STATE BANK OF INDIA
CHIEF OFFICER (SECURITY) DEPT. 9TH FLOOR STATE BANK BHAVAN
NARIMAN POINT MUMBAI – 400 021

13.07.2026

CORRIGENDUM-I FOR BID NO. GEM/2026/B/7601985 DATED 30.05.2026

PROJECT :- SELECTION OF MASTER SYSTEM INTEGRATOR (MSI) FOR ESTABLISHMENT OF CENTRALIZED MONITORING STATION, COMMAND CENTRE & INCIDENT MANAGEMENT SYSTEM FOR BRANCHES OF STATE BANK OF INDIA
(Referred as "CMS Project")

We refer to the bid reference No. **GEM/2026/B/7601985** dated 30.05.2026 published at the GeM portal https://bidplus.gem.gov.in/all-bids and on Bank's website https://sbi.bank.in/web/sbi-in-the-news/procurement-news for the above-mentioned project. The items listed in this Corrigendum/ Addendum will supersede the corresponding clauses in bid documents. The Corrigendum/ Addendum has the following parts:

Part 1 – Amendments to Schedule of Events
Part 2 – Amendment to Clauses
Part 3 – Clarifications
Part 4 – Annexures

Part-1 : Amendments to Schedule of Events

#	Particulars	Remarks (Existing)	Remarks (Revised)
7)	Last date and time for Bid submission	**Up to 3:00 PM** on **20/06/2026**	**Up to 3:00 PM** on **27/07/2026**
9)	Date and time of opening of Eligibility Bid (PQ) and Technical Bids (TQ)	**3: 30 PM** on **20/06/2026** Authorised representatives of Bidders may be present online during opening of Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.	**3: 30 PM** on **27/07/2026** Authorised representatives of Bidders may be present online during opening of Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
10)	Schedule for technical presentation by the Bidder	From **29/06/2026** to **03/07/2026** Detailed venue and schedule to be informed later to all qualified/eligible bidders	From **10/08/2026** to **14/08/2026** Detailed venue and schedule for technical presentation to be informed later to all qualified/eligible bidders
11)	Schedule for Proof of Concept (PoC)	20 days for PoC setup from the date of intimation to the eligible bidder. Detailed venue and schedule to be informed later to all qualified/eligible bidders.	30 days for PoC setup from the date of intimation to the eligible bidder. Detailed venue and schedule for PoC setup and PoC demonstration will be informed later to all qualified/eligible bidders.

Part-2 : Amendments to Clauses

The revised clauses/details/parameters/terms may be read as follows:

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Existing Clause	Revised Clause
1	ATC	57	Appendix B - Bidder's Eligibility Criteria	**Documents to be submitted under Bidder eligibility criteria:** Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current financial year may be submitted.)	**To be read as:** **Documents to be submitted under Bidder eligibility criteria:** Copy of the audited financial statement for required financial years. (For FY 2025–26, in case the audited financial statements are not available, provisional financial statement duly certified by a Chartered Accountant can be submitted solely for demonstrating compliance with the turnover criterion only.)
2	ATC	4	Tender Fee	**13) Tender Fee** Rs. 25,000 (Rupees Twenty-Five Thousand only) Amount should be deposited in A/c No: 10768099988 IFSC: SBIN0008586 Account Name: SBI ESTATE DEPT. CC, DRAWING A/C Tender fee will be non-refundable.	Deleted
3	ATC	66	Appendix-C, Technical Evaluation matrix	Appendix-C: Technical Evaluation Matrix (Point No. 8 Description sub-point No.2): 2. Security Alarm System: Turnover >=150 Crores - 2 Mark	**To be read as:** Appendix-C: Technical Evaluation Matrix (Point No. 8 Description sub-point No.2): 2. Security Alarm System: Turnover >=150 Crores - 2 Mark OR 2. Security Alarm System (For Make In India OEM with Class-I and Class-II category): Turnover >=35 Crores - 2 Mark
4	ATC	79	Appendix F - Price Bid Format/Bill of Quantity (BoQ)	Price Bid Format/Bill of Quantity (BoQ)	Kindly refer Annexure-C of this corrigendum
5	ATC	62	Appendix-C, Technical Evaluation matrix	Total number of IP-based CCTV cameras implemented under a single project, deployed across multiple locations over a large geographical territory (PAN-India / PAN-State), during the last eight (8) financial years	**To be read as:** Total number of IP-based CCTV cameras implemented under a single project, deployed across multiple locations over a large geographical territory during the last eight (8) years as on bid submission date
6	ATC	63	Appendix-C, Technical Evaluation matrix	Evaluation based on qualifications and experience of the proposed key resources: 1. Project Manager (7 marks): i. Qualification: B.E./B. Tech/MCA/M. Sc/M. Tech /MCA – 1 mark and MBA/ PGDM – additional 1 mark ii. Experience: Minimum 10 years in managing Smart/Safe City / Surveillance projects. a. 10–12 years – 1 mark b. 12–15 years – 2 marks c. >15 years – 3 marks iii. Experience of IT/ITeS implementation solutions for BFSI sector – 1 mark iv. Relevant Project Management Certification (PRINCE2 / PMP) - 1 mark Solution Architect (6 marks) I. Qualification: B.E./B.Tech. /M. Tech – 1 mark ii. Experience: Minimum 8 years in similar Government	**To be read as:** Evaluation based on qualifications and experience of the proposed key resources: 1. Project Manager (7 marks): i. Qualification: B.E./B. Tech/**BCA**/M. Sc/M. Tech /MCA – 1 mark and MBA/ PGDM – additional 1 mark ii. Experience: Minimum 10 years in managing Smart/Safe City / Surveillance projects. a. 10–12 years – 1 mark b. 12–15 years – 2 marks c. >15 years – 3 marks iii. Experience of IT/ITeS implementation solutions for **BFSI/Govt.** sector – 1 mark iv. Relevant Project Management Certification (PRINCE2 / PMP) - 1 mark Solution Architect (6 marks) i. Qualification: B.E./B. Tech/**BCA/M. Sc**/M. Tech /**MCA** – 1 mark ii. Experience: Minimum 8 years in similar Government

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Existing Clause	Revised Clause
				Surveillance projects, covering areas like project design/solution design and costing/technical specs design a. 8–10 years – 1 mark b. >10 years – 2 marks iii. Experience of IT/ITeS implementation solutions for BFSI sector – 1 mark iv. Certification (ITIL/CCNA/CCNP/CCIE/AWS/AZURE Certified) a. 1 mark for any one b. 2 marks for any two	Surveillance projects, covering areas like project design/solution design and costing/technical specs design a. 8–10 years – 1 mark b. >10 years – 2 marks iii. Experience of IT/ITeS implementation solutions for **BFSI/Govt.** sector – 1 mark iv. Certification (ITIL/CCNA/CCNP/CCIE/AWS/AZURE Certified) a. 1 mark for any one b. 2 marks for any two
7	ATC	19	10. DEADLINE FOR SUBMISSION OF BIDS:	New Clause	Kindly refer annexure of this corrigendum Annexure-A: Bid Checklist Annexure-B: Unpriced BOQ
8	ATC	58	Appendix-B, Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria (8): The Bidder should have experience of executing / maintaining "Similar Work" having ongoing / successfully completed / project declared Go-Live / O&M phase in last eight (8) years for PSU / Private Sector Banks or Financial Institution/ Government / Quasi-Government / Large Private Sector Institution/ Multi-national Company (MNC)	**To be read as:** Appendix-B: Bidder's Eligibility Criteria (8): The Bidder should have experience of executing / maintaining "Similar Work" having ongoing / successfully completed / project declared Go-Live / O&M phase in last eight (8) years as on bid submission date for PSU / Private Sector Banks or Financial Institution/ Government / Quasi-Government / Large Private Sector Institution/ Multi-national Company (MNC)
9	SOW	88	8.7 Wired Intrusion Alarm Control Panel	8.7 (10) : 100 to 240 V AC (on-board power transformer)	**To be read as:** 8.7 (10) : 100 to 240 V AC (on-board SMPS)
10	SOW	121	8.32 Aggregate Switch (Network Switch)	8.32 (3): SFP+ Ports: Minimum 48 × SFP+ ports installed	**To be read as:** 8.32 (3): SFP+ Ports: Minimum 48 × SFP+ ports or (2 * 24) x SFP+ installed
11	SOW	121	8.32 Aggregate Switch (Network Switch)	8.32 (5): Performance: Minimum switching capacity 2 Tbps and forwarding capacity 1200 Mpps	**To be read as:** 8.32 (5): Performance: For 48-ports switch, minimum switching capacity 1.6 Tbps and forwarding capacity 1200 Mpps per switch. For 24-ports switch, minimum switching capacity 1.6 Tbps and forwarding capacity 600 Mpps per switch.
12	SOW	112	8.26 Rack Server for Application/Database	8.26 (5): OS Disk Configuration: 2 x Enterprise grade M.2 NVMe SSDs of Min 960 GB each, configured in RAID 1 for operating system	**To be read as:** 8.26 (5): 2 x Enterprise grade M.2 NVMe SSDs or SATA SSD of Min 960 GB configured in RAID 1
13	SOW	112	8.26 Rack Server for Application/Database	8.26 (10): I/O Interfaces: DVD Drive (internal or external) with all necessary cables and accessories	Deleted
14	SOW	113	8.27 Rack Server for Video Analytics (Master Node)	8.27 (12): Operating Temperature: -5 degrees to + 55 degree Celsius	**To be read as:** 8.27 (12): Operating Temperature: Standard operating temperature range 10 degrees to 35 degrees Celsius
15	SOW	114	8.28 SAN Storage System	Clause no 8.28 and 8.29 of AppxE_SoW : Technical Specification of SAN Storage System and NAS Storage System	Kindly refer Annexure-D of this corrigendum
16	SOW	37	3.2.13 Business Continuity and Disaster Recovery	NA	Kindly refer Annexure-F of this corrigendum for DR LHO mapping
17	SOW	32	3.2.10 Internet Service Provider (ISP), Bandwidth Requirements	Bandwidth Requirements: Branch - 4 Mbps Corporate Centre - 50 Mbps LHO – 50 Mbps	Refer Annexure-C of this corrigendum
18	SOW	10	Branch Locations	NA	Kindly refer Annexure-F of this corrigendum for branch details
19	SOW	85	8.3 16 Channel Network Video Recorder (NVR) with 8 SATA	8.3(22): e-SATA: 1 e-SATA interface	Deleted
20	SOW	107	8.23 Video Wall Solution	8.23 Video Wall Solution – 65" LED Panels	Refer revised BoQ and revised specification of 8.23 Video Wall Panels as Annexure-E of this corrigendum
21	SOW	88	8.7 Wired Intrusion Alarm Control Panel	8.7 (3) : Onboard video clips – 8	**To be read as:** 8.7 (3) : Onboard video clips – 4

