adaptive Ethernet interface	10M/100 self-adaptive Ethernet interface
22	19/22	Serial Interface		Not required
23	19/24	Alarm In/Out		Not required
24	21/13	e-SATA	1 eSATA port for external storage expansion	Not required
25	21/31	Certifications	UL/CE/FCC/ISO9001	UL/ROHS/BIS
26		CCTV Recording Parameter	Since, 180 days backup is to be maintained, mention CCTV recording parameter	As per bank requirement
27	34/ i	Price Bid for Annual Maintenance Contract – “A”	Request bank to define a benchmark / minimum AMC price based on past AMC rates, industry standards, spare replacement requirements, and SLA compliance, so that abnormally low and unsustainable bids can be avoided	Bidders are advised to quote suitable rate only.
28	34/ i	On-Call Visits	we request bank to add a separate line item/column in the commercial bid for On-Call Visit charges.	'On Call Visits', if any, originated by the Regional Office on behalf of branch in addition to AMC visits, AMC charges per branch per quarter will be paid extra only once during the quarter.
29	34/7	2MP (IP), IR Wireless – with Motion Sensor (For Self-Recording facility & Storage in SD Card)	It should be - 2MP (IP), – with Motion Sensor (For Self-Recording facility & Storage in SD Card)	2MP (IP), – with Motion Sensor (For Self-Recording facility & Storage in SD Card), with WIFI facility for Mobile app live view
30	34/15,16	HDMI cable 5 meters HDMI cable 10 meters	Mention reputed brand since brands available at market for various price rates	BIS/ ISI Standard

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31	34/11,12	4TB, 6TB HDD		Rate quote required for 4TB, 6TB and 8TB Surveillance HDDs.
32	35/iii-5	RG6 cable (Rate per Meter)	Instead of RG6 cable, CAT6 may be used	Read CAT6 cable (Rate per Meter) instead of RG6 cable.
33	35/iv	The L-1 rate would be calculated on each line basis or grand total basis or based on AMC charges per quarter per Branch/Office basis subject to banks discretion.	Request bank to clearly define the L1 calculation method at this stage. Since spare item quantities are uncertain, L1 should be evaluated only on AMC rates per Branch/Office for fair comparison	Bank has constituted a committee to decide L1 rate. Calculation method will be as per RFP only.
34	35/21,22	6U CCTV Rack 4U CCTV Rack	Mention product specification/ thickness	Minimum 45*55*40 cm Minimum 23*55*40 cm (Height*Width*Depth)
35	35/iv).1.	4 zone Intrusion Alarm – Control Panel – with inbuilt GSM Auto Dialler facility	Specify type of SIM for GSM	Capable of accommodating normal SIM and M2M SIM.

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