

Addendum / Amendment Corrigendum-II to RFP for Empanelment of Corporate Business Correspondents (CBCs) entities for BC Management Services –  
 RFP: CO/FID/CBC/01/2022-23 Dt 01.07.2022

Sl.No. (RFP)	Pg No. (RFP)	RFP Text (Existing)	RFP Text (Revised)
<b>SECTION-5 - 5.0. Eligibility Criteria &amp; ANNEXURE –VII - PRE-QUALIFICATION ELIGIBILITY CRITERIA &amp; COMPLIANCE</b>			
5.7	71	Bidder should be a profit-making entity and should have earned Net Profit in at least two out of three preceding financial years and operating profit during remaining financial years as per the latest available audited financial statements not older than 2 years and should have positive Net Worth in last audited financial statement along with minimum net worth of Rs.20.00 crore or more. The Annual report for the last 3 years shall be submitted by Bidder and Bank shall compute Net Worth of the entity as per prevalent practice. The computation of net worth methodology is entirely the discretion of Bank and Bank's decision in this regard shall be binding to all Bidders. Bidders claiming MSE benefits should have the Net Worth of at least Rs.5.00 Crore and criteria as above shall be applicable.	The Net Worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and minimum Net Worth should be Rs.20 Crore or more, as per audited balance sheets for the relevant periods. The Audited Annual report for the last 3 years as mentioned shall be submitted by Bidder and Bank shall compute Net Worth of the entity as per prevalent practice. The computation of net worth methodology is entirely at the discretion of Bank and Bank's decision in this regard shall be binding to all Bidders. Bidders claiming MSE benefits should have the Net Worth of minimum <b>Rs.2.50</b> Crore and above and criteria as above shall be applicable. <b>Net Worth should have not eroded by more than 30% in the last three years for the relevant period.</b>
5	127	Bidder should be a profit-making entity and should have earned Net Profit in at least two out of three preceding financial years and operating profit during remaining financial years as per the latest available audited financial statements not older than 2 years and should have positive Net Worth in last audited financial statement along with minimum net worth of Rs.20.00 crore or more. The Annual report for the last 3 years shall be submitted by Bidder and Bank shall compute Net Worth of the entity as per prevalent practice. The computation of net worth methodology is entirely the discretion of Bank and Bank's decision in this regard shall be binding to all Bidders. Bidders claiming MSE benefits should have the Net Worth of at least Rs.5.00 Crore and criteria as above shall be applicable.	The Net Worth of the Bidder should be positive for the previous three financial years. i.e. FY 2020-21, FY 2019-20 and FY 2018-19 and minimum Net Worth should be Rs.20 Crore or more, as per audited balance sheets for the relevant periods. The Audited Annual report for the last 3 years as mentioned shall be submitted by Bidder and Bank shall compute Net Worth of the entity as per prevalent practice. The computation of net worth methodology is entirely at the discretion of Bank and Bank's decision in this regard shall be binding to all Bidders. Bidders claiming MSE benefits should have the Net Worth of minimum <b>Rs.2.50</b> Crore and above and criteria as above shall be applicable. <b>Net Worth should have not eroded by more than 30% in the last three years for the relevant period.</b>

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5.2	70	Bidder should have the relevant object clause of activities in commensurate with the objective and scope of this RFP in their Internal Charter Memorandum of Association (MOA)/Articles of Association (AOA). Bidder must be in relevant business such as EBT, DBT, Aadhaar Based Payment Platform etc. and should have at least 5 years of experience prior to the date of application/bidding. The discretion of bank in interpretation of object clause shall be binding on Bidder and Final.	Bidder should have the relevant object clause of activities in commensurate with the objective and scope of this RFP in their Internal Charter Memorandum of Association (MOA)/Articles of Association (AOA). Bidder must be in relevant business such as EBT, DBT, Aadhaar Based Payment Platform etc. and should have at least 5 years of experience prior to the date of application/bidding. The discretion of bank in interpretation of object clause shall be binding on Bidder and Final. In case of Start-ups (as defined by Department of Industrial Policy and Promotion, recognized by Department of Industry & Internal Trade (DPIIT), subject to their fulfilling its terms and conditions), minimum experience shall be treated as <b>4 years.</b>