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22	SOW	93	8.15 Biometric Access Control Device and Controller	8.15 (3): User Capacity: Device shall be able to store up to 50,000 Face in (1: N) & (1:1) and 500,000 card users	**To be read as:** 8.15 (3): User Capacity: Device shall be able to store up to 10,000 Face in (1: N) & (1:1) and 50,000 card users
23	SOW	98	8.19 1 kVA Online Uninterruptible Power Supply (UPS)	21. Battery Backup : Minimum 30 minutes backup at 80% rated load.	**To be read as:** 21. Battery Backup : Minimum 2-hours backup at 80% rated load.
24	SOW	124	8.35 Online UPS System (30 KVA Class, N+1 Configurable)	8.35 (1): AC Input Voltage : 220-230 VAC, -20% +15%: 3 wire Single Phase or any Voltage range as per requirement	**To be read as:** 8.35 (1): AC Input Voltage : 220-230 VAC or any Voltage range as per requirement (-20% +15%): 3 wire Single Phase or 3 Phase
25	SOW	93	8.15 Biometric Access Control Device and Controller	14. Security - Data : Communication (AES/TLS or equivalent) Device shall support 256-bit encrypted algorithm to protect important information such as personal info transmitted, Support TLS standard security communication protocols Data encryption with all communication over HTTPS. The device shall have proper encryption and secure transmission of data including biometric details and information throughout application.	**To be read as:** To be read as: 14. Security - Data : Communication (AES/TLS or equivalent) Device shall support 256-bit encrypted algorithm to protect important information such as personal info transmitted, Support TLS standard security communication protocols Data encryption with all communication over HTTPS. The device shall have proper encryption and secure transmission of data including biometric details and information throughout application. The device/system shall support "Template on Card (TOC)" or equivalent decentralized storage mechanism to comply with DPDP act/GDPR regulation.
26	SOW	99	8.20 SD-WAN Router – Branches	8.20 (1): The SDWAN Device should support 500 Mbps in real world/ production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc., (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets.	**To be read as:** 8.20 (1): The SDWAN Device should support 200 Mbps and scalable to 500 Mbps of L4 stateful firewall throughput in real world/ production/ enterprise mix environment. The OEM must publish performance claims on a public domain like websites, and datasheets.
27	SOW	101	8.20 SD-WAN Router – Branches	8.20 (15): HUB SDWAN device should support 500K maximum sessions.	**To be read as:** 8.20 (15): HUB SDWAN device should support 300K maximum sessions
28	SOW	101	8.21 SD-WAN Router – LHOs	8.21 (1): The SDWAN Device should support 15 Gbps in real world/ production/enterprise mix environment with all the security engines like IPS, Application control, antimalware etc., (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets.	**To be read as:** 8.21 (1): The SDWAN Device should support 10 Gbps in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc., (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets.
29	SOW	102	8.21 SD-WAN Router – LHOs	8.21 (12): Physical appliance should be minimum Powered 3 GHz, Eight-Core, 16 Threads.	**To be read as:** 8.21 (12): Physical appliance should be minimum Eight-Core, 16 Threads.
30	SOW	102	8.21 SD-WAN Router – LHOs	8.21 (13): Physical appliance should have minimum Network interfaces: 8 × Gigabit Ethernet ports, 8 x 10G SFP+ Ports and 2 x 40G QSFP 28 Ports.	**To be read as:** 8.21 (13): Physical appliance should have minimum Network interfaces: 8 × Gigabit Ethernet ports, 8 x 10G SFP+ Ports.
31	SOW	102	8.21 SD-WAN Router – LHOs	8.21 (18): Each branch can have up to 2 Service provider links, resulting in up to a minimum 10,000 Overlay tunnels and should be scalable to 20,000 tunnels on the hub device. If in case any OEM does not support mentioned tunnel in single device, they can achieve using clustering of the device.	**To be read as:** 8.21 (18): Each branch can have up to 2 Service provider links, resulting in up to a minimum 1,000 Overlay tunnels and should be scalable to 2,000 tunnels on the hub device. If in case any OEM does not support mentioned tunnel in single device, they can achieve using clustering of the device
32	SOW	102	8.21 SD-WAN Router – LHOs	8.21 (19): HUB SDWAN device should support 12M maximum sessions.	**To be read as:** 8.21 (19): HUB SDWAN device should support 5M concurrent sessions.
33	SOW	104	8.22 SD-WAN Software	8.22 (31): The solution must support Firewall features like Domain based URL Filtering to allow deployment of necessary security features centrally as well as at the branches.	**To be read as:** 8.22 (31): The solution must support Firewall features like Domain based URL Filtering to allow deployment of necessary security features at the

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					HUB/LHO/CC Devices. Security features asked here in SD-WAN device is only applicable for HUB/LHO/CC Devices.
34	SOW	106	8.22 SD-WAN Router – LHOs	8.22 (57): The solution component should be “IPv6 Ready” and the solution component should be “IPv6 Ready” and USGv6 certified	**To be read as:** 8.22 (57): The solution component should be IPV4 and IPv6 supported and the solution component should be “IPv6 Ready” or USGv6 certified.
35	SOW	92	8.15 Biometric Access Control Device and Controller	4. Display : The device shall have at least 5-inch TFT IPS LCD Capacitive display.	**To be read as:** 4. Display : The device shall have at least 3.5-inch TFT IPS LCD Capacitive display.
36	SOW	82	8.1 4MP IP IR Fixed Dome Camera with SD Card Support	11. Protocols: TCP/IP, UDP, ICMP, IGMP, Multicast, NTP, DDNS, SNMP, QoS, DHCP, IPv4, IPv6, DNS, HTTP, HTTPS, RTSP, SRTP/ RTSPS, Bonjour, NAT, RTCP, UPnP, ONVIF, SSH, SMTP, ARP	**To be read as:** 11. Protocols: TCP/IP, UDP, ICMP/SNMP, IGMP/ Multicast, NTP, DHCP, IPv4, IPv6, DNS, HTTPS, RTSP/RTSPS/SRTP, Bonjour/UPnP, RTCP, ONVIF, SSH/TLS SMTP, ARP **Same is applicable for 8.2 4MP IP IR Fixed Bullet Camera with SD Card Support**
37	SOW	82	8.1 4MP IP IR Fixed Dome Camera with SD Card Support	19 Supplement light - Type Dual light- IR, White light	**To be read as:** 19 Supplement light - Type Dual light- IR, White light or any other light for colour rich images in extremely dim conditions. **Same is applicable for 8.2 4MP IP IR Fixed Bullet Camera with SD Card Support**
38	SOW	93	8.15 Biometric Access Control Device and Controller	Operating Conditions: Minimum –5 °C to +55 °C	**To be read as:** Operating Conditions: Minimum –5 °C to +50 °C
39	SOW	82	8.1 4MP IP IR Fixed Dome Camera with SD Card Support	6. Iris Type : Fixed iris	**To be read as:** 6. Iris Type: Fixed Iris / Auto Iris **Same is applicable for 8.2 4MP IP IR Fixed Bullet Camera with SD Card Support**
40	SOW	84	8.3 16 Channel Network Video Recorder (NVR) with 8 SATA	8.3 (27): Alarm Output : Supported Minimum 9	**To be Read as:** 8.3 (27): Alarm Output : Supported Minimum 4
41	SOW	59	3.2.50 Cyber Security	3.2.50 (Point No. 6) The MSI must conduct vulnerability assessments at least once every year during operation and maintenance phase and apply all required firmware/software patches as part of ongoing system hardening obligations.	**To be read as:** 3.2.50 (Point No. 6) The MSI must conduct vulnerability assessments at least once every quarter by a Cert-In authorized Security Auditor during operation and maintenance phase and apply all required firmware/software patches as part of ongoing system hardening obligations.
42	SOW	96	8.18 Video Analytics LPU (VA LPU)	13. ECC Memory Support : Supported with compatible CPU and DIMMs	**To be read as:** 13. ECC Memory Support: Supported with compatible CPU and DIMMs (For tower workstation)
43	SOW	97	8.18 Video Analytics LPU (VA LPU)	31. Security : Kensington lock slot support	**To be read as:** 31. Security : Kensington lock slot support (For tower workstation solution)
44	SOW	45	3.2.36 Electricity Supply and Power back up Requirements	"(To reduce dependency on Grid Supply and ensure sustained operations, the feasibility of solar based solution may be explored. Wherever Grid Supply is not available, MSI shall propose solar based power supply.)"	Deleted
45	SOW	88	8.7 Wired Intrusion Alarm Control Panel	8.7 (5): Keypad supported : Wired-4, Wireless-2	**To be read as:** 8.7 (5): Keypad supported : Wired-4
46	SOW	92	8.15 Biometric Access Control Device and Controller	Security: Conformance with iBeta Level 1 & 2 of the Biometric Presentation Attack Detection standard	**To be read as:** Security: Conformance with iBeta Level 1 or 2 of the Biometric Presentation Attack Detection standard

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Existing Clause	Revised Clause
47	SOW	93	8.15 Biometric Access Control Device and Controller	Environmental Protection: Device shall have min. IP65 ingress protection and vandal protection of IK06	**To be read as:** Environmental Protection: Device shall have min. IP65 ingress protection
48	SOW	86	8.5 24-Port PoE Network Switch	8.5 (14): Packet per second capacity of the switch shall be minimum 90 Mbps and the network latency shall be ~5 µs	**To be read as:** 8.5 (14): Packet per second capacity of the switch shall be minimum 90 Mpps and the network latency shall be less than or equal to ~5 µs
49	SOW	52	3.2.46 Phase-2 Milestone-wise Acceptance Criteria	M3.2 – Delivery and Receipt of Hardware and Software Acceptance Criteria • Installation completed for all Phase-2 locations • Devices installed as per approved layouts and standards • System configuration completed for Phase-2 scope • Successful commissioning with live feeds available at monitoring locations	**To be read as:** M3.2 – Delivery and Receipt of Hardware and Software Acceptance Criteria • Hardware and software supplied for entire Phase-2 quantities • Quantity reconciliation completed against approved bill of quantities • OEM authorizations, serial numbers, and licenses validated • Materials delivered to designated locations or stores
50	SOW	111	8.26 Rack Server for Application/Database	8.26 (1): Form Factor (Height): 1U Rack Mount Server	**To be read as:** 8.26 (1): Form Factor (Height): 1U/2U Rack Mount Server
51	SOW	70	5. Risk Assessment and Mitigation	New Clause	Kindly refer Annexure-G of this corrigendum
52	SOW	107	8.18 Video Analytics LPU	New Clause	Certification: Minimum Specification: CE/FCC/BIS Operating Temperature: Up to 50° The bidder is required to meet all functional and technical requirement as per ATC/SOW of the project with proposed hardware of Video Analytics. Any additional compute/hardware required shall be provided at no additional cost to Bank.
53	SOW	107	8.18 Video Analytics LPU	Processor Generation: 13th or 14th Gen Intel Core OR NVIDIA Family AI-SoC Integrated Graphics: Integrated Intel Graphics OR Integrated NVIDIA Ampere GPU Discrete GPU Support: Support for Professional Nvidia RTX workstation OR Integrated NPU	**To be read as:** Processor Generation: 13th or 14th Gen Intel Core or equivalent OR NVIDIA Family AI-SoC or equivalent Integrated Graphics: Integrated Intel Graphics or equivalent OR Integrated NVIDIA Ampere GPU or equivalent Discrete GPU Support: Support for Professional Nvidia RTX workstation or equivalent OR Integrated NPU
54	SOW	84	8.3 16 Channel Network Video Recorder (NVR) with 8 SATA	New Clause	Camera and NVR shall be from the same OEM (Make)
55	SLA	12	5.2 Additional Representation by Service Provider	(viii) Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.	Service Providers warrants that it shall be solely liable and responsible and shall ensure full compliance with all applicable laws / acts / rules, including but not limited to, all labour laws, in respect of its employee, agents, representatives and sub-contractors (if allowed), including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India and the Bank shall have no liability in this regard. For all provisions of the Labour Codes that are pending operationalization through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Existing Clause	Revised Clause
					The Service Providers shall, therefore, be responsible for ensuring compliance under: i) all notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and ii) all operative provisions of the erstwhile Labour Laws until their complete substitution. All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Bank to take appropriate action in accordance with the contract and applicable laws
56	-	-	SMS Gateway	New Clause	**Note:** Consider at least 3 lakh SMS per LHO per year
57	-	-	CV Template	New Clause	Kindly refer Annexure-H of this corrigendum

