

Annexure 1

<p align="center">TENDER REFERENCE NO: RFP NO. 299:PSA-RFP: BLRGA 2022 dated 28.11.2022</p> <p align="center">EMPANELMENT OF AMC VENDORS & STANDARIZATION OF RATES</p> <p align="center">FOR MAINTENANCE (AMC), SUPPLY& INSTALLATION, OF CCTV, FIRE ALARM, BURGLAR ALARM & FIRE EXTINGUISHERS</p>						
<p align="center">CLARIFICATION FOR THE PRE BID QUERIES TO THE TENDER DOCUMENT</p>						

Sr. No	FIRM NAME	Page No.	Clause / Serial No.	Clause	Queries in Brief	Bank's reply to queries
1	M/s Digitals India Pvt Ltd	42	22	Monitor - 18.5" SURVEILLANCE GRADE MONITOR WITH HDMI & VGA INPUT	Monitor - 18.5" is not available with HDMI port. Hence monitor should be minimum 19.5" inches.	<p>Concern / Query accepted.</p> <p>Corrigendum is being issued.</p>
2	M/s Enview Technologies	6	c	Firms should be registered companies/ their authorized dealers/ authorized suppliers reputed in the concerned field with not less than five years as on 31.03.2022 dealing in the products offered. (Attested copies or original Work orders will be accepted as proof and attested copies of certificate of incorporation to be submitted)	Attested copies of which document to be attached ?	<p>Certificate of incorporation or any other document like work orders or any supporting documents for five years experience shall be attached.</p> <p>No Amendment in the Tender RFP</p>

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3	M/s Enview Technologies M/s Ashwini Electronics	6	g	The Vendors/Firms/Suppliers applying for CCTV/Fire Alarm/BAS Systems should have the Annual Maintenance for CCTV/ FireAlarm/ BAS Systems of at least Two Public Sector Banks/ Public Sector Undertakings (other than Canara Bank) situated in Bengaluru Circle Office jurisdiction for at least last 2years	Whether AMC contract in two banks or in any PSU accepted for eligibility criteria ? With respect to last two years of PSU experience, should it be continuing or any completed AMC work shall also be considered ?	Concern / Query accepted. Corrigendum is being issued.
4	M/s Enview Technologies	6	e	The Vendors/Firms/Suppliers should have an office/service center in Bengaluru Circle office jurisdiction districts of Bengaluru (Rural & Urban), Tumakuru, Mysuru, Mandya, Kolar, Chikaballapura, Ramnagaram & Chamarajanagar. The Vendors/ Firms/ Suppliers are interested to apply with sufficient network to support for attending any request for rectification in a short span of time. The firm should have sufficient network of service Engineers in the districts mentioned under the jurisdiction of Bengaluru Circle Office	Whether service centre should be in any one of the district mentioned or any particular location?	Service centre should be in any one of the area (districts) of Bengaluru Canara Bank circle office jurisdiction mentioned in the RFP. No Amendment in the Tender RFP

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5	M/s Ashwini Electronics M/s Kapali Marketing and M/s Adstock systems				Brand finalization –will it be done before Bidding or after bidding since bank has asked for CMS supported systems.	Only Minimum Specification for the equipments is mentioned in the RFP. Vendor shall quote for any UL/ EN / EU/ CE CERTIFIED equipment. No Amendment in the Tender RFP
6	M/s Ashwini Electronics M/s Adstock systems			PRICE BID	Installation charges, Shifting and Backup footages charges are not mentioned for CCTV, Burglar and Fire alarm systems.	Concern / Query accepted. Corrigendum is being issued with amended price bid.
7	M/s Kapali Marketing	7	Serial No. 16 h	All new units and parts replaced should carry a warranty of two years during which no service maintenance charges should be collected	2 years warranty on product can be given but AMC charges to be application after one year ie free service shall be provided for new equipments only for 4 quarters and AMC charges will be applicable for servicing for the second year.	Concern / Query accepted. Corrigendum is being issued.

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8	M/s Sandesh Marketing M/s Star Employment Bureau	3	NOTE :	i) Vendors applying for CCTV, Fire Alarm and Burglar Alarm have to apply for all three together. Applying for only one/ two of the items will not be considered. ii) Vendors applying for Fire Extinguishers are to apply separately.	Clarification whether vendors supplying Fire Extinguishers to be participated in the tender separately and not to apply with CCTV, Burglar and Fire alarm systems? Also, Whether separate EMD to be attached if same company applying for Fire extinguishers other then CCTV and alarm systems?	Concern / Query accepted. Corrigendum is being issued.
9	M/s Infoniks Systems Pvt Ltd	6	b	The Vendors/ Firms/ Suppliers should have earned profit consecutively during the last three years (copy of duly audited Balance sheet to be attached for last three years).	Any relaxation shall be given in Profitability in last three consecutive three years, considering the lockdown and business difficulties faced by firms during last two years owing to COVID 19 restrictions.	Concern / Query accepted. Corrigendum is being issued.
10	M/s Ben Fire Safety	59	2 & 3	Dry Chemical powder - 6Kgs capacity complete with initial charge and wall Mounting Bracket as per IS:15683/2006 Specification with ISI mark. Dry Chemical Powder type 5kgs Fire Extinguisher with ISI Mark (Powder with recharged Co2 Gas Cartridge)	DCP should be changed as ABC as DCP Fire extinguishers are not available as 6 and 5 Kgs.	Concern / Query accepted. Corrigendum is being issued.

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11	M/s Aitri Systems Pvt Ltd	15	46	PRE CONTRACT INTEGRITY PACT FORMAT(to be submitted by all participants / bidders)	Whether Pre contract Integrity pact to be submitted in judiciary Stamp paper / unstamped paper?	Concern / Query accepted. Corrigendum is being issued.
12	M/s Aitri Systems Pvt Ltd	26	XI	UNDERTAKING / COMMITMENT SUBMITTED BY AMC VENDOR	To be submitted along with the Tender document?	Yes No Amendment in the Tender RFP

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13	M/s Aitri Systems Pvt Ltd	32	XIV	Non disclosure Agreement	Non disclosure agreement which is in RFP document to be signed and submitted with tender or after selection of vendor?	<p><i>It has to be submitted along with tender document as it is already given as a part of RFP document.</i></p> <p>No Amendment in the Tender RFP</p>
14	M/s Aitri Systems Pvt Ltd	36	Serial No. 48	Declaration	Should it be submitted along with tender document or after selection of vendor?	<p><i>It has to be submitted along with tender document as it is already given as a part of RFP document.</i></p> <p>No Amendment in the Tender RFP.</p>

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15	M/s Prama Hikvision			Price bid For CCTV systems.	Rate for CCTV with SD card - Considering futuristic E-surveillance in view bank shall provide Cameras with SD Memory card support.	Concern / Query accepted. Corrigendum is being issued with amended price bid.
16	M/s Prama Hikvision			Technical Specifications of CCTV and Alarm systems.	a. Bank shall consider data rescue option from Hard disk by the OEM to avoid data loss of CCTV footages. b. Alarm Panel should be with inbuilt LAN & 4G connectivity and supports SIA & DC protocol c. Bandwidth sought for 4 channel and 16 channel NVRs are very high as bank requires only 2 MP cameras.	The Technical Specifications specified in the RFP will stand as such. No Amendment in the Tender RFP