

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response																																																							
1	NA	General Query	General Query	General Query	Claims MIS for last 3 years	No claims reported as on date																																																							
2	53	Annexure 8 Scope of Work			Expiring policy details including expiring premium, terms and conditions.	This information cannot be shared																																																							
3	53	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Number of lockers vacant and occupied in metro, semi urban/urban and rural areas.	Details will be shared with the successful bidder at bank's descretion																																																							
4	53	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	How many branches of Canara Bank has locker facility.	Bidder to refer Annexure-8, Scope of work. Approximate No. of Branches with locker facility is 5359.																																																							
5	NA	General Query	General Query	General Query	Request confirmation on claims for past 5yrs	No claims reported as on date																																																							
6	NA	General Query	General Query	General Query	Any improvements in security arrangements from last year.	Robust security arrangements are in place.																																																							
7	52	Annexure 8 Scope of Work	Location Wise sum insured	1.1. Number of Lockers PAN INDIA	<div>Since the limits have increased, please provide the following exposure details for top 10 branches as per the below:</div> <table><thead><tr><th>Sr no</th><th>Branch Name</th><th>Branch City</th><th>Total no. of lockers in the branch</th><th>Total rent receivable on 100% occupancy basis</th></tr></thead><tbody><tr><td>1</td><td></td><td></td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td></td><td></td><td></td><td></td></tr><tr><td>4</td><td></td><td></td><td></td><td></td></tr><tr><td>5</td><td></td><td></td><td></td><td></td></tr><tr><td>6</td><td></td><td></td><td></td><td></td></tr><tr><td>7</td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td></td><td></td><td></td><td></td></tr><tr><td>9</td><td></td><td></td><td></td><td></td></tr><tr><td>10</td><td></td><td></td><td></td><td></td></tr></tbody></table>	Sr no	Branch Name	Branch City	Total no. of lockers in the branch	Total rent receivable on 100% occupancy basis	1					2					3					4					5					6					7					8					9					10					Details will be shared with the successful bidder at bank's discretion
Sr no	Branch Name	Branch City	Total no. of lockers in the branch	Total rent receivable on 100% occupancy basis																																																									
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8	NA	General Query	General Query	General Query	Claim details of last 3 years.	No claims reported as on date
9	NA	General Query	General Query	General Query	Any one location highest SI.	The Limit of Liability is provided in the RFP for both the sections. Bidder to refer Annexure-8.
10	52	Annexure 8 Scope of Work			AOA:AOY limit(If any).	For section 1- AOA limit is provided in the RFP, however the annual aggregate limit is not applicable (i.e.unlimited) and for section 2 -INR 200 Crores each occurrence and in the aggregate
11	NA	General Query	General Query	General Query	Any changes in terms from expiring policy.	The AOA limit for Section 1. has been increased from INR. 65 Crores to INR. 80 Crores for each and every loss or an event at one location / branch. And other terms remain same.
12	52	Annexure 8 Scope of Work	1.Details of Lockers		No of lockers in last FY and current FY.	As on 31.03.2024,the installed capacity was 11,30,129 and as on date the installed lockers are 11,36.271.
13		Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Total No Branches with Locker facility.	Bidder to refer Annexure-8, Scope of work. Approximate No. of Branches with locker facility is 5359.
14	NA	General Query	General Query	General Query	Safety/security features available in these branches.	The following security features are available in the branches:* safe deposit lockers are generally placed inside the strong room.*Burglar Alarm, Fire Alram,CCTV is provided near entrance to strong room, Fire extinguishers are in place.



