केनरा बैंक Canara Bank

**RFP FOR SUPPLY OF CLASS A TRTL JEWEL SAFE TO VARIOUS BRANCHES IN MADURAI CIRCLE- Queries from Bidder & replies**

| Page no | Tender clause no | Tender Clause | Query | Reply |
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| 9 | 6 | EARNEST MONEY DEPOSIT: The tender should submit the Earnest Money Deposit of Rs. 25 lacs/- (Rupees. Twenty five lacs only) by way of Demand Drafts of a Scheduled commercial Bank issued in favour of Canara Bank,Circle Office Madurai payable at Madurai /BG issued by a Nationalized Bank other than Canara Bank to be eligible for submitting the Bid. | Confirm if MSME certificate can be exempted against EMD | As per extant guildlines, GFR RULES 2017 the EMD is not mandatory for the OEM's having the MSE certificate.Bidders desirous of claiming EMD exemption under MSME are instructed to provide statutory auditor certified document bearing UDIN duly stating bidder is eligible to be classified as MSE as per existing MSME act . Subject document should be on or after RFP date. Refer revised RFP. |

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| 5 | 5 | The Bidder should have supplied and installed the minimum quantity of 200 Nos of Class A TRTL safes to any Public Sector Banks/ Scheduled Commercial Bank/ Financial Institutions in India in the last three years as on 31.03.2021 in a **single year**. | please confirm the supply of 200No's safes mentioned in qualifying criteria is for any single year or three years. | Supply of 200 nos. safes should have been in a single year. Refer Modified RFP for more details. |
| 5 | 5 | The Bidder should have supplied and installed the minimum quantity of 200 Nos of Class A TRTL safes to any Public Sector Banks/ Scheduled Commercial Bank/ Financial Institutions in India in the last three years as on 31.03.2021 in a **single year**. | Statisfactory delivery certificate or POD copy with customer seal and signature to be added for this criteria as it will confirm the actual delivery of material to customer site | Safes supplied to end consumer will only be considered. Supply of safes to Dealers/ distributors and other such agencies will not be considered. |
| 14 | 2 | Definition: The definitions of the words used shall be as follows: TRTL SAFE A CLASS | Please confirm the size of the safe whether 61"/49"/41" as well as drawer unit is fixed tray/Loose tray/ Lockable drawer due to price variation | The size of the safe should be 61" and with the loose tray units. |

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| 9 | 7 | The tender for the works shall remain open for acceptance for a period of 120 days from the date of opening of price bids, the rates and terms pertaining to rates shall be as per our price bid. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit full value of the earnest money as aforesaid. | If offer Valitity can be re-visited from 45 days to 60 days, since the raw materials cost especially steel is very volatile and price esclation in major concern | No change in tender document is envisaged. |
| 14 | 3.1 | The supply and delivery of the safes has to be completed within a period of 45 days from the date of receipt of the Purchase order by the bidder. The safes should be made operational within 7 days from the date of receipt of the Purchase order by the bidder | Since most of the branches are in remote locations and it is mandatory to have pre sire visit beacause there may be removal of counters/alternations of window, wall etc should be looked into matter. Therefore we request delivery period of 45 days to 60 days | Since same request was from received from all the participants of pre bid meeting, The delivery date is extended from 45 days to 60 days. Refer Revised RFP |

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| 15 | 6.2 | In the event of any change / modification in the locations where the safes are to be delivered, the bidder in such cases shall deliver, at the modified locations at no extra cost to the Bank. However if the safes are already delivered, and if the modification in location is made after delivery, the bidder shall carry out shifting work at the modified location and the Bank in such cases shall bear the shifting charges / arrange shifting. The Warranty should be applicable at the altered locations also | Though the supplier is responsible for shifting within 20mtrs inside the branch premises. However , if supplier bound to move multiple products like safes/lockers etc. will be informed for additional cost | cost should include moving of obstacles( like safe, SDL,almirahs) if any, in the path & also shifting existing class BB or other such safe to make way for Class A safe, to alternate location , at the discretion of bank . Works like modification of counter, electrical & networking shall be done by bank suibject to prior notice of min 5 days in advance to bank by supplier. |
| 21 | 19 | The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank | In history of the banking Industy physical securityproducts will not carry any AMC.The spares/accessories for the supplied products will be available more than 5 years. In case of loss of key/othertechnical issuews after warrenty period will be attended/ charged on adhoc basis. | Refer revised RFP |