Part-3 : Clarifications

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
1	ATC	61	Appendix-B, OEM's Eligibility Criteria	at page number 61 RFP Clause 4 (OEM supplying the Security Alarm System should have supplied security alarm systems across multiple locations minimum of 5,000 alarm system in the last 5 years as on bid submission date) our suggestion: Min. 5000 Alarm Systems which includes all types of Security Alarms viz. BAS, ESD, ETL etc.	There is no restriction on types of security alarm system.
2	ATC	77	Appendix F - Price Bid Format/Bill of Quantity (BoQ)	Page no. 77 Appendix-F -Access Control System 13. Biometric Access Control System with Controller and Software (Entry facial reader + Exit with RFID) Qty Given is 1.25, please clarify this qty.	~25% of total branches mentioned in the scope will have 2 controllers and remaining will require 1 controller. For ease of calculation cumulative Qty is given as 1.25 in the BoQ/Revised BoQ. Exact quantity distribution will be as per the site survey by the successful bidder. Kindly refer revised BoQ
3	ATC	77	Appendix F - Price Bid Format/Bill of Quantity (BoQ)	Page no. 77 Appendix-F Sr. No.16 Exit push buttons quantity provided per branch is 2; however, the specification also mentions exit through RFID card. Please clarify whether the exit requirement is through push button or RFID card, or if both are required.	Exit is required through RFID card with exit push button for emergency
4	ATC	80	Appendix F - Price Bid Format/Bill of Quantity (BoQ)	Page no. 80-81 Appendix-F SR. No. 19 As per the RFP clause, only the space will be provided by SBI, while all other required items, infrastructure, and associated activities shall be under the scope of the SI. Also be clarify do we need Fire Suppression system for operator area as well. Technically, fire suppression systems are generally not recommended for areas with regular human occupancy.NFPA 2001 and local fire norms allow clean-agent systems in occupied spaces with proper safeguards.	- Yes, only space will be provided by SBI. Fire Suppression System is not required for operator area, only fire extinguishers to be considered as per site requirement. - The bidder shall be responsible for inspection, testing, refilling/recharging, replacement, and lifecycle maintenance of all fire extinguishers and associated fire safety equipment throughout the contract period. The maintenance activities of fire extinguisher shall be carried out in accordance with applicable BIS standards, including IS 2190 and subsequent revisions. - Fire Alarm and Suppression System will be for Server Room Area.
5	SOW	129	8.38 Centralized Monitoring Station Solution/Platform	1. Please provide expected daily average and peak alert volumes per LHO segregated by CCTV Analytics Alerts, Alarm Alerts, ACS Alerts, HMS Alerts and Network Alerts. 2. Please clarify the operator sizing assumptions adopted by SBI including expected alerts/incidents handled per operator per shift. 3. Please clarify whether prescribed manpower is minimum mandatory manpower or indicative manpower. 4. Please clarify whether prescribed manpower is inclusive or exclusive of leave reserve, weekly offs, absentee replacement, training coverage and public holidays. 5. "Please clarify whether operators are required only for alert verification or also for investigation, incident	Details will be shared with successful bidder.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
				documentation, evidence collection and closure reporting. Will SBI provide existing SOPs or must MSI define all SOPs?" 6. Please clarify whether MSI/O&M personnel are required to coordinate with local police, emergency responders and security agencies during incidents.	
6	ATC	132	Appendix-P, FORMAT FOR EMD BANK GUARANTEE	EMD-BG Kindly confirm which Bank Guarantee format to be used. Either from the Gem Portal or as mentioned in format Appendix P of the RFP document	Kindly follow ATC Appendix-P for BG
7	SOW	37	3.2.13 Business Continuity and Disaster Recovery	As the Cross-DR functionality is to be provided, kindly confirm the DR scope as follows: 1. Kindly confirm whether 100% compute capacity of the DC is required to be considered at the DR site. 2. Kindly confirm whether 100% storage capacity of the DC is required to be considered at the DR site.	- DC compute and storage at DR may be provisioned based on failover load and operational needs for incident management. - Further 1 fps backup recording shall be excluded from DR LHO sizing, as the same will be getting recorded during LHO breakdown. - Further details are available in Clause No. 3.2.55 of Appendix E (SOW).
8	SOW	125	8.36 Data Diode for Unidirectional Connectivity	Please clarify whether Data Diode/unidirectional gateway is mandatory or logical one-way communication over MPLS is sufficient. Also Kindly clarify if the unidirectional traffic is from branch to LHO or LHO to Central command center. Kindly provide the reference architecture.	- In each lot, two Data Diodes shall be provisioned per LHO/CC: One diode for unidirectional data flow from Branch to LHO, LHO to CC Second diode for unidirectional data flow from LHO to Branch, CC to LHO
9	SOW	22	3.2.6 Use Cases	Please confirm whether all AI use cases are mandatory from Day-1 and provide acceptance criteria and accuracy requirements for each use case	All AI use cases are expected to be sufficiently trained and ready for demonstration during the PoC stage.
10	SOW	128	8.38 Centralized Monitoring Station Solution/Platform	Please confirm whether OEM combinations from different vendors are acceptable provided ONVIF, API and DC-09 protocol compliance is maintained	Multi-OEM solutions are permitted subject to ONVIF, API, and DC-09 compliance, with full interoperability ensured by the MSI and validated during PoC/UAT.
11	SOW	25	3.2.6 Use Cases	AppxE_SoW_c93ecb99-0288-415a-b0911780124888066_CM_COS_CC, Page No. 25 of 134, 3.2.6 Use Cases, U.7a Joint Custodian Verification Query- To ensure joint custodian compliance by mandating dual authentication from predefined user groups, with facial recognition at entry and RFID-based authentication at exit for strong room and safe room access., Please confirm whether the Joint Custodian FRS will be provided through the AI Analytics system or through the Access Control system	Joint Custodian FRS to be provided through the Access control system
12	SOW	27	3.2.6 Use Cases	AppxE_SoW_c93ecb99-0288-415a-b0911780124888066_CM_COS_CC Page No. 27 of 134, 3.2.6 Use Cases, U.12 Frisking Compliance Monitoring , Query- As per the current project requirement, frisking detection is applicable only to males. Female frisking detection is not included in the scope. Please confirm if our understanding is correct	Frisking is for both Male and Female. Refer AppxE_SOW Page No. 27, U.12, Output
13	ATC	79	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	RFP_60086a5f-40ab-4e60-bada1780124984147_CM_COS_CC, Page No. 79 of 156 Page No. 86 of 156 Page No. 92 of 156, Pilot Phase Components, 7- Server Room Area- Rack Server :Video Analytics (MASTER), Query- The number of Master Video Analytics Servers (2 Nos.) remains the same across all phases despite significant variations in the number of branches and Command Centres: Pilot Phase: 250 Branches, 6 Command Centres- 2 Master Servers Phase 1: 2,250 Branches, 3 Command Centres- 2 Master Servers Phase 2: 2,778 Branches, 9 Command Centres- 2 Master Servers Further, the total number of Command Centres across all phases is 18 Nos. We request clarification on the sizing rationale for the Master Servers. Kindly also confirm whether bidders may propose the quantity and configuration of Master Video Analytics Servers based on their solution architecture, OEM recommendations, and sizing calculations to meet the required performance and accuracy requirements	The sizing of Command Centre components, has been carried out based on the total number of branches to be handled by a respective LHO for the entire project duration, and not phase-wise in isolation. Bidders are permitted to propose their own solution architecture; however, for commercial parity and evaluation purposes, the cost breakup must strictly adhere to the quantities specified in the BOQ.
14	ATC	71	Appendix-E, Payment Schedule	UAT to be conducted by Bank: Please clarify UAT acceptance timelines and deemed acceptance criteria in case feedback is not received within specified timelines.	UAT test plans including acceptance criteria to be jointly agreed before UAT milestone of each phase.
15	ATC	79	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	Per-LHO sizing basis: the BoQ fixes server (7 app + 2 DB + 2 analytics), SAN (≥130 TB RAW) and video-wall (8 panels) quantities per command centre, yet branches per LHO vary widely. Should sizing be uniform per LHO or load-based on the actual branch count,	Bidders are expected to perform detailed sizing based on the actual branch load applicable to the respective LHO after site survey milestone, while ensuring compliance with all functional, performance, retention, and availability requirements stipulated in the ATC.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
				and is ≥130 TB RAW intended to hold 15-day @ 1 fps for all branches under the largest LHO?	The specified storage capacity is a baseline requirement. However, for commercial evaluation and bid comparison purposes, the pricing shall be mapped to the quantities specified in the BOQ.
16	SOW	32	3.2.10 Internet Service Provider (ISP), Bandwidth Requirements	Data-diode placement and aggregate sizing: the BoQ lists one data-diode lot per command centre at 50 Mbps for "unidirectional connections between Command Centres and Branches." Please confirm whether the diode is deployed at the LHO (aggregating all branches) or per branch, and whether 50 Mbps is the committed aggregate for the full branch fan-in of an LHO.	As per total data in any respective LHO
17	SOW	58	3.2.49 Network, Storage and Retention Management	Undefined location terms: "TAMU" and "PHQ" appear in the network/storage and exit sections (e.g., "30-day retention at PHQ/LHO") and do not match the Branch / LHO / Corporate Centre model used elsewhere. Please confirm the intended retention figures and whether PHQ/TAMU equate to the Corporate Centre Command Centre.	Words 'TAMU' and 'PHQ' stand deleted
18	SOW	58	3.2.49 Network, Storage and Retention Management	Central archival tier: the centralized/archival storage at the Corporate Centre has no stated retention duration or frame rate. Kindly provide the target retention and fps so the on-prem archival (object) tier can be sized.	There is no footage archival requirement at Corporate Centre, it will be done at LHO only
19	SOW	85	8.3 16 Channel Network Video Recorder (NVR) with 8 SATA	We understand that the objective of this requirement is to enable facial detection, face capture, face search, face comparison and management of face databases for investigation and security purposes. We propose that these functionalities be achieved through the centralized AI Video Analytics platform/local AI analytics processing system specified under the project scope instead of being mandatorily available within the NVR. Since the required analytics capabilities can be effectively delivered through the AI analytics platform, mandating these features at the NVR level may significantly increase the NVR hardware cost without providing additional operational benefits. We request the Bank to confirm whether NVRs without native facial analytics and face library capabilities would be acceptable, provided the complete functionality is delivered through the proposed AI Video Analytics solution and integrated with the Command Centre platform.	- Facial analytics functionality is mandatory at system level but need not be embedded in NVR. NVR without native analytics is acceptable if the complete functionality as per technical specification is delivered through AI analytics platform and integrated with CMS.
20	SOW	25	3.2.6 Use Cases	We understand that access to the designated area shall be through facial recognition at entry and RFID card authentication at exit, with all access events recorded for audit purposes. Kindly clarify whether the Exit Push Button is intended solely as an emergency door release switch in compliance with life-safety requirements. Further, in the event of operation of the emergency release switch, kindly confirm whether the system is required to generate and preserve event logs, including date, time, door identification and event details, within the access control software for audit trail and investigation purposes.	It is intended for emergency purpose. Logs have to be maintained.
21	SOW	41	3.2.18 Finalization of Detailed Technical Architecture	Kindly clarify whether any specific database platform is required for the proposed solution or whether bidders may propose industry-standard database platforms meeting the functional and performance requirements of the RFP	Bidders may propose industry-standard database platforms to meet functional and technical requirement of the project.
22	ATC	NA	NA	Kindly clarify the expected implementation sequence for the project. Specifically, whether the successful bidder is required to first establish the Command Centre/DC infrastructure and thereafter undertake the PoC, or whether the PoC is to be completed prior to establishment of the production DC and commencement of branch/LHO installations.	POC is part of Technical evaluation of the bid.
23	ATC	75	Appendix-E, Payment Schedule	Does that mean, we cannot bill OPEX for the preceeding phase if the subsequent phase go-live get delayed or we can bill as per the agreed rate for preceeding phase but not for the subsequent phase till all the sites are live and maintenance of those site will be carried at no extra cost?	Refer the note in Appendix-E, Payment Schedule at Pg No. 75 of ATC
24	ATC	58	Appendix-B, Bidder's Eligibility Criteria	"RFP Page No. Page 58 of 156 RFP Clause No. Appendix-B Existing Clause Bidder's Eligibility Criteria Sr no. 7 The Bidder should have experience of executing / maintaining "Similar Work" project where either one (1) project for multi-site environment with a minimum of 700 connected locations or two (2) projects for multi-site environment with a minimum of 400 connected locations for each project as on bid submission date . Query/Suggestions: We understand that if bidder has executed a City wide Surveillance / Smart City / ITMS project where multiple field locations locations / junctions (field	Yes, the understanding is correct.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
				surveillance points) across the city, are integrated to the centralized Command & Control Centre shall be considered for the ""multi-site environment"". Kindly confirm if this understanding is correct."	
25	SOW	31	3.2.8 Network	"RFP Page No. Page 31 of 134 RFP Clause No. 3.2.8 Network Existing Clause Network For the purpose of laying cables wherever required, MSI shall be required to seek permission for RoW/RI etc. from the SBI and other relevant authorities. The MSI shall provide details regarding same based on the Survey. Query/Suggestions: We understand that in case any RI/ROW works are required for network connectivity, the associated permissions, approvals, and statutory charges shall be under the Bank's scope and same need not be included in the bid prices. Kindly confirm."	ISP/TSP connectivity is available at all branches. However, in case any new ISP is introduced by the bidder, the applicable Right of Way (RoW) and RI charges shall be borne by the bidder and included within their scope
26	ATC	80	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	"RFP Page No. Page 80 of 156 RFP Clause No. RFP, Price Bid Format/Bill of Quantity (BoQ) Existing Clause Command Centre Components (LHO/CC) Non-IT Works (Entire Command Centre Area) Query/Suggestions: Kindly request to define how much area of Non-IT works need to be quantified as apart of Bidder Solution. A Approx size of the room for LHO/CC & Command center shall help us in sizing the requirement appropriately. Kindly provide the same."	Approximately 500 Sqft of area will be provided for each LHO and Corporate Centre. Final architectural layout for each LHO Command Centre to be approved as part of Site Survey milestone.
27	ATC	77	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	"RFP Page No. Page 79 of 156 RFP Clause No. RFP, Price Bid Format/Bill of Quantity (BoQ) Existing Clause Command Centre Components (LHO/CC) 14. UPS (30 kVA Class, N+1 Capable) Query/Suggestions: Kindly clarify the requirement of "30 kVA Class, N+1 Capable" UPS, Does this imply two independent 30 kVA UPS systems operating in N+1 redundancy at each location. Also does this imply two independent Battery Bank operating in N+1 redundancy at each location."	The requirement of "30 kVA Class, N+1 Capable" may be met through either of the following approaches: - Two independent 30 kVA UPS systems configured to provide N+1 redundancy; or - A modular UPS system with a total capacity of 30 kVA and an additional redundant power module/node to achieve N+1 redundancy. In both cases, a common battery bank is acceptable. Bidders may propose either option, provided the proposed solution meets the redundancy, availability, and performance requirements specified in the SOW.
28	SOW	13	Proposed CMS Operating Model	"RFP Page No. Page 13 of 134 RFP Clause No. 3.2 Detailed Scope of Work: Existing Clause When an alert is received, the CMS automatically correlates it with relevant live and pre-event video feeds (10 seconds post and pre-event video feed) and displays it on the operator console. Query/Suggestions: Kindly clarify if 10 seconds post and pre-event video feed is required for critical events only or for all alerts generated? "	All category of events to be supported with an evidence video clip.
29	SOW	128	8.38 Centralized Monitoring Station Solution/Platform	"RFP Page No. Page 128 of 134 RFP Clause No. 8.38 Centralized Monitoring Station Solution/Platform Existing Clause Application must be able to normalize the data from various IOT data sources. Query/Suggestions: We request you to kindly provide further clarification on the detailed use case and operational expectation for this requirement."	Data from multiple systems (ACS, CCTV, alarms, IoT) to enable unified dashboards, correlation, and reporting within CMS.
30	SOW	127	8.37 Health Monitoring Solution	"RFP Page No. Page 127 of 134 RFP Clause No. 8.37 Health Monitoring Solution Existing Clause Solution should have native integration with industrial firewall and IPS Query/Suggestions: 1.We request you to kindly provide further clarification on the exact expectation and scope of "native integration." 2.Kindly clarify whether the mentioned requirement is limited to log/event collection and monitoring, or if bidirectional/native operational integration is expected."	Native integration means ingestion and monitoring of firewall/IPS logs and alerts via standard protocols (syslog/SNMP/API). Bidirectional operational control integration is not mandatory.
31	ATC	76	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	Please clarify, whether bidder to quote, Biometric cum controller or Controller & FRS reader as separate items. Since its mentioned only single line item in BOQ . Moreover, controller also add cost to the solution.	The BOQ item is for a complete access control solution. Bidders may offer biometric-cum-controller or separate controller + reader, but all required components must be included within the same line item price.
32	SOW	15	3.2.1.2 Access Control System	Do we need to provide controller mandatoraly or we can propose Biometric cum controller only to full fill use cases.	It is optional, Controller can be inbuilt or separate as per bidder's solution design
33	SOW	5	1. PROJECT BACKGROUND:	4.Additional General Query Please confirm whether CMS application access is intended only for the 17 LHO Command Centres and Corporate Command Centre, with no operator access requirement at branch locations.	Yes, the understanding is correct