2	126	Bidder should have the relevant object clause of activities in commensurate with the objective and scope of this RFP in their Internal Charter Memorandum of Association (MOA)/Articles of Association (AOA). Bidder must be in relevant business such as EBT, DBT, Aadhaar Based Payment Platform etc. and should have at least 5 years of experience prior to the date of application/bidding. The discretion of bank in interpretation of object clause shall be binding on Bidder and Final.	Bidder should have the relevant object clause of activities in commensurate with the objective and scope of this RFP in their Internal Charter Memorandum of Association (MOA)/Articles of Association (AOA). Bidder must be in relevant business such as EBT, DBT, Aadhaar Based Payment Platform etc. and should have at least 5 years of experience prior to the date of application/ bidding. The discretion of bank in interpretation of object clause shall be binding on Bidder and Final. In case of Start-ups (as defined by Department of Industrial Policy and Promotion, recognized by Department of Industry & Internal Trade (DPIIT), subject to their fulfilling its terms and conditions), minimum experience shall be treated as <b>4 years.</b>
5.8	71	The Bidder should have an average business annual turnover of Rs.60.00 crore during last 3 financial years as per Audited Figures. For FY 2021-22, the CA certified provisional Financial Statements shall be provided; the entity must have booked Net Profit during 2021-22 (unaudited and self-attested figure of the entity), if audit is not finalized. However, the audited figures for the last 3 years shall be reckoned for computation of Average Annual Business Turnover. Bidders claiming MSE benefits should have the Net Worth of at least Rs.5.00 Crore and criteria as above shall be applicable	The Bidder should have an average business annual turnover of minimum Rs.60.00 crore during last 3 financial years (2018-19, 2019-20 & 2020-21), as per Audited Figures. For FY 2021-22, the CA certified provisional Financial Statements (unaudited and self-attested figure of the entity, if audit is not finalized) may be provided, for information. In case of Start-ups (as defined by Department of Industrial Policy and Promotion, recognized by Department of Industry & Internal Trade (DPIIT) including MSE, subject to their fulfilling its terms and conditions), average annual turnover of <b>minimum Rs.5 crores</b> during last 03 (three) financial years (2018-19, 2019-20 & 2020-21), shall be considered
6	127	The Bidder should have an average business annual turnover of Rs.60.00 crore during last 3 financial years as per Audited Figures. For FY 2021-22, the CA certified provisional Financial Statements shall be provided; the entity must have booked Net Profit during 2021-22 (unaudited and self-	The Bidder should have an average business annual turnover of minimum Rs.60.00 crore during last 3 financial years (2018-19, 2019-20 & 2020-21), as per Audited Figures. For FY 2021-22, the CA certified provisional Financial Statements (unaudited and self-attested figure of the entity, if audit is not finalized) may be provided, for information. In case of Start-ups (as defined by Department

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		attested figure of the entity), if audit is not finalized. However, the audited figures for the last 3 years shall be reckoned for computation of Average Annual Business Turnover. Bidders claiming MSE benefits should have the Net Worth of at least Rs.5.00 Crore and criteria as above shall be applicable	of Industrial Policy and Promotion, recognized by Department of Industry & Internal Trade (DPIIT) including MSE, subject to their fulfilling its terms and conditions), average annual turnover of <b>minimum Rs.5 crores</b> during last 03 (three) financial years (2018-19, 2019-20 & 2020-21), shall be considered