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| 32 | 13 | 13. The lock of the Gold loan safe door shall have mechanism which disables key withdrawal in lock open condition | The Point is applicable for drawer unit not for door. Please Confirm | Key Withdrawal mechanism is meant for TRTL safe Door. |
| 4 | 4 | 1. The bidder must produce a certificate from the company's CA to this effect.<br>2. The documents certified by CA should mandatorily contain Unique Document Identification Number. | Please Clarify the CA - Unique Document Identification Number | Unique Document Identification Number (UDIN) is a unique number given to documents attested by Chartered Accountants in Practice. It is an 18 digits system generated unique number which shall generated separately for each document. |
| | | 1. Purchase order copies issued by the Bank/ Banks, Financial Institutions, Government organizations.<br><br>2. Satisfactory delivery certificate from the respective offices indicating the dates and quantities supplied in respect of the above mentioned purchase order. | Since short notice, it is difficult to collect this. | It is observed that SAFEs are never delivered without any work order. Hence (calendar) year wise work order copies and corresponding satisfactory delivery certificate to be submitted to Bank along with technical bid. |

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| 9 | 6 | The bidder should submit the Demand Draft along with the Integrity Pact format as per Bank's format should duly filled in a non judicial stamp paper of Rs 200/- with covering letter showing the willingness to submit the bid and other require documents as per **Annexure R** | On whose name stamp paper to be purchased or else 1st page should be in stamp paper & other pages to be in Bond sheet | Stamp paper to be in the name of Canara Bank, Madurai |
| 11 | 15 | Bidders, whose Commercial Bids (Indicative) have been opened by the Bank will be called for the Reverse Auction. | How to do register in canara bank e procurement, need clarification | same will be clarified to technically qualified applicants in due course of time |
| 15 | 6 | DELIVERY | Site Condition need more clarity to avoid double transportation | specific name of branches and qty to be supplied to individual branches are encorporated in the revised RFP |

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| 16 | 6.5 | The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of safe to different locations and the Bidder is required to make the arrangements for delivery of safe to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required. Import / Export license, if any required shall be arranged by the bidder only on his own, at his own cost. Failure to obtain required licence from the competent authority will not be considered as Force majeure. | E way bill to be taken and multiple delivery, need more guidance from bank to avoid sales Tax Dept issues | While raising invoices for transportation, all relevant statutory compliances to be mandatorily complied with. |
| 16 | 6.7 | Post Delivery Test on product | Please Clarify | The post delivery test will be taken on random basis on 1/50 basis of the delivered safe. Refer revised RFP. |
| 57 | | ANNEXURE - Q | Digital Certificate - which class of certificate required Class 2 or Class 3 | Class 3 |
| 58 | H | Conduct of Reverse Auction event | e - Auction Process to be expalined more to get more clarity from banker | Contact details of service provider are provided in revised RFP. Same shall be reffered to. |

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| 4 | 3 | The Bidder must have a minimum Annual Turnover of Rs. 50 Crores each year from sales of safes, security equipments during last three financial years i.e. 2018-2019, 2019-2020, 2020-2021 | Clarify - Consider in amending Rs.50 Cr turnover only in physical Security products in last 3FY as per clause. | Refer revised RFP |
| 5 | 6 | The Bidders desirous of quoting should be an OEM having their own manufactured brand and plant in any part of India for the security equipment and should have established service Centre in Tamilnadu | Kindly clarify when OEM bids, we need to submit MAF (Annexure C) | The Bidder should be an OEM. |
| 6 | L | l. Media containing the detailed pictures of the safe its dimensions and functioning etc. | kindly Clarify whether it is referring user manual | CD/ pendrive containing video clip on working & troubleshooting of proposed product along with EMD DD. |
| 6 | b | Masked price bid. This should be a photocopy of the actual Price Bid **(Annexure D) with prices masked** | Kindly Clarify in detail | Refer revised RFP |
| 18 | 9.2 | SECURITY DEPOSIT. | Kindly confirm whether the security deposit is exclusive or inclusive of GST | Refer revised RFP |
| 15 | 6 | DELIVERY | Can we invoice and delivery the material through our authorized dealer on giving authorization letter once we win the bid. | Invoice shall be of OEM only. |

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| 10 | 14 | SPLIT CLAUSE: The L1, L2 & L3 will be determined on the basis of the lowest price in the tender. L2 & L3 bidders will have to match L1 price. The orders may be split between L1, L2 & L3 in the ratio of 40% , 30% & 30% respectively. In case the L2, L3 bidders does not / cannot match the prices with the L1 bidder, under the RFP there shall be an option to make an offer and negotiate with the L4 bidder and so on and so forth. | Since the total requirement of 246 no's A class saefs and the distribution proposed by you is in the ratio of 40% for L, 30% for L2, 30% fro L3 which is 98 nos for L1, 78 nos for L2, 74 Nos for L3.Since the Qty is large, we humbly request you to reconsider this distribution and include L4 in this distribution in the ratio of 40%, 30%, 20% and 10%, this will give a fair oppertunity to the participants upto L4 level. | Only L1,L2 & L3 will be considered. No scope for L4. |

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