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
34	SOW	37	3.2.13 Business Continuity and Disaster Recovery	9.Scope of work Annexure E. Pg 37 RFP Clause no. 3.2.13 Business Continuity and Disaster Recovery Existing Clause: Each LHO shall maintain a backup of the (24hrs) surveillance footage (1 fps stored for 15 days) in addition to the local NVR (90-day backup) and camera SD card storage. This multi-tiered storage approach ensures enhanced data redundancy and enables faster retrieval of recordings in the event of NVR failure, theft, or SD card damage Query: We understand that the CMS platform is required to retain surveillance footage at 1 FPS for 15 days, while full-resolution recordings shall remain stored on the branch NVR for the prescribed retention period. Kindly confirm our understanding.	Yes, the understanding is correct
35	SOW	92	8.15 Biometric Access Control Device and Controller	Conformance with beta Level 1 & 2 of the Biometric Presentation Attack Detection standard. We understand that this is for Biometric algorithm.	Yes, the understanding is correct. Kindly refer corrigendum.
36	SOW	91	8.14 Biometric Access Control System – Controller*	ACS integration: update to authorized personnel for strong room access should notify respective LHOs; admin user should manage access list. Kindly share the strong room workflow, approval hierarchy, user roles, and required notification channels.	Details will be shared with successful bidder
37	SOW	91	8.14 Biometric Access Control System – Controller*	Operators can change alert state/priority, attach entities/documents, query history, change severity, comment, close with remarks and escalate through SMS. Please share the ACS alarm workflow, escalation matrix, SMS gateway details, and mandatory closure parameters. We recommend limiting this scope to ACS alarms only.	Details will be shared with successful bidder
38	SOW	58	3.2.49 Network, Storage and Retention Management	Page 58 of 134 3.2.49 Network, Storage and Retention Management Please define storage size required at HQ CCC to be considered.	There is no archival storage required at HQ (Corporate Centre) CCC.
39	SOW	41	3.2.18 Finalization of Detailed Technical Architecture	"ApexE SOW 3.2.20" "Scope of Architecture Finalization S.No.2 - Infrastructure Architecture - Servers, storage, compute, virtualization, and capacity sizing for central and LHO locations " Bidder is considering that solution is required to meet using virtualization or physical servers. It is not mandatory to have virtualization. kindly confirm bidder consideration.	It is not mandatory to consider virtualization
40	SOW	91	8.14 Biometric Access Control System – Controller*	Query / Suggestions "The tender document specifies the Access Control System requirements; however, the total number of employees/users to be enrolled and managed through the Access Control System is not mentioned. Since the software licensing, database sizing, server resources, and overall Bill of Quantity (BOQ) are dependent upon the total user capacity requirement, we request the Bank to kindly specify: Total number of employees/users to be enrolled in the Access Control System. Whether future user expansion is to be considered and, if so, the expected user capacity. Whether the software license should be quoted for the current user count or the maximum anticipated user count during the contract period. This clarification will enable bidders to accurately size and quote the required software licenses and associated infrastructure, ensuring a fair and technically compliant bid submission."	Details to be shared with successful bidder
41	SOW	25	3.2.6 Use Cases	Existing Clause RFID card technology to be supported has not been explicitly mentioned Requested Amendment: MIFARE or equivalent secure smart card technology Query / Suggestions "The tender document specifies RFID card-based authentication; however, the type of RFID card technology to be supported has not been explicitly mentioned.If SBI has not specified the card type, MIFARE 13.56 MHz is generally a reasonable assumption because: It is widely used in access control deployments. It offers higher security than 125 kHz EM cards. It supports future expansion for multi-application use. Most enterprise access control systems support MIFARE credentials. However, for banking environments, you may also suggest that the tender should allow ""MIFARE or equivalent secure smart card technology"" rather than restricting bidders to a specific card technology, thereby encouraging wider OEM participation."	The access control system shall support secure contactless smart cards compliant with ISO/IEC 14443 Type-A standards with support for unique card identification and AES-128 or higher encryption based on open international standards.
42	SOW	59	8.37 Health Monitoring Solution	We request the Purchaser to clarify that vulnerability assessment of assets across Purdue Levels 1, 2, and 3 may be considered optional or may be fulfilled via specialized Vulnerability Management/OT Security solutions. Justification: Vulnerability assessment	Vulnerability assessment may also be fulfilled through specialized security solutions.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
				and security posture analysis of Purdue Level 1–3 assets are specialized cybersecurity functions typically performed by Vulnerability Management and OT Security platforms. These capabilities fall outside the core scope of EMS/NMS solutions, which are primarily designed for fault, performance, availability, and asset monitoring. Retaining this requirement may unnecessarily restrict participation from qualified EMS/NMS OEMs. Hence we request you to exclude the clause from technical specifications.	
43	SOW	62	8.37 Health Monitoring Solution	We request the Purchaser to clarify that device risk scoring based on vulnerabilities, communication patterns, and security exposure should be treated as an optional requirement or fulfilled through with specialized Vulnerability Management, SIEM, or OT Security solutions. Justification: Device risk scoring is a cybersecurity function that requires vulnerability intelligence, threat context, and security analytics, which are typically provided by Vulnerability Management or OT Security platforms. As this falls outside the core scope of Health monitoring /EMS/NMS solutions, the requirement may unnecessarily limit participation from qualified Health monitoring/EMS/NMS OEMs. Hence we request you to exclude the clause from technical specifications.	Device risk scoring may be fulfilled through integration with Vulnerability Management, SIEM, or other security solutions.
44	ATC	76	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	general We understand that the quantities mentioned in the BOQ are indicative in nature In the event that the number of branches under any LHO increases during the project tenure we assume that the BOQ quantities will be revised accordingly and the pricing will be adjusted through the Change Management process Kindly confirm our understanding	Yes, understanding is correct. Refer ATC Clause No. 23
45	SOW	27	3.2.6 Use Cases	APPENDIX ESOWCMCOSCCPage 27 of 134 U12 Frisking Compliance Monitoring If frisking performed by unauthorized personnel ie not bydesignated security guard Clarification requested For frisking compliance should the guard be identified by uniform Kindly share the SOP	Frisking SOP will be shared with qualified bidder
46	SOW	27	3.2.6 Use Cases	APPENDIX ESOWCMCOSCCPage 27 of 134 U12 Frisking Compliance Monitoring Male Frisking Area Audio prompt playback at frisking point for noncompliance Clarification requested 1 We assume that post frisking attempt LPU will send a prerecorded audio message to the camera using RTSP audio backchannel There is no separate hardware to be provisioned for the audio prompt	Bidder as per their solution may define how to meet functional requirement of scope
47	SOW	30	3.2.8 Network	Scope of work Page 30 328 Network Optimized bandwidth allocation enabling eventbased snapshots health telemetryand operatorinitiated live views For live monitoring and verification of alerts 4 Mbps connection for each branch is considered for incident management Considering that the available bandwidth between the LHO and each branch is limited to 4 Mbps simultaneous streaming of all the cameras of branch at the LHO is not feasible Kindly clarify the number of cameras that are required to be viewed simultaneously from each branch If additional bandwidth is required on above 4 Mbps will be in chnage management Kindly confirm	4 cameras simultaneously to be accessed from LHO.
48	SOW	37	3.2.13 Business Continuity and Disaster Recovery	Scope of work Page 37 3213 Business Continuity and Disaster Recovery Each LHO shall maintain a backup of the 24hrs surveillance footage 1 fps stored for 15 days in addition to the local NVR 90day backup and camera SD cardstorage This multitiered storage approach ensures enhanced data redundancy and enables faster retrieval of recordings in the event of NVR failure theft or SD card damage It is understood that the video feed shall be provided at 1 FPS from the NVRs to CMS platform for storing backup apart from full resolution video feed for video playback Kindly confirm whether our understanding is correct	Yes, understanding is correct
49	SOW	20	3.2.5 Central Monitoring Station Application	general general It is understood that CMS application access is not required at the branch level The CMS will be implemented at 17 LHOs and 01 Corporate office Kindly confirm whether our understanding is correct	Yes, it is to clarify the that the understanding is correct
50	SOW	132	8.38 Centralized Monitoring Station Solution/Platform	Page 129 of 134 Alert Management Monitoring What is the expected volume of alarms to be received at the ICCC on a daily basis	Details will be shared with the successful bidder.