5.9	71	The Bidder should have worked with minimum one Public/Private sector Bank/RRB having minimum 500 branches (Where the BC Management Solution has been implemented across India and the existing BCs managed by them should be minimum 500 Nos. covering at least 5 states/ UTs in India	The Bidder should have worked with minimum one Public/Private sector Bank/RRB having minimum 500 branches (Where the BC Management Solution has been implemented across India and the existing BCs managed by them should be minimum 500 Nos. covering at least 5 states/ UTs in India
		<b>a) SCHEDULE-A - Important Dates and Information on RFP Submission (Offline Mode Only)</b> <b>b) SECTION-2 - 2.0 Instruction to Bidders &amp; Section-8 CHECK LIST OF DOCUMENTS TO BE SUBMITTED</b>	
6	10	Documents to be submitted physically by Bidders (Offline Mode)	Documents to be submitted physically by Bidders (Offline Mode) The sentence "NOT TO BE OPENED BEFORE 24.08.2022, 2.30 PM" is also to be printed on the envelopes (inner / outer envelopes) containing the bid documents,
6	10	Bid Security (EMD) for Rs.1,00,00,000 (Rupees One Hundred Lakh Only) to be submitted in the form of DD/Fund Transfer/Bank Guarantee/ Banker's Cheque (issued by a nationalised/ scheduled commercial bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai. BG should be valid for 225 days excluding claim period of 15 days from the last date of submission of the Bid.	Bid Security (EMD) for Rs.50,00,000/- (Rupees Fifty Lakh Only) to be submitted in the form of DD/Fund Transfer/Bank Guarantee/ Banker's Cheque (issued by a nationalised/scheduled commercial bank (other than Indian Bank) in favour of "Indian Bank" payable at Chennai. BG should be valid for 225 days excluding claim period of 15 days from the last date of submission of the Bid. (Relaxations to MSEs and Start-ups, as per extant Guidelines of GOI are applicable).
2.5.1	40	All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of Rs.1,00,00,000.00 (Rs. One Hundred Lakhs only) to be submitted through Account Payee Demand Draft/Fund Transfer/Bank Guarantee/ Banker's Cheque (issued by a Nationalized/ Scheduled Commercial Bank (Other than Indian Bank) in favour of "Indian Bank" payable at Chennai. Bank Guarantee validity period shall be 225 days excluding claim period of 15 days from the last date of submission of the Bid. This Bid Security amount is to be	All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of <u>Rs.50,00,000.00 (Rs. Fifty Lakhs only)</u> to be submitted through Account Payee Demand Draft/Fund Transfer/Bank Guarantee/ Banker's Cheque (issued by a Nationalized/ Scheduled Commercial Bank (Other than Indian Bank) in favour of "Indian Bank" payable at Chennai. Bank Guarantee validity period shall be 225 days excluding claim period of 15 days from the last date of submission of the Bid. This Bid Security amount is to be submitted along with bid submission. Bank may seek extension of Bank Guarantee, if required. (Relaxations to MSEs and Start-ups, as per extant Guidelines of Government of India are applicable).

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		submitted along with bid submission. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/competent authorities for furnishing the EMD shall be passed on to Bidders	
3	115	EMD-Bid Security-Refundable of Rs.1,00,00,000 (Rupees One Hundred Lakh only) in the form of DD/Pay order/IOI/Bank Guarantee issued by Scheduled Commercial Bank other than Indian Bank favoring Indian Bank payable at Chennai. The validity period of BG is 225 days excluding 15 days of claim period.	EMD-Bid Security-Refundable of Rs.50,00,000 (Rupees Fifty Lakhs only) in the form of DD/Pay order/IOI/Bank Guarantee issued by Scheduled Commercial Bank other than Indian Bank favoring Indian Bank payable at Chennai. The validity period of BG is 225 days excluding 15 days of claim period. (Relaxations to MSEs and Start-ups, as per extant Guidelines of Government of India are applicable).