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15	NA	General Query	General Query	General Query	Any incidence of fire/flood/Earthquake/Burglary in the branches having lockers in the last three years. Give year-wise breakup. (Irrespective of any loss sustained)	As on date bank has not reported any claims related to safe deposit lockers																																																						
16	NA	General Query	General Query	General Query	Claims reported, settled, under process under Safe deposit locker Insurance (Number and amount of claim in last 3 years)	No claims reported as on date																																																						
17	NA	General Query	General Query	General Query	Loss ratio under Safe deposit locker Insurance in last 3 years.	No claims reported as on date																																																						
18	52	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Top 10 branch Locations (District & State Name) with maximum exposure of locker rent across India.	Details will be shared with the successful bidder at bank's discretion.																																																						
19	52	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	<div>Location wise details</div> <table><thead><tr><th>Sr no</th><th>Location</th><th>Address</th><th>Type of Locker</th><th>Total No. of Lockers</th><th>Occupied Lockers</th><th>Vacant Lockers</th><th>Rent</th></tr></thead><tbody><tr><td rowspan="4">1</td><td rowspan="4"></td><td rowspan="4"></td><td>Small</td><td></td><td></td><td></td><td></td></tr><tr><td>Medium</td><td></td><td></td><td></td><td></td></tr><tr><td>Large</td><td></td><td></td><td></td><td></td></tr><tr><td>Extra Large</td><td></td><td></td><td></td><td></td></tr><tr><td rowspan="4">2</td><td rowspan="4"></td><td rowspan="4"></td><td>Small</td><td></td><td></td><td></td><td></td></tr><tr><td>Medium</td><td></td><td></td><td></td><td></td></tr><tr><td>Large</td><td></td><td></td><td></td><td></td></tr><tr><td>Extra Large</td><td></td><td></td><td></td><td></td></tr></tbody></table>	Sr no	Location	Address	Type of Locker	Total No. of Lockers	Occupied Lockers	Vacant Lockers	Rent	1			Small					Medium					Large					Extra Large					2			Small					Medium					Large					Extra Large					Bidder to refer Annexure-8, Further details will be shared with successful bidder
Sr no	Location	Address	Type of Locker	Total No. of Lockers	Occupied Lockers	Vacant Lockers	Rent																																																					
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20	NA	General Query	General Query	General Query	Claims History	No claims reported as on date																																																						
21	NA	General Query	General Query	General Query	Expiring/target premium	This information cannot be shared																																																						



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					Security arrangement at locations	a. Most of the locations are alarmed. Security guards are provided in selective Branches depending on the risk perception of the Branch.
22	NA	General Query	General Query	General Query	a. Are all the locations alarmed and connected to a central station? Do they have any overnight guards? b. Is there any biometric access control? c. Does the renter have 1 key and the bank the other?	b. Presently, there is no biometric access control. c. Bank has only master key of locker cabinets.
23	NA	General Query	General Query	General Query	Please provide branch category-wise security details, kindly attach the applicable RBI security guidelines if your answer is "as per RBI guidelines"	The following security features are available in the branches and applicable to all the Branches irrespective of category. safe deposit lockers are generally placed inside the strong room. Burglar Alarm, Fire Alarm, CCTV Fire extinguishers are available and in place.
24	NA	General Query	General Query	General Query	Kindly share the list of all branches with lockers and number & type of lockers in those branches	Details will be shared with the successful bidder at bank's discretion
25	NA	General Query	General Query	General Query	Top 5 locations with corresponding maximum exposure of lockers	Details will be shared with the successful bidder at bank's discretion
26	NA	General Query	General Query	General Query	Has there been any loss scenario in the last 3 years?	No claims reported as on date
27	NA	General Query	General Query	General Query	Why is "war" coverage required for an asset class like lockers as the same increases the insurance premium?	Bidder to Comply with RFP terms & Conditions
28	NA	General Query	General Query	General Query	Fire and Flood Safety Measures present in the premises ?	Fire Safety Measures present in the premises.



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						Main Entrance, Banking Hall, Cash Cabins, ATM room, Strong/safe room entrance is covered under CCTV surveillance. Burglar Alarm, Fire Alarm, CCTV, Fire Extinguishers are available and in place.
37	NA	General Query	General Query	General Query	Details on Security Systems (ex- Alarm/CCTVs)	
38	52	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Annual rent on Safe Deposit Locker. (Total as well as per location)	Bidder to refer Annexure-8.Further details will be shared with successful bidder at Bank's discretion.
39	52	Annexure 8 Scope of Work	1.Details of Lockers	1.1. Number of Lockers PAN INDIA	Total No. of lockers. (Branch-wise/location-wise as well)	Details will be shared with the successful bidder at bank's discretion

Place: Bengaluru

Date:14-11-2024


Deputy General Manager