#	Document Ref.	Pg. No. of Volume	Clause Ref.	Seller Query/Representation	Clarification
51	SOW	132	8.38 Centralized Monitoring Station Solution/Platform	Page 128 of 134 838 3 System must provide comprehensive APISDK to allow interfacing and integration with existing systems and future applicationssensors Kindly provide the final list of systems to be integrated with ACS available APISDK documents protocol details data exchange direction frequency and responsibility matrix for integration development	Details will be shared with successful bidder.
52	SOW	132	8.38 Centralized Monitoring Station Solution/Platform	Page 130 of 134 838 3445 Operators can change alert statepriority attach entitiesdocuments query history change severity comment close with remarks and escalate through SMS Please share the ACS alarm workflow escalation matrix SMS gateway details and mandatory closure parameters We recommend limiting this scope to ACS alarms only	Details will be shared with successful bidder.
53	SOW	59	3.2.50 Cyber Security	Page 59 of 134 3250Cybersecurity The MSI must conduct vulnerability assessments at least once every year during operation and maintenance phase and apply all required firmwaresoftware patches as part of ongoing system hardening obligations Please also clarify whether the VA must be conducted by a CERTIn empanelled security auditor or whether the MSIs internal security team is acceptable	It must be conducted by a CERT-In empanelled security auditor as per SOW clause no. 3.2.16
54	SOW	60	3.2.50 Cyber Security	Page 60 of 134 3250Cybersecurity All cyber securityinformation security incidents must be reported immediately and handled through the centralized Incident Management System following SBIapproved escalation procedures Kindly clarify whether the MSI is required to deploy and manage a new centralized Incident Management System as part of the project scope or if the MSI can leverage SBIs existing Incident Management platformtool for reporting tracking escalation and closure of cybersecurityinformation security incidents	Refer to SOW pg. 7 and 127 of 134
55	ATC	110	Appendix-J	page 110 of 156 CATEGORY C ALERT ACCURACY PERFORMANCE 20 POINTS KPI C2C5 95 accuracy Request to clarify Is the 95 accuracy measured per event type per branch or as a total average across all branches	As a total average across all branches
56	ATC	110	Appendix-J	page 110 of 156 CATEGORY C ALERT ACCURACY PERFORMANCE 20 POINTS KPI C2C5 95 accuracy We request to share the methodology for ground truth determination	Methodology for manual verification sample size and frequency to be determined during UAT milestone
57	SOW	33	3.2.11 Testing, UAT, and Go-Live	33 of 134 3211 Testing UAT and GoLive It should be noted that MSI has to arrange all the necessary equipment tools other resources manpower power etc which are required for carrying out such testing of the Project Cost of such shall be borne by the MSI itself Bidder is considering that the power supply Required RAW Power will be arrange by SBI where as UPS will be provided by bidder Please confirm	Yes, understanding is correct
58	ATC	76	Appendix-F, Price Bid Format/Bill of Quantity (BoQ)	46 General query 1 Request you to to confirm that SBI will dedcut not BOCW /labour cess from our payment 47 General query 2 Request you to confirm whether the separate Purchase orderes would be issued for each branch or as a consolidated set for all branches /statewise Xxxxxxxxxxxxxxxx 48 71/134 6. Technical/Functional Specification Compliance We understand multiple make model of solutions/ products offered & multiple ISPs can be proposed during bid stage, please confirm. 49 Price Bid Format/Bill of Quantity (BoQ) Appendix-F OPEX For OPEX portion, only manpower & Bandwidth line items are provided as part of the BOQ, please clarify which line items to include mainenance, spares, repair, etc price.	46. BOCW/labour cess or any other statutory deduction will be applicable as per Indian law. 47. Single work order will be issued. 48. Multiple make models are not allowed, multiple ISP can be accepted as per feasibility /availability at branch / LHO/ CC. 49. For Price bid - refer Corrigendum
59	SOW	20	3.2.5 Central Monitoring Station Application	as per the RFP Video Management Software (VMS) is to be offered as part of CMS. Therefore CMS should by certified by cybersecurity instead of the VMS. Is our understanding correct?	Yes, the understanding is correct
60	SOW	37	3.2.13 Business Continuity and Disaster Recovery	Scope of work Page 37 3.2.13 Business Continuity and Disaster Recovery "Each LHO shall maintain a backup of the (24hrs) surveillance footage (1 fps stored for 15 days) in addition to the local NVR (90-day backup) and camera SD card storage. This multi-tiered storage approach ensures enhanced data redundancy and enables faster retrieval of recordings in the event of NVR failure, theft, or SD card damage" It is understood that the CMS platform shall store a backup received from the NVRs at the rate of one image per	The recording at LHO will be 1FPS at HD resolution.

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				second (1 FPS) per camera, in full resolution. Kindly confirm whether our understanding is correct?	
61	SOW	60	3.2.51 Manpower Deployment	Manpower / O&M-> Please confirm the required manpower deployment for 24x7 operations at Corporate Centre, LHOs and branches, including operators, supervisors, technical support staff, skill levels and shift-wise deployment.	Refer corrigendum Annexure-C
62	SOW	20	3.2.5 Central Monitoring Station Application	3.2.5 / CMS ApplicationWe request bank - : The SD-WAN specification explicitly states 'None of the organization data should go to OEM cloud/premises for any reason' and 'All components of SD WAN should be on premises.' The CMS platform spec, however, allows hybrid cloud deployment. Please confirm: (a) Is on-premises-only deployment mandatory for the CMS platform, or is cloud deployment permitted for specific non-video, non-event modules? (b) If cloud deployment is permitted, must the cloud data center be located within India? (c) What data categories (video, event logs, incident records, configuration data) must mandatorily remain on-premises?	Only On-Premise deployment to be considered for present scope of work. No cloud deployment is permitted.
63	SOW	22	3.2.6 Use Cases	3.2.6 / U7a – Joint CustodianWe request bank - : The Joint Custodian use case requires the ACS to make real-time access decisions based on group membership. Please clarify: (a) How is 'custodian group' membership defined and maintained - within the ACS database, Active Directory, or a separate SBI HR system? (b) The RFP (CMS spec clause 14) states that when the access list is updated, 'the respective LHOs shall be automatically notified.' What is the expected notification mechanism and format? (c) How should the system handle Joint Custodian access when one of the enrolled custodians is absent due to leave - is there a temporary delegation mechanism? (d) What happens in a network outage scenario - does the ACS fall back to allowing or denying access?	Details will be shared with the successful bidder.
64	SOW	10	3.1.4 Geographical Scope of Services	4 Pg 10 of 134 Branch Locations We kindly request you to share the locations of the branches being considered as without the same it would be extremely difficult of the bidder to ascertain the quantum of work in terms of geographical spread across India. Further, without the exact Lat Long of the locations, none of the ISPs would provide the quotes for the MPLS network as last mile connectivity is the essence for any ISP to quote the prices. 5 Pg 11 of 134 3.1.5 Scope of Deployment Across Locations The Bidder at their discretion shall decide on the final selection of ISPs across these identified branches. We understand that the bidder may propose a combination of ISPs for connectivity across India as relying on a single ISP may lead to higher risk and uncertainty. Bidder may choose the ISPs based on the best service available in that particular LHO/Geographical terrain	Kindly refer corrigendum for branch details The bidder may propose connectivity solutions using one or multiple ISPs, based on site feasibility and service availability across locations, in alignment with the requirements of the ATC/SOW.
65	SOW	45	3.2.36 Electricity Supply and Power back up Requirements	25 Pg 45 of 134 3.2.36 (To reduce dependency on Grid Supply and ensure sustained operations, the feasibility of solar based solution may be explored. Wherever Grid Supply is not available, MSI shall propose solar based power supply.) There is no solar based power supply components in the current BOQ. We assume that this will be finalized during execution stage at a mutually agreed rates. Please confirm. 26 AppxE_SoW Page 32 Page 32 --- 3.2.10 Internet Service Provider (ISP) Branch - 4 Mbps , KHO - 50 Mbps and Corporate Center - 50 mbps. The overall bandwidth requirement should be derived from data storage, recording and live-view considerations. Please confirm whether the proposed bandwidth is indicative and will be finalized based on actual traffic usage.	Refer corrigendum

Part-4 : Annexures

Annexures-A

Bid Checklist

#	Document Title	Description	Submitted (Y/N)	Page No.
1	BIDDER DETAILS	As per format given in Appendix-D of RFP/ATC		
2	PRE-CONTRACT INTEGRITY PACT	As per format given in Appendix-O of RFP/ATC		
3	EMD BANK GUARANTEE	As per format given in Appendix-P of RFP/ATC		
4	PRE-QUALIFICATION CHECKLIST	Compliance Statement for Bidder's Eligibility and OEM's Eligibility as per Appendix-B of RFP/ATC		
5	PRE-QUALIFICATION DOCUMENTS	Evidence/Supporting document for Bidder's Eligibility and OEM's Eligibility evaluation as per Appendix-B of RFP/ATC		
6	CLIENT REFERENCES/RELAVENT CREDENTIALS	As per format given in Appendix-N of RFP/ATC		
7	BID FORM (TECHNICAL BID)	As per format given in Appendix-A of RFP/ATC		
8	TECHNICAL EVALUATION DOCUMENTS	Evidence/Supporting document technical evaluation as per Technical Evaluation Matrix given in Appendix-C of RFP/ATC		
9	UNDERTAKING OF AUTHENTICITY	As per format given in Appendix-Q of RFP/ATC		
10	UNPRICED BOQ	As per format given in Annexure-B of Corrigendum-I		
11	MANUFACTURER'S AUTHORIZATION FORM (MAF)	As per format given in Appendix-R of RFP/ATC		
12	CERTIFICATE OF LOCAL CONTENT	As per format given in Appendix-G of RFP/ATC (applicable for OEM claiming benefit under PPP-MII)		

Annexures-B

Unpriced BoQ

#	Item Description	Proposed Make	Proposed Model
Branches			
CCTV System			
1	4MP IP IR Fixed Bullet Camera (Varifocal) with SD Card Support		
2	4MP IP IR Fixed Dome Camera (Varifocal) with SD Card Support		
3	16 Channel NVR with 8 SATA		
4	Surveillance grade HDD 8TB		
5	Surveillance grade micro-SD card (128 GB)		
Security Alarm System			
6	Wired Intrusion Alarm Control Panel including ancillaries and passive items		
7	PIR Motion Detectors		
8	Vibration Sensors		
9	Magnetic Door/Shutter Contact Sensor		
10	Emergency Panic Button/Switch		
11	High-Decibel Sounder/Hooters		
12	Speaker for Frisking Violation Warning		
Access Control System			
13	Biometric Access Control System with Controller and Software (Entry with Facial Reader + Exit with RFID) including ancillaries and passive items		
14	RFID Card		
15	Electromagnetic Lock - 1200 lbs		
16	Exit push buttons		
17	Door contact sensors		
Video Analytics System			
18	Video analytics local processing unit (LPU)		
19	Video analytics licenses for customized AI Analytics such as Frisking Violation, Joint Custodian Violation, Perimeter Breach Detection, Fire-Smoke Detection, Helmet-Face Mask Detection, Abandoned Object Detection, Camera Tampering Detection, Crowd Monitoring, Panic & Threat Detection as per ATC/SOW		
Power Backup			
20	24-Port PoE Switch		
21	SD-WAN Router		
22	1 kVA Online UPS with 2-hour backup		
23	12U network rack including door contact sensor		
24	Power cable between raw power and network rack		
Health Monitoring System			
25	Health Monitoring and ticketing license		
LHO/Corporate Centre Command Centre			
Operator Room Area			
1a	Video Wall Panel		
1b	Video wall controller with cabling, passive items, other fixture (if required) and wall management software		
2	Operator Workstation with 2 monitors (22") and office productivity suite licenses		
3	CCTV Cameras for LHO with passive items		
Server Room Area			
4	Rack server: Application (HMS, CMS, etc.) with OS		
5	Rack server: Database with OS		
6	Rack server: Video Analytics (Master) with OS		

