

REPLIES TO QUERIES RAISED IN PRE BID MEETING CONDUCTED ON 09.03.2022

TENDER REFERENCE NO: COVJA/P&E/TRTLA/1971/202 Dated 25.02.2022

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Sl. No:	RFP Page	RFP Clause No.	Existing Clause	Firm Name	Query/Suggestions	Response of the Bank
1	5	5	The Bidder should have supplied and installed the minimum quantity of 80 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.	M/s Gunnebo India Private Limited	Satisfactory delivery certificate from the respective offices indicating the dates and quantities supplied in respect of the above mentioned purchase order.- So we need to submit data for any one year only? Kindly allow date upto 31.12.2021 as arranging recent documents is easy and kindly allow extension time for submission of delivery proof post tender date.	The Bidder should have supplied and installed the minimum quantity of 80 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 31.12.2021 in a single year.  Firms to upload the PODs given by the customer and self-declaration of the firm confirming the eligibility. The placement of order is subject to verification of the eligibility.
2	11	4	SPLIT CLAUSE: The L1, L2 & L3 will be determined on the basis of the lowest price (Cost of safes + AMC charges for 5 years) in the Reverse Auction. 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.	M/s Gunnebo India Private Limited	Request to consider L4 as well, Please split between L1,L2,L3 & L4 as well.	No change in the subject clause/specification.

3	20	13.2	The support for maintenance of TRTL safes and its components viz. biometric access controls, battery backup, alarm systems etc supplied should be available for a minimum period of 5 years after warranty period by the bidder	M/s Gunnebo India Private Limited	Need clarity on AMC for Biometric /Regular A Class safes.	It is comprehensive AMC includes repairs & replacement of all the accessories mentioned. AMC covers all the components of the Safe as well accessories like biometric access controls, battery backup, alarm systems etc supplied should be available for a minimum period of 5 years after warranty period by the bidder.
4	36	13	The lock of the Gold loan safe door shall have mechanism which disables key withdrawal in lock open condition .	M/s Gunnebo India Private Limited	As per BIS guideline key lock have to be dual control type, so the first key has to be operated and then has to be removed and then the second key is operated, so that this point contradicts the BIS guideline as our safe is IS 550 certified and has dual key operation as per Guideline, so kindly suggest.	The subject clause is removed with consent of our HO.
5	36	19	Dual authentication biometric login for key holders with electronic display, with capacity to store more than 5 users	M/s Gunnebo India Private Limited	Please confirm the Standard opening process for the safe, as per per S.No 13 safe need to have mechanical keys, so kindly provide a SOP for safe unlock operation.	<b>Additional information:</b> Dual authentication is 2 users rotate the mechanical keys and both the users give Biometric impression for operating the safe. Biometric panel with electronic display should have capacity to store more than 5 users.
6	36	20	The system shall have a wirelessly integrated alarm system panel, capable of generating calls/SMS via GSM Module, in case of attack, duress, low battery etc. (SIM card shall be provided by the Bank)	M/s Gunnebo India Private Limited	Please provide the definition of "alarm system" along with the block diagram of the system explaining the various components required to function the system as this is not clear.	<b>Additional information:</b> The safe should have provision in the door panel for accommodating wireless Burglary Alarm (BA) sensor, wireless transmitter and dry battery backup apart from Biometric device.  Outside, the BA receiver is installed and it is connected with wire to BA panel. BA panel is wire connected to Hooter.  BA panel should be capable of generating calls/SMS via GSM Module, in case of attack, duress, low battery etc. (SIM card shall be provided by the Bank).



