

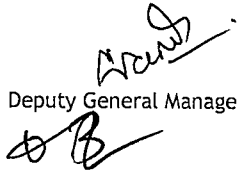
Pre Bid Queries for the RFP Ref NO: GEM/2023/B/4249429 Dated 24/11/2023, for the Selection of Insurer for Safe Deposit Locker Insurance Coverage as per RBI Guidelines for the Period of One Year from 01/01/2024 to 31/12/2024

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank Reply
1	49	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Total no. of branches with locker facility across India.	Bidder to refer Annexure-8, Scope of work. Approximate no. of branches with locker facility is 5346.
2	49	Annexure 8 Scope of Work	1.Details of Lockers	1.2. Rent Details	Top 5 locations with maximum lockers and corresponding rent receivable on 100% occupancy at these locations.	Details will be shared with the successful bidder at bank's discretion.
3	49	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Locker split as per the region in the table mentioned for the number of lockers PAN India: (lockers in metro, urban and rural)	Details will be shared with the successful bidder at bank's discretion.
4	49	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Kindly confirm the branch layout and security applicable at each type of location (basically bifurcation between metro, urban and rural from this perspective	Branch layout cannot be shared. However the following security features are available in the branches; <ul style="list-style-type: none"> • Safe deposit lockers are generally placed inside the strong room. • Burglar Alarm, Fire Alarm, CCTV is provided near entrance to strong room, Fire extinguishers.
5			General Query		Please share the details of claims or situation like claims occurred in the last 3 years of policy.	Bank has initiated the insuring of SDL from last two years only. There has been no claims as on date.
6			General Query		Claim history for last three years along with cause of loss, no. of claims, claim amount and post loss measures taken to minimise similar losses.	There has been no claims yet and Bank has not witnessed/ reported any loss of contents in lockers as on date.
7			General Query		Safety features available in the branches	The following safety features are provided in branches in general: <ul style="list-style-type: none"> • Safe deposit lockers are generally placed inside the strong room. • Burglar Alarm, Fire Alarm, CCTV is provided near entrance to strong room, Fire extinguishers.
8			General Query		Is there basement risk involved? How many branches have locker facility in basement?	Safe deposit locker insurance coverage should be applicable in all cases irrespective of location. Around 300 branches are having safe deposit lockers in basement.



9	General Query	Name and rental details of top 5 branches with highest rent collected	Details will be shared with the successful bidder at bank's discretion.
10	General Query	Please confirm the expiring premium	This information cannot be shared.

Place: Bengaluru
Date: 07-12-2023


Deputy General Manager