#	Item Description	Proposed Make	Proposed Model
7	Unified Storage System (≥300 TB)		
8	Storage Security Software		
9	Next-Gen Firewall (Enterprise) appliance		
10	Access/Aggregation L3 switches		
11	KVM switch (rack console)		
12	Racks (42U) with PDUs & cable mgmt.		
13	UPS (30 kVA class, N+1 capable) with 30-Min backup		
14	Patch panels, QSFP/SFP+, fiber/copper		
15	Health monitoring software with perpetual license		
16	ICCC-CMS Software with perpetual license (including video viewing and playback capability)		
17	Data-diode for unidirectional connections between Command Centres and Branches		
18	SD-WAN (Router at LHOs/CC with software)		
Non-IT Work			
19	Non-IT work includes following for both operator and server room area: (as per approved drawing, design and Non-IT BoQ approved during site survey of each phase)		
19a	· Access control system		
19b	· Security Alarm System		
19c	· Internal CCTV Surveillance System (except camera)		
19d	· Fire alarm and suppression system		
19e	· Air conditioning system		
19f	· Rodent repellent system		
19g	· Partitions, panelling, false ceiling/flooring and any other necessary furniture as required		
19h	· Command Centre Operator Control Desk		
19i	· Electrical Cabling		
19j	· Luminaries and lighting fixtures		

Summary of total project cost

Sr. No.	Item Description	Total Price with GST (₹)
1	Pilot Phase Components	0
2	Pilot Phase Manpower	0
3	Phase-1 Components	0
4	Phase-1 Manpower	0
5	Phase-2 Components	0
6	Phase-2 Manpower	0
7	Bandwidth Charges	0
Total Project Cost		**0**

Pilot Phase Components

Branch Components

Sr. No.	Item Description	UoM	Tentative Qty Per branch (a)	Tentative No. of Branches in Pilot Phase (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) [f = d+e]
CCTV System								
1	4MP IP IR Fixed Bullet Camera (Varifocal) with SD Card Support	Nos	3	250		0		0
2	4MP IP IR Fixed Dome Camera (Varifocal) with SD Card Support	Nos	7	250		0		0
3	16 Channel NVR with 8 SATA	Nos	1	250		0		0
4	Surveillance grade HDD 8TB	Nos	4	250		0		0
5	Surveillance grade micro-SD card (128 GB)	Nos	10	250		0		0
6	Passive Items (cables, conduits, mounting, etc.)	Ls	1	250		0		0
Security Alarm System								
7	Wired Intrusion Alarm Control Panel including ancillaries and passive items	Set	1	250		0		0
8	PIR Motion Detectors	Nos	4	250		0		0
9	Vibration Sensors	Nos	4	250		0		0
10	Magnetic Door/Shutter Contact Sensor	Nos	6	250		0		0
11	Emergency Panic Button/Switch	Nos	6	250		0		0
12a	High-Decibel Sounder/Hooters	Nos	2	250		0		0
12b	Speaker for Frisking Violation Warning	Nos	1	250		0		0
Access Control System								

13	Biometric Access Control System with Controller and Software (Entry with Facial Reader + Exit with RFID) including ancillaries and passive items	Set	1 for 75% branches 2 for 25 % branches	250		0		0
14	RFID Card	Nos	10	250		0		0
15	Electromagnetic Lock - 1200 lbs	Nos	2	250		0		0
16	Exit push buttons	Nos	2	250		0		0
17	Door contact sensors	Nos	2	250		0		0
Video Analytics System								
18	Video analytics local processing unit (LPU)	Nos	1	250		0		0
19	Video analytics licenses for customized AI Analytics such as Frisking Violation, Joint Custodian Violation, Perimeter Breach Detection, Fire-Smoke Detection, Helmet-Face Mask Detection, Abandoned Object Detection, Camera Tampering Detection, Crowd Monitoring, Panic & Threat Detection as per ATC/SOW	Set	1	250		0		0
Power Backup								
20	24-Port PoE Switch	Nos	1	250		0		0
21	SD-WAN Router	Nos	1	250		0		0
22	1 kVA Online UPS with 2-hour backup	Nos	1	250		0		0
23	12U network rack including door contact sensor	Set	1	250		0		0
24	Power cable between raw power and network rack	Mtr	25	250		0		0
Health Monitoring System								
25	Health Monitoring and ticketing license	Lot	1	250		0		0
Other item								
26	Any other items required to meet the project requirements (Please specify with breakup)	Ls	1	250		0		0
Total with GST								**0**

Command Centre Components (LHO/CC)

Sr. No.	Item Description	UoM	Tentative Qty Per Command Centre (a)	Tentative No. of Command Centres in Pilot Phase (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) (f = d+e)
IT System								
OPERATOR ROOM AREA								
1a	Video Wall Panel	Nos	4	6		0		0
1b	Video wall controller with cabling, passive items, other fixture (if required) and wall management software	Nos	1	6		0		0
2	Operator Workstation with 2 monitors (22") and office productivity suite licenses	Nos	4	6		0		0

3	CCTV Cameras for LHO with passive items	Nos	4	6		0		0
SERVER ROOM AREA								0
4	Rack server: Application (HMS, CMS, etc.) with OS	Nos	7	6		0		0
5	Rack server: Database with OS	Nos	2	6		0		0
6	Rack server: Video Analytics (Master) with OS	Nos	2	6		0		0
7	Unified Storage System (≥300 TB)	Nos	1	6		0		0
8	Storage Security Software	Nos	1	6		0		0
9	Next-Gen Firewall (Enterprise) appliance	Nos	2	6		0		0
10	Access/Aggregation L3 switches	Nos	2	6		0		0
11	KVM switch (rack console)	Nos	1	6		0		0
12	Racks (42U) with PDUs & cable mgmt.	Nos	3	6		0		0
13	UPS (30 kVA class, N+1 capable) with 30-Min backup	Nos	1	6		0		0
14	Patch panels, QSFP/SFP+, fiber/copper	Ls	1	6		0		0
15	Health monitoring software with perpetual license	Lot	1	6		0		0
16	ICCC-CMS Software with perpetual license (including video viewing and playback capability)	Lot	1	6		0		0
17	Data-diode for unidirectional connections between Command Centres and Branches	Set	1	6		0		0
18	SD-WAN (Router at LHOs/CC with software)	Nos	2	6		0		0
19	SMS Gateway (During O&M)	Ls	1	6		0		0
Non-IT System								
20	Non-IT work (Entire Command Centre Area)	Ls	1	6		0		0
	Non-IT work includes following for both operator and server room area: (as per approved drawing, design and Non-IT BoQ approved during site survey of each phases)							
	• Access control system							
	• Security Alarm System							
	• Internal CCTV Surveillance System (except camera)							
	• Fire alarm and suppression system							
	• Air conditioning system							
	• Rodent repellent system							
	• Partitions, panelling, false ceiling/flooring and any other necessary furniture as required							
	• Command Centre Operator Control Desk							
	• Civil works							
	• Electrical Cabling							
	• Luminaries and lighting fixtures							
21	Any other items required to meet the project requirements (Please specify with breakup)	LS	1	6		0		0

Total with GST			0

Pilot Phase Manpower (6 Years)

Year	Description of Manpower for Pilot Phase Command Centers	Total Operator Qty	Total Supervisor Qty	Total Network Engineer Qty	Total Operator Man-Month (a)	Total Supervisor Man-Month (b)	Total Network Engineer Man-Month (c)	Operator Salary per Month (d)	Supervisor Salary per Month (e)	Network Engineer Salary per Month (f)	Total Cost [(a x d) + (b x e) + (c x f)]
Year-1	For 6 Pilot Phase Command Centers (5 LHOs and 1 Corporate Centre), manpower will be required for 6 years and breakup of the same has been given below: • 3 Operators and 1 Supervisor (in 3 shifts) for all 5 LHO • 1 Operators and 1 Supervisor (in 1 general shift) at Corporate Centre • 2 Network Engineers (in 1 general shift) at Corporate Centre	46	16	2	552	192	24				0
Year-2		46	16	2	552	192	24				0
Year-3		46	16	2	552	192	24				0
Year-4		46	16	2	552	192	24				0
Year-5		46	16	2	552	192	24				0
Year-6		46	16	2	552	192	24				0
Total (without GST)											0
Total with GST											**0**

Phase-1 Components

Branch Components

Sr. No.	Item Description	UoM	Tentative Qty Per branch (a)	Tentative No. of Branches in Phase-1 (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) [f = d+e]
CCTV System								
1	4MP IP IR Fixed Bullet Camera (Varifocal) with SD Card Support	Nos	3	2250		0		0
2	4MP IP IR Fixed Dome Camera (Varifocal) with SD Card Support	Nos	7	2250		0		0
3	16 Channel NVR with 8 SATA	Nos	1	2250		0		0
4	Surveillance grade HDD 8TB	Nos	4	2250		0		0
5	Surveillance grade micro-SD card (128 GB)	Nos	10	2250		0		0
6	Passive Items (cables, conduits, mounting, etc.)	Ls	1	2250		0		0
Security Alarm System								
7	Wired Intrusion Alarm Control Panel including ancillaries and passive items	Set	1	2250		0		0
8	PIR Motion Detectors	Nos	4	2250		0		0
9	Vibration Sensors	Nos	4	2250		0		0
10	Magnetic Door/Shutter Contact Sensor	Nos	6	2250		0		0
11	Emergency Panic Button/Switch	Nos	6	2250		0		0

12a	High-Decibel Sounder/Hooters	Nos	2	2250		0		0
12b	Speaker for Frisking Violation Warning	Nos	1	2250		0		0
Access Control System								
13	Biometric Access Control System with Controller and Software (Entry with Facial Reader + Exit with RFID) including ancillaries and passive items	Set	1 for 75% branches 2 for 25 % branches	2250		0		0
14	RFID Card	Nos	10	2250		0		0
15	Electromagnetic Lock - 1200 lbs	Nos	2	2250		0		0
16	Exit push buttons	Nos	2	2250		0		0
17	Door contact sensors	Nos	2	2250		0		0
Video Analytics System								
18	Video analytics local processing unit (LPU)	Nos	1	2250		0		0
19	Video analytics licenses for customized AI Analytics such as Frisking Violation, Joint Custodian Violation, Perimeter Breach Detection, Fire-Smoke Detection, Helmet-Face Mask Detection, Abandoned Object Detection, Camera Tampering Detection, Crowd Monitoring, Panic & Threat Detection as per ATC/SOW	Set	1	2250		0		0
Power Backup								
20	24-Port PoE Switch	Nos	1	2250		0		0
21	SD-WAN Router	Nos	1	2250		0		0
22	1 kVA Online UPS with 2-hour backup	Nos	1	2250		0		0
23	12U network rack including door contact sensor	Set	1	2250		0		0
24	Power cable between raw power and network rack	Mtr	25	2250		0		0
Health Monitoring System								
25	Health Monitoring and ticketing license	Lot	1	2250		0		0
Other item								
26	Any other items required to meet the project requirements (Please specify with breakup)	Ls	1	2250		0		0
Total								**0**

Command Centre Components

Sr. No.	Item Description	UoM	Tentative Qty Per Command Centre (a)	Tentative No. of Command Centres in Phase-1 (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) (f = d+e)
IT System								
OPERATOR ROOM AREA								
1a	Video Wall Panel	Nos	4	3		0		0
1b	Video wall controller with cabling, passive items, other fixture (if required) and wall management software	Nos	1	3		0		0

2	Operator Workstation with 2 monitors (22") and office productivity suite licenses	Nos	4	3		0		0
3	CCTV Cameras for LHO with passive items	Nos	4	3		0		0
SERVER ROOM AREA								0
4	Rack server: Application (HMS, CMS, etc.) with OS	Nos	7	3		0		0
5	Rack server: Database with OS	Nos	2	3		0		0
6	Rack server: Video Analytics (Master) with OS	Nos	2	3		0		0
7	Unified Storage System (≥300 TB)	Nos	1	3		0		0
8	Storage Security Software	Nos	1	3		0		0
9	Next-Gen Firewall (Enterprise) appliance	Nos	2	3		0		0
10	Access/Aggregation L3 switches	Nos	2	3		0		0
11	KVM switch (rack console)	Nos	1	3		0		0
12	Racks (42U) with PDUs & cable mgmt.	Nos	3	3		0		0
13	UPS (30 kVA class, N+1 capable) with 30-Min backup	Nos	1	3		0		0
14	Patch panels, QSFP/SFP+, fiber/copper	Ls	1	3		0		0
15	Health monitoring software with perpetual license	Lot	1	3		0		0
16	ICCC-CMS Software with perpetual license (including video viewing and playback capability)	Lot	1	3		0		0
17	Data-diode for unidirectional connections between Command Centres and Branches	Set	1	3		0		0
18	SD-WAN (Router at LHO with software)	Nos	2	3		0		0
19	SMS Gateway (During O&M)	Ls	1	3		0		0
Non-IT System								
20	Non-IT work (Entire Command Centre Area)	Ls	1	3		0		0
	Non-IT work includes following for both operator and server room area: (as per approved drawing, design and Non-IT BoQ approved during site survey of each phases)							
	• Access control system							
	• Security Alarm System							
	• Internal CCTV Surveillance System (except camera)							
	• Fire alarm and suppression system							
	• Air conditioning system							
	• Rodent repellent system							
	• Partitions, panelling, false ceiling/flooring and any other necessary furniture as required							
	• Command Centre Operator Control Desk							
	• Civil works							
	• Electrical Cabling							
	• Luminaries and lighting fixtures							
21	Any other items required to meet the project requirements (Please specify with breakup)	LS	1	3		0		0
Total								**0**

