

Reply - Pre Bid Queries

Part A.

1. Timeline for completing the survey – 1 month from the date of signing of agreement
2. Mode of survey (Online/Offline/Telephonic) – 60 : 40 (60% physical, 40% online/telephonic)
3. Branches identified for Survey-

S.No.	Branch Name	District-Wise	State	Sol ID	Branch Category
1	KAMALUAGANJA-[111]	Nainital	Uttarakhand	111	Rural
2	JAGATPUR GAULAPAR-[121]	Nainital	Uttarakhand	121	Rural
3	SHIMLA PISTORE- [137]	Udham Singh Nagar	Uttarakhand	137	Rural
4	DANPUR RUDRAPUR – [147]	Udham Singh Nagar	Uttarakhand	147	Rural
5	BARA-[029]	Udham Singh Nagar	Uttarakhand	029	Rural
6	DOIWALA-[092]	Dehradun	Uttarakhand	092	Rural
7	NATHUAWALA DEHRADUN – [152]	Dehradun	Uttarakhand	152	Rural
8	SHYAMPUR KANGRI HARIDWAR-[159]	Haridwar	Uttarakhand	159	Rural
9	BHAGWANPUR ROORKEE-[170]	Haridwar	Uttarakhand	170	Rural
10	SATWAN BUJURG-SHAHJAHANPUR-[138]	Shahjahanpur	Uttar Pradesh	138	Rural
11	RANIPUR NAJIBABAD-[165]	Bijnor	Uttar Pradesh	165	Rural
12	FARIDPUR- [106]	Bareilly	Uttar Pradesh	106	Semi Urban
13	NOIDA SECTOR 50-[063]	Gautam Buddha Nagar	Uttar Pradesh	063	Urban
14	SURHERA DELHI -[105]	South West Delhi	Delhi	105	Semi Urban
15	PITAMPURA – [049]	North West Delhi	Delhi	049	Metro
16	FARIDABAD – [064]	Faridabad	Haryana	064	Metro

4. Payment terms - The payment of cost of project will be paid by the bank as per schedule defined below subject to deductions (if any)

50%	Within first week of starting of survey
50%	After acceptance of Final Deliverables by the bank

5. Source of customer data – Will it be provided by the bank?
 - a. For 60% Physical survey customer needs to be contacted at branch.
 - b. For 40% Online survey data will be provided by Bank.

Part B.

No	Query	
1	33-The main requirement for the said survey is that the marketing firm should conduct the survey by capturing the data through online, virtual and face to face interaction	60 : 40 (60% physical, 40% online/telephonic)
17	Out of the 200 interviews per branch, how many interviews we have to conduct online and how many face-to-face interviews.	Same as above
	Will the bank give contact details of customers to conduct online interviews.	<p>a. For 60% Physical survey customers needs to be contacted at branch.</p> <p>b. For 40% Online survey data will be provided by Bank.</p>

Part C.

No	RFP/Tender Clause No	Page No	Query
1.	Clause 33	17	<p>Could you please provide the name and address of 16 bank branches to be surveyed so that we can provide you the competitive and optimized cost. This would help us in identifying DA and non-DA towns/ areas.</p> <p>-Please refer page No 1.</p>
2.	Clause 33	17	<p>How many Bank branches to be surveyed in Rajasthan? Please confirm.</p> <p>-NIL</p>
3.	Clause 7	9	<p>Are MSMEs exempted from RFP cost? Please confirm.</p> <p>- Firms registered under NSIC / MSME for specific trade, etc., are exempted from RFP Cost and EMD. Contractor should submit the copy of valid, renewed NSIC / MSME certificate for the specific grade.</p>

4.	Clause 33	17	<p>As the survey needs to be done through online, virtual and face to face interaction, so would you provide any data base of the customers? If yes, how many database would be provided?</p> <p>- Please refer page No 1.</p>
5.	Clause 33	17	<p>As the survey will be conducted online, virtually, and face-to-face, so could you please confirm the proportion of interviews for each method?</p> <p>- Please refer page No 1.</p>
6.	General		<p>As the survey needs to be completed in tight timelines, so we want to know the average customer footfall (approx.) in each branch per day so that can do our planning and estimations accordingly. It will be great if you provide such details.</p> <p>-It varies from approximately 30-100 per day</p>
7.	Clause 1	6	<p>Please share the link for Online Pre bid meeting that will be held on 14.02.2025 between 3:00 PM to 5:00 PM.</p> <p>- Shared through mail</p>
8.	General		<p>Please clarify if any Pilot Interviews also needs to be done before the commencement of the survey. If yes, any desired sample size for the same?</p> <p>-yes, 10 people</p>
9.	General		<p>Will the bank allow to conduct the interviews inside or will it be an exit interview? Please confirm.</p> <p>-Inside the branch</p>
10.	General		<p>What will be expected LOI (Length of Interview) in minutes?</p> <p>- Approximately 8-10 Minutes</p>
11.	General		<p>Will there be any quota for Current vs Savings account holders? Or any such requirements?</p> <p>-No</p>
12.	General		<p>Instead of hard copy, can we send the proposal through email via password protected mode. Password for the same will be shared immediately after the proposal submission deadline.</p> <p>-No</p>