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**FREQUENTLY ASKED QUESTIONS –**  
**E-TENDER NO. CSD/HO/2/MS/MARKET SURVEY**  
**FOR MARKET SURVEY**

1. Reference Tender Notice Uploaded in CSD & MSTC website.

(a) Q. Firm has MRSI membership but will complete 4 years in Feb 2014 can only show turnover and balance sheet for 3 years. Would CSD allow participation?

Ans: Firm may apply if wishes so but final decision will be taken by the Competent Authority.

(b) Q. Will survey cover MRP and MOP of only those products which are stocked in the URCs? Or will the survey agency also need to assess the MRP of these products in the civilian vicinity of these canteens?

Ans: Market Survey of any item have to be conducted to at the stations decided by the Department and not by any URC or CSD Depot. MRP, MOP, availability & popularity to be ascertained from the civil markets.

(c) Q. Even within the URC, will firm has to take down the MRP and MOP prices or can they be generated from the in-store billing system if the store is computerized on the day of our visit?

Ans: Survey has to be conducted for prevailing prices in civil market.

(d) Q. By Availability – do we mean if the exact brand item as required to be present in that URC is available on the shelf on the day of our visit?

Ans: No – Availability of the product in the civil market to be ascertained.

(e) Q. Can you define item? For example by 150 FMCG items we mean soap as 1 item or every brand of soap will be considered as separate items.

Ans: Normally every brand with different grammage size is considered as separate item with few exception. For each item a code number is given called CSD Index No.

(f) Q. How many rounds of audits would be required? OR at one go, all the 5 states/ list of URCs happen simultaneously? We are asking because this is a one year tender? If multiple rounds need to be conducted, each round has to be reported within 21 days and would be repeat of the earlier URCs or will get be rotated?

Ans: Survey to be conducted in civil market within time allowed.

भारत सरकार  
Govt of India  
रक्षा मंत्रालय  
Ministry of Defence  
कैंटीन भण्डार विभाग  
Canteen Stores Department  
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(g) Q. To do this survey, will CSD provide the necessary permits to visit the URCs as these canteens can only be accessed by defense personnel and their families?

Ans: No visit to URCs will be required as the survey has to be carried out in civil market.

(h) Q. Can we request CSD to explain ‘Popularity’ of an item? Will this be based on printouts of all store purchases on day of audit if its computerized or is a physical basket check required?

Ans: Popularity of an item can be determined based on easy availability on shelf and regular demand pattern by customers. The information should be supported by market intelligence data.

(i) Q. RFP states minimum 5 states. Can we know the maximum number of states?

Ans: Normally Maximum No. of States/Cities where survey has to be conducted is 5 but may be increased only under exceptional circumstances.

(j) Q. Is there a particular minimum and maximum number of URCs to be covered in one round?

Ans: No because URC has no connection with market survey.

(k) Q. For each state selected, do we have to do all the URCs or CSD will provide us a select list?

Ans: No visit to URC required.

(l) Q. May we enquire about the objective of the survey so that it provides additional information to think of a customized design for best pricing?

Ans: To know the MRP, MOP, availability & popularity of items selected by the Department.

2. For more information, detailed Tender Notice uploaded in CSD website and MSTC website may be referred.

Manager (MS)