Phase-1 Manpower (5.5 Years)

Year	Description of Manpower for Phase-1 Command Centers	Total Operator Qty	Total Supervisor Qty	Total Operator Man-Month (a)	Total Supervisor Man-Month (b)	Operator Salary per Month (c)	Supervisor Salary per Month (d)	Total Cost [(a x c) + (b x d)]
Year-1	For 3 (Nos.) Phase-1 Command Centers, manpower will be required for 5.5 years and breakup of the same has been given below: • 3 Operators and 1 Supervisor (in 3 shifts) for all 3 LHO	27	9	162	54			0
Year-2		27	9	324	108			0
Year-3		27	9	324	108			0
Year-4		27	9	324	108			0
Year-5		27	9	324	108			0
Year-6		27	9	324	108			0
Total (without GST)								0
Total with GST								**0**

Phase-2 Components

Branch Components

Sr. No.	Item Description	UoM	Tentative Qty Per branch (a)	Tentative No. of Branches in Phase-2 (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) [f = d+e]
CCTV System								
1	4MP IP IR Fixed Bullet Camera (Varifocal) with SD Card Support	Nos	3	2778		0		0
2	4MP IP IR Fixed Dome Camera (Varifocal) with SD Card Support	Nos	7	2778		0		0
3	16 Channel NVR with 8 SATA	Nos	1	2778		0		0
4	Surveillance grade HDD 8TB	Nos	4	2778		0		0
5	Surveillance grade micro-SD card (128 GB)	Nos	10	2778		0		0
6	Passive Items (cables, conduits, mounting, etc.)	Ls	1	2778		0		0
Security Alarm System								
7	Wired Intrusion Alarm Control Panel including ancilliaries and passive items	Set	1	2778		0		0
8	PIR Motion Detectors	Nos	4	2778		0		0
9	Vibration Sensors	Nos	4	2778		0		0
10	Magnetic Door/Shutter Contact Sensor	Nos	6	2778		0		0
11	Emergency Panic Button/Switch	Nos	6	2778		0		0
12a	High-Decibel Sounder/Hooters	Nos	2	2778		0		0
12b	Speaker for Frisking Violation Warning	Nos	1	2778		0		0
Access Control System								
13	Biometric Access Control System with Controller and Software (Entry with Facial Reader + Exit with RFID) including ancilliaries and passive items	Set	1 for 75% branches 2 for 25 % branches	2778		0		0
14	RFID Card	Nos	10	2778		0		0

15	Electromagnetic Lock - 1200 lbs	Nos	2	2778		0		0
16	Exit push buttons	Nos	2	2778		0		0
17	Door contact sensors	Nos	2	2778		0		0
Video Analytics System								
18	Video analytics local processing system (LPU)	Nos	1	2778		0		0
19	Video analytics licenses for customized AI Analytics such as Frisking Violation, Joint Custodian Violation, Perimeter Breach Detection, Fire-Smoke Detection, Helmet-Face Mask Detection, Abandoned Object Detection, Camera Tampering Detection, Crowd Monitoring, Panic & Threat Detection as per ATC/SOW	Set	1	2778		0		0
Power Backup								
20	24-Port PoE Switch	Nos	1	2778		0		0
21	SD-WAN Router	Nos	1	2778		0		0
22	1 kVA Online UPS with 2-hour backup	Nos	1	2778		0		0
23	12U network rack including door contact sensor	Set	1	2778		0		0
24	Power cable between raw power and network rack	Mtr	25	2778		0		0
Health Monitoring System								
25	Health Monitoring and ticketing license	Lot	1	2778		0		0
Other item								
26	Any other items required to meet the project requirements (Please specify with breakup)	Ls	1	2778		0		0
Total								**0**

Command Centre Components

Sr. No.	Item Description	UoM	Tentative Qty Per Command Centre (a)	Tentative No. of Command Centres in Phase-2 (b)	Unit Price (₹) (c)	Total Amount (₹) (d=axbxc)	GST Amount (₹) (e)	Total Price with GST (₹) (f = d+e)
IT System								
OPERATOR ROOM AREA								
1a	Video Wall Panel	Nos	4	9		0		0
1b	Video wall controller with cabling, passive items, other fixture (if required) and wall management software	Nos	1	9		0		0
2	Operator Workstation with 2 monitors (22") and office productivity suite licenses	Nos	4	9		0		0
3	CCTV Cameras for LHO with passive items	Nos	4	9		0		0
SERVER ROOM AREA								0
4	Rack server: Application (HMS, CMS, etc.) with OS	Nos	7	9		0		0
5	Rack server: Database with OS	Nos	2	9		0		0
6	Rack server: Video Analytics (Master) with OS	Nos	2	9		0		0
7	Unified Storage System (≥300 TB)	Nos	1	9		0		0
8	Storage Security Software	Nos	1	9		0		0
9	Next-Gen Firewall (Enterprise) appliance	Nos	2	9		0		0

10	Access/Aggregation L3 switches	Nos	2	9		0		0
11	KVM switch (rack console)	Nos	1	9		0		0
12	Racks (42U) with PDUs & cable mgmt.	Nos	3	9		0		0
13	UPS (30 kVA class, N+1 capable) with 30-Min backup	Nos	1	9		0		0
14	Patch panels, QSFP/SFP+, fiber/copper	Ls	1	9		0		0
15	Health monitoring software with perpetual license	Lot	1	9		0		0
16	ICCC-CMS Software with perpetual license (including video viewing and playback capability)	Lot	1	9		0		0
17	Data-diode for unidirectional connections between Command Centres and Branches	Set	1	9		0		0
18	SD-WAN (Router at LHO with software)	Nos	2	9		0		0
19	SMS Gateway (During O&M)	Ls	1	9		0		0
Non-IT System								
20	Non-IT work (Entire Command Centre Area)	Ls	1	9		0		0
	Non-IT work includes following for both operator and server room area: (as per approved drawing, design and Non-IT BoQ approved during site survey of each phases)							
	• Access control system							
	• Security Alarm System							
	• Internal CCTV Surveillance System (except camera)							
	• Fire alarm and suppression system							
	• Air conditioning system							
	• Rodent repellent system							
	• Partitions, panelling, false ceiling/flooring and any other necessary furniture as required							
	• Command Centre Operator Control Desk							
	• Civil works							
	• Electrical Cabling							
	• Luminaries and lighting fixtures							
21	Any other items required to meet the project requirements (Please specify with breakup)	LS	1	9		0		0
Total								**0**

Phase-2 Manpower (5 Years)

Year	Description of Manpower for Phase-2 Command Centers	Total Operator Qty	Total Supervisor Qty	Total Operator Man-Month (a)	Total Supervisor Man-Month (b)	Operator Salary per Month (c)	Supervisor Salary per Month (d)	Total Cost [(a x c) + (b x d)]
Year-1	For 9 (Nos.) Phase-2 Command Centers, manpower will be required for 5 years and breakup of the same has been given below: • 3 Operators and 1 Supervisor (in 3 shifts) for all 9 LHO	0	0	0	0			0
Year-2		81	27	972	324			0
Year-3		81	27	972	324			0
Year-4		81	27	972	324			0
Year-5		81	27	972	324			0
Year-6		81	27	972	324			0
Total (without GST)								0

Total with GST	0

Bandwidth

Pilot
Phase

Sr. No	Description	Bandwidth (Mbps)	Qty	Monthly Charges (₹)	Total Months	Total Charges (₹)	Total Charges including GST (₹)
1	Branch MPLS Connectivity Charges	4	250		72	0	0
2	Chennai LHO MPLS Connectivity Charges	750	1		72	0	0
3	Jaipur LHO MPLS Connectivity Charges	500	1		72	0	0
4	Chandigarh LHO MPLS Connectivity Charges	500	1		72	0	0
5	Guwahati LHO MPLS Connectivity Charges	300	1		72	0	0
6	Maharashtra LHO MPLS Connectivity Charges	300	1		72	0	0
7	Corporate Centre MPLS Connectivity Charges	50	1		72	0	0
Total (without GST)							0
Total with GST							0

Phase-1

Sr. No	Description	Bandwidth (Mbps)	Qty	Monthly Charges (₹)	Total Months	Total Charges (₹)	Total Charges including GST (₹)
1	Branch MPLS Connectivity Charges	4	2250		66	0	0
2	Hyderabad LHO MPLS Connectivity Charges	500	1		66	0	0
3	Bhubaneshwar LHO MPLS Connectivity Charges	300	1		66	0	0
4	Mumbai Metro LHO MPLS Connectivity Charges	300	1		66	0	0
Total (without GST)							0
Total with GST							0

Phase-2

Sr. No	Description	Bandwidth (Mbps)	Qty	Monthly Charges (₹)	Total Months	Total Charges (₹)	Total Charges including GST (₹)
1	Branch MPLS Connectivity Charges	4	2778		60	0	0
2	Amaravathi LHO MPLS Connectivity Charges	750	1		60	0	0
3	Thiruvananthapuram LHO MPLS Connectivity Charges	500	1		60	0	0
4	Bengaluru LHO MPLS Connectivity Charges	500	1		60	0	0
5	Lucknow LHO MPLS Connectivity Charges	500	1		60	0	0
6	Bhopal LHO MPLS Connectivity Charges	300	1		60	0	0
7	Gandhinagar LHO MPLS Connectivity Charges	300	1		60	0	0
8	Kolkata LHO MPLS Connectivity Charges	300	1		60	0	0
9	Patna LHO MPLS Connectivity Charges	300	1		60	0	0
10	New Delhi LHO MPLS Connectivity Charges	300	1		60	0	0

Total (without GST)	0
Total with GST	0

Total Bandwidth Charges (Pilot Phase+Phase-1+Phase-2)	0

8.28 Unified Storage System

S. No.	Features	Minimum Specification
1	Controllers & Architecture	Clustered Scale-Out Unified architecture on appliance or purpose-built hardware. Minimum scalable to 8 controllers of same type with active-active design; All nodes contribute to performance and capacity. Linear scalability of capacity and performance by adding nodes/controllers with Drives and just drives. Bidder to ensure that offered Storage Solution's interop with proposed VMS Solution in order to ensure stable and highly available solution.
2	Onboard Memory / Cache	Minimum 256GB DRAM-based cache memory across the offered storage cluster with 6x Cache memory scalability
`3	Operating System/System/File	OEM-provided specialized scale-out storage operating system and file system. Automatic data balancing across nodes without manual intervention.
		Minimum of 180TiB capacity must be offered using NL-SAS/SAS/NVMe. Here 80TiB capacity must be offered using iSCSI Protocols and 100TiB must be offered under single namespace/filesystem accessible over both NFS and SMB Protocols.
4	Network Interconnect	Minimum 10G/25G SFP+ ports with minimum 100Gbps frontend bandwidth, scalable to 2x ports. Redundant interconnect switches for internode communication as required.
5	Disk Support	Support for mixed disk including SSD, SAS and SATA/NL-SAS
6	Redundancy & No SPOF	Self-optimizing architecture with no requirement for manual defragmentation or fsck. Data striped across all controllers. Redundant and hot-swappable controllers, disks and power supplies. Fully redundant high-availability design with no single point of failure.
7	Total Storage Capacity & Performance	Scalable architecture capable of very large single filesystem/Namespace (PB-scale). High throughput support (>25 GBps write) for SMB/NFS or higher protocols. OEM sizing tool output to be provided.
8	Capacity & Performance Expansion	Online, non-disruptive expansion of capacity and performance. Automatic rebalancing of file data across nodes with low priority and Symmetric/Asymmetric active/active load balancing with no client impact. No metadata tuning required.
9	Protection Levels	Support protection against simultaneous 2 or 3 disk failures without data loss.
10	Protocol & Directory Support	Support for SMB, NFS, iSCSI and FCP protocols and user authentication via Active Directory
		and LDAP
11	Client Load Balancing	Automatic client connection load balancing across all controllers/nodes to avoid hotspots for File data.
12	Heterogeneous OS Support	Support for Red Hat Linux, SUSE Linux, Microsoft Windows Server 2008 or later, and Windows clients.
13	Management Interface	Single unified management interface with CLI support for configuration, monitoring and administration.
14	Security	Encryption of data at rest and in flight; multi-tenant access zones; RBAC integrated with AD/LDAP, Anti ransomware Protection solution, WORM protection compliant to SEC17a-4f standard feature license must be supplied.; System must support system and protocol auditing; DNS resolver support; built-in file system and data integrity checks.