7	36	21	In-built alarm generating capacities, with internal battery backup and wireless transmitting alarm system within the safe. There shall be external independent alarm system configured with the safe with receiver, alarm panel, hooters etc.	M/s Gunnebo India Private Limited	Please define the alarm generating capacities in detail, and what information has to be sent to wireless alarm system, please provide the technical specifications of the alarm system, and the make and model of the type of alarm system.	Burglary Alarm system can be of proprietary make or Brands like Texecom, Securico, DSC, etc.. compliant with UK CE, BIS, ISO and EU Declaration standards.
8	36	22	On burglary attempts, the safe shall trigger an alarm via a hooter and sends an alert to a minimum of 5 registered mobile numbers. During duress situations, the safe shall have built in systems to send silent alarm to minimum of 5 registered mobile numbers	M/s Gunnebo India Private Limited	Please note that during burglary attempt if hooter is triggered the burglar can panick and it may cause mishap, to avoid this situation immediate silent alarm like SMS and call is recommended to ensure timely response.	No change in the subject clause/specification.
9	36	23	The panel shall have provision for silence key, reset key	M/s Gunnebo India Private Limited	Please clarify the application and cause and effect logic of the mentioned keys.	The BA panel should have provision for Silence Key and Reset Key to supress false alarm.
10	36	24	Power supply shall be via built in batteries for the TRTL safes, ideally using 12V SMF batteries. There shall be provision of providing external DC power to the safe, in case of need. The safe shall be supplied along with a spare 12V SMF battery.	M/s Gunnebo India Private Limited	Our safe works on 230 VAC and has internal battery backup	No change in the subject clause/specification. <b>Additional Information:</b> The dry battery backup provided should last for at least 6 months on regular usage and should power the BA system to send alarm signal to trigger the Hooter for at least 30 minutes in event of duress situations.
11	36	25	For the panels, external power supply shall be provided by the Bank	M/s Gunnebo India Private Limited	For safe external power supply will be provided by bank	No change in the subject clause/specification. <b>Additional Information:</b> In the event of die down of internal battery, the safe should have provision to connect to external DC power supply to open the safe and retrieve the internal battery. This provision is exempted if the internal battery is provided on the external

						surface of the safe with protection from tampering.
12	15	3.1	The supply and delivery of the safes has to be completed within a period of 30 days from the date of receipt of the Purchase order by the bidder. The safes should be made operational within 30 days from the date of receipt of the Purchase order by the bidder	M/s. Godrej	Request you to revise the delivery timeline to 90 to 120 days. Reasoning will be given In the Pre bid meeting	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 45 days from the date of receipt of the Purchase order by the bidder
13	17	7.1	If the bidder fails to deliver and operationalizing the TRTL safes within the specified time, the Bank shall have the option to accept or reject the TRTL safes delivered by the bidder after the expiry of the time period specified in the RFP. In case of acceptance of the delayed operational of the TRTL safes, the bidder shall be liable to pay the Bank the following amount as Liquidated damages at the rates specified below, for each completed week of delay or part thereof, on the cost price of the TRTL safes as per item 1 of BOQ.	M/s. Godrej	Request for wave off of LIQUIDITY DAMAGES. Reasoning will be given in the pre Bid Meeting.	No change in the subject clause/specification.
14	6	1.1.1 b	Masked price bid.	M/s Methodex Systems.	Clarity On Masked Price	It is meant for offline bidding only and can be ignored.
15	8	6	Earnest Money Deposit (EMD) BG	M/s Methodex Systems.	Can we submit BG from Scheduled Commercial Bank.	BG issued by a Nationalized Bank other than Canara Bank payable at Bengaluru.
16	36	26	Time lock and holiday scheduling provision shall be available for the locks.	M/s Methodex Systems.	Need more clarity	It is the feature of the Biometric device to enable Time lock and holiday scheduling provision
17	55	2.2	In respect to your clause of Startup/ MSME and latest definitions under MSME Rules, If the bidder is a Micro or	M/S Safe and Security System	We would like to know if MSME/ Startup are exempted from Turnover /Prior Experience criteria or not?	For the extents of this RFP, MSME/Start-ups are not exempted from Turnover/Prior experience since the procurement involves items for critical



			Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria.			security operations, which is in tune with the MoF norms towards public procurements. Provisions available for MSME's are highlighted in Clause 17 of General Rules & instructions to bidders in the RFP.
18			Mode of Tender	M/S Safe and Security System	We would like to make a point that these Class A safes are readily available on GEM Portal and Additional Specifications can be added while making bid on it , then why has the bank decide to violate the Office Memorandum No.F.6/14/2020-PPD by Ministry of Finance? Also the GEM Availability report which is a mandate w.e.f. 1st July 2020 would be a clear mislead to the ministry and CVC in this regard.	For the Subject procurement, Bank intends to opt for reverse auction through open tendering, with split clause for better price discovery & shorter delivery periods. Further to incorporate the modalities of the procurement such as splitting of the quantities, post-delivery testing conditions, payment terms detailed in the tender, online open tendering with reverse auctioning is adopted.
19	6	1.1.2	Tenders to be submitted only through online from the e-Procurement portal <a href="https://canarabank.abcpurchase.com">https://canarabank.abcpurchase.com</a> .	All the above vendors	Technical Bids to be placed through offline mode.	We confirm that both Technical and Financial Bids are to be submitted online as per procedure mentioned in RFP by 25.03.2022, 3:00 PM.

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