8.29 NAS Storage System (Deleted)

8.23 Video Wall Panels (2x2 matrix)

S. No.	Features	Minimum Specification
1	Type/Technology	Backlit D-LED
2	Panel Size	55”/65”/70”
3	Brightness	400 cd/m2 or higher
4	Typical Contrast Ratio	1,200:1 or higher
5	Native Resolution	FULL HD
6	Viewing Angle (H/V)	178*o*/178*o*
7	Aspect Ratio	16:09
8	Response Time (MS)	8ms
9	Refresh Rate (Hz)	60Hz
10	Installation Orientation	Landscape/Portrait
11	Input	HDMI (x1)
12	Internet	LAN (RJ45) (x1)
13	Power Supply	AC 100 - 240V, 50/60Hz
14	Standard	AC Power Cord, Wall Mount Kit

Annexures-F

LHO Details (Project Phase wise) along with DR LHO Mapping

LHO NAME	BRANCH COUNT	PROJECT PHASE	TENTATIVE DR LHO
AMARAVATI	660	PHASE-2	BHUBANESHWAR
CHENNAI	651	PILOT PHASE	MUMBAI METRO
HYDERABAD	428	PHASE-1	NEW DELHI
THIRUVANANTHAPURAM	402	PHASE-2	PATNA
JAIPUR	376	PILOT PHASE	GUWAHATI
CHANDIGARH	345	PILOT PHASE	KOLKATA
BENGALURU	334	PHASE-2	GANDHINAGAR
LUCKNOW	280	PHASE-2	MAHARASHTRA
BHOPAL	278	PHASE-2	CORPORATE CENTRE
MAHARASHTRA	260	PILOT PHASE	LUCKNOW
GANDHINAGAR	237	PHASE-2	BENGALURU
KOLKATA	232	PHASE-2	CHANDIGARH
GUWAHATI	194	PILOT PHASE	JAIPUR
PATNA	167	PHASE-2	THIRUVANANTHAPURAM
NEW DELHI	163	PHASE-2	HYDERABAD
MUMBAI METRO	146	PHASE-1	CHENNAI
BHUBANESHWAR	125	PHASE-1	AMARAVATI
Total	**5278**		

Branch Details (AO wise)

AMARAVATI	**660**
AO GUNTUR	116
AO KURNOOL	101
AO RAJAMAHENDRAVARAM	102
AO TIRUPATI	165
AO VIJAYAWADA	95
AO VISAKHAPATNAM	81
CHENNAI	**651**
AO CHENNAI NORTH	84
AO CHENNAI SOUTH	108
AO COIMBATORE	95
AO MADURAI	143
AO SALEM	97
AO TRICHY	124

HYDERABAD	**428**
AO CYBERABAD	84
AO HYDERABAD	70
AO NALGONDA	94
AO NIZAMABAD	50
AO SECUNDERABAD	87
AO WARANGAL	36
GADWAL	1
JANGAON WARANGAL	1
MANCHERIAL MAIN	1
MEDCHAL	1
NIRMAL	1
TOWER CIRCLE - KARIMNAGAR	1
WARANGAL MAIN	1
THIRUVANANTHAPURAM	**402**
AO ERNAKULAM	63
AO KOLLAM	61
AO KOTTAYAM	35
AO KOZHIKODE	98
AO THIRUVANANTHAPURAM	61
AO THRISSUR	84
JAIPUR	**376**
AO ALWAR	7
AO BIKANER	9
AO JAIPUR	5
AO JODHPUR	9
AO KOTA	9
AO UDAIPUR	17
AO-1 JAIPUR	55
AO-2 ALWAR	85
AO-3 KOTA	33
AO-4 UDAIPUR	59
AO-5 BIKANER	39
AO-6 JODHPUR	49
CHANDIGARH	**345**
AO SHIMLA	1
BATHINDA	44
JAMMU	28
LUDHIANA	123
MOHALI	63
PANCHKULA	27
ROHTAK	29
SHIMLA	30

BENGALURU	**334**
AO BALLARI	17
AO BENGALURU NORTH	5
AO BENGALURU SOUTH	1
AO HUBBALLI	6
AO KALABURAGI	11
AO MANGALURU	8
AO MYSURU	6
AO1 - BENGALURU SOUTH	56
AO2 - BENGALURU NORTH	54
AO3 - KALABURAGI	34
AO4 - BALLARI	33
AO5 - MYSURU	18
AO6 - MANGALURU	65
AO7 - HUBBALLI	20
LUCKNOW	**280**
AO BAREILLY	18
AO GORAKHPUR	18
AO JHANSI	28
AO KANPUR	21
AO LUCKNOW EAST	18
AO LUCKNOW WEST	22
AO PRAYAGRAJ	17
AO VARANASI	50
BAREILLY	39
GORAKHPUR	23
JHANSI	7
KANPUR	7
LUCKNOW (EAST)	2
LUCKNOW (WEST)	6
PRAYAGRAJ	3
VARANASI	1
BHOPAL	**278**
AO BHOPAL	78
AO BILASPUR	29
AO GWALIOR	48
AO INDORE	46
AO JABALPUR	43
AO JABALPUR	1
AO RAIPUR	33
MAHARASHTRA	**260**
AO AMRAVATI	27
AO CSN	34

AO KOLHAPUR	36
AO NAGPUR	51
AO NANDED	34
AO NASHIK	49
AO PUNE	29
GANDHINAGAR	**237**
AO AHMEDABAD	35
AO BHAVNAGAR	53
AO GANDHINAGAR	49
AO RAJKOT	41
AO SURAT	30
AO VADODARA	29
KOLKATA	**232**
AO BIDHANNAGAR	42
AO BURDWAN	7
AO DURGAPUR	19
AO HOWRAH	38
AO KOLKATA	13
AO SILIGURI	90
AO SOUTH 24 PARGANAS	23
GUWAHATI	**194**
AO 1 SHILLONG	37
AO 3 DIBRUGARH	32
AO 5 SILCHAR	26
AO-4 JORHAT	32
MODULE-1 SHILLONG	14
MODULE-2 GUWAHATI	29
MODULE-3 DIBRUGARH	24
PATNA	**167**
AO BHAGALPUR	19
AO DEOGHAR	14
AO DHANBAD	12
AO GAYA	31
AO MUZAFFARPUR	33
AO PATNA	22
AO RANCHI	36
NEW DELHI	**163**
AO AGRA	16
AO DEHRADUN	12
AO HALDWANI	5
AO MEERUT	7
AO NCR HARYANA	15
AO NOIDA	12

AO NORTH AND WEST DELHI	22
AO AGRA	6
AO DEHRADUN	8
AO HALDWANI	12
AO MEERUT	4
AO NCR HARYANA	4
AO NOIDA	5
AO NORTH AND WEST DELHI	3
AO SOUTH AND EAST DELHI	30
AO SOUTH AND EAST DELHI	2
MUMBAI METRO	**146**
AO EAST MUMBAI	20
AO PANAJI	15
AO SOUTH MUMBAI	18
AO THANE	55
AO WEST MUMBAI	38
BHUBANESHWAR	**125**
AO BALASORE	29
AO BERHAMPUR	42
AO BHUBANESWAR	33
AO SAMBALPUR	21
Grand Total	**5278**

Annexures-G

RACI Matrix

Legend:

R – Responsible (Execution), **A** – Accountable (Final ownership), **C** – Consulted, **I** – Informed

#	Activity / Responsibility	SBI – Governance Team	SBI – LHO / Circle	Master System Integrator -MSI(s)	Consultant
1	Overall CMS Project Management	A	I	R	C
2	Project deliverables for entire contract terms	I	C	A / R	C
2	Detailed Solution Design & Final Architecture as per Tender (ATC/SOW) requirement	I	C	A / R	C
3	Compliance with Technical Standards & Specifications of Tender (ATC/SOW) document	I	C	A / R	C
4	PoC Execution, Validation & Demonstration	I	C	A / R	C
5	Procurement & OEM / Sub-vendor Management	I	I	A / R	I
6	Branch Readiness Coordination & Site Surveys	C	C	A / R	C
7	Supply, Installation & Commissioning (Branches)	I	C	A / R	I
8	Setup of Corporate & LHO Command Centres	C	C	A / R	C
9	CMS Software Deployment & System Integration	I	I	A / R	C
10	Network, Storage & Data Centre Integration	I	I	A / R	C
11	Cyber Security Controls & Hardening Implementation	C	I	A / R	C
12	Data Privacy, Logging & Audit Enablement	C	I	A / R	C
13	Incident Management Configuration & Workflows	C	C	A / R	C
14	24×7 Operations & Monitoring	C	C	A / R	I
15	Preventive & Corrective Maintenance	I	I	A / R	C
16	SLA Compliance & Performance Management	C	C	A / R	C
17	BCP / DR Implementation & Testing	I	C	A / R	C
18	Training of Operators & Bank Officials	C	C	A / R	C
19	Operational Reporting & Dashboards	C	C	A / R	I
20	Audit Support & Regulatory Compliance Support	A	A	R	C

Annexures-H

CV Template

	Curriculum Vitae – Template		
S No	**General Information**		
1	Name of the Employee		
2	Present Designation		XXXX
3	Date of Birth		
4	Age		
5	Nationality		XXXX
6	Total Years of Experience		XXXX
7	Total Experience with the Firm/Company		XXXX
8	Address of the Company/ Firm		xxx
	Telephone Number		
	E-Mail Address of the Employee		
	Location based out of in the Firm.		xxxx
9			
	Degree (Specialization)/Certification	***Year***	***Institution***
1	xxxxxxxxxxx	xxxxxx	
2			
10	Countries of Work Experience		xxxxxxxxxx
11	Summary of Key Clients Serviced	xxxxxxx	
12	Summary of Key Industries Serviced	xxxxxxxxxxxxxxxx	
13	Detailed tasks handled (Domestic) xxxxxxxxxxxxxxxxx		
a. Name of the client			
b. Work Area			
c. Location of the assignment			
d. Name of the organization for which the individual was employed, while executing the assignment	xxxxxxxx		

e. Position Assigned	**xxxxxxx**
f. Role Played	xxxxxxxxxxxx
g. About the Client & Business Challenges	xxxxxxxxxxxxxxx
h. Tasks Handled	
i. Value Delivered to Client	
j. Start Year	xxxx
k. End Year (Year/Ongoing)	xxxxxxxxx
l. Client Reference	xxxxxx

I, hereby confirm that all the information and details provided and updated by me in my Curriculum Vitae (CV) are true, accurate, and complete to the best of my knowledge and belief.

I acknowledge that I am solely responsible for the authenticity of the content included in the document and understand that any misrepresentation or false information may lead to appropriate corrective actions as per organizational policies.

Name: _____

Signature: _____

Date (*Day/Month/Year)*: _____

- This corrigendum shall be the part of the bid documents (ATC, SOW and SLA).
- Rest of the Terms and condition and specifications mentioned in bid documents shall continue to remain same.
- The above amendments / clarifications are issued for the information and applicable to all the intending bidders.

Sd/-
Chief Officer (Security)

Name & Signature of authorised signatory

Seal of Company