<b>4.0. Terms and Conditions:</b>			
4.8.2	66	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC (empanelment of successful bidder exempted) shall furnish to the Bank the Performance Security equivalent to 5% of the Contract value (Contract Value roughly estimated at Rs.20.00 Crore equivalent to Bank's outlay for CBC/BC remuneration per CBC with Minimum 500 and Maximum 2000 FBC locations) i.e. Rs.1,00,00,000 Lakh (Rupees One Hundred Lakh only) in the form of FDR with Indian Bank/Bank Guarantee valid for 69 months with further 3 months claim period from the date issuance of work order/signing of agreement in the format as per Annexure-XI. Relaxations if any, extended by GOI/Competent Authorities for furnishing Performance Guarantee shall be passed on to Eligible bidders	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC (empanelment of successful bidder exempted) shall furnish to the Bank the Performance Security equivalent to 3% of the Contract value (Contract Value roughly estimated at Rs.20.00 Crore equivalent to Bank's outlay for CBC/BC remuneration per CBC with <u>(Minimum 200 and Maximum 3000 FBC locations)</u> a) Upto 500 FBCs Rs.40,00,000/- (Rupees Forty Lakhs only) b) More than 500 FBCs Rs.60,00,000/- (Rupees Sixty Lakhs only) (Both (a) & (b) are applicable also for Bidders who are presently functioning as CBCs of the Bank), in the form of FDR with Indian Bank/Bank Guarantee valid for 69 months with further 3 months claim period from the date issuance of work order/signing of agreement in the format as per Annexure-XI. Relaxations if any, extended by GOI/Competent Authorities for furnishing Performance Guarantee shall be passed on to Eligible bidders
<b>SECTION-7 – 7.11 Performance Security</b>			
7.11 b)	87	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the CBC shall furnish to the Bank the Performance Security equivalent to 5% of the Contract value (Contract Value roughly estimated	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the CBC shall furnish to the Bank the Performance Security equivalent to 3% of the Contract value (Contract Value roughly estimated at Rs.20.00 Crore equivalent to Bank's outlay for CBCs/BC remuneration per CBC

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		at Rs.20.00 Crore equivalent to Bank's outlay for CBCs/BC remuneration per CBC with Minimum 500 and Maximum 2000 FBC locations) i.e. Rs.1,00,00,000 Lakh (Rupees Hundred Lakh only) in the form of FDR with Indian Bank/Bank Guarantee valid for 69 months with further 3 months claim period from the date issuance of work order/signing of agreement in the format as per format.	with (Minimum 200 and Maximum 3000 FBC locations) a) Upto 500 FBCs Rs.40,00,000/- (Rupees Forty Lakhs only) b) More than 500 FBCs Rs.60,00,000/- (Rupees Sixty Lakhs only) (Both (a) & (b) are applicable also for Bidders who are presently functioning as CBCs of the Bank), in the form of FDR with Indian Bank/Bank Guarantee valid for 69 months with further 3 months claim period from the date issuance of work order/signing of agreement in the format as per format																								
<b>APPENDIX-I</b>																											
<b>TECHNICAL EVALUATION FOR SELECTION/ EMPANELMENT OF BIDDER FOR CBCs</b>																											
2	156	Presentation carries 100 marks	<p>Bidders are suggested to make a Presentation (preferably Demo), on their Methods / Architecture on the below mentioned parameters. Presentation carries 100 marks, as detailed below:</p> <table border="1"> <thead> <tr> <th>SNo</th> <th>Parameter</th> <th>Max. Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>BC Master data, Profiling, Management &amp; Supervision</td> <td>20</td> </tr> <tr> <td>2</td> <td>Monitoring of Performance of BC</td> <td>25</td> </tr> <tr> <td>3</td> <td>Monitoring of transactions at BC Point including round tripping transactions</td> <td>15</td> </tr> <tr> <td>4</td> <td>Banking Services implementation at BC Point</td> <td>15</td> </tr> <tr> <td>5</td> <td>Third Party Products implementation</td> <td>15</td> </tr> <tr> <td>6</td> <td>Any other feature</td> <td>10</td> </tr> <tr> <td colspan="2"><b>Total</b></td> <td><b>100</b></td> </tr> </tbody> </table>	SNo	Parameter	Max. Marks	1	BC Master data, Profiling, Management & Supervision	20	2	Monitoring of Performance of BC	25	3	Monitoring of transactions at BC Point including round tripping transactions	15	4	Banking Services implementation at BC Point	15	5	Third Party Products implementation	15	6	Any other feature	10	<b>Total</b>		<b>100</b>
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Sl. No	Parameter	Details	Criteria	Weight age /Score	Max. Marks	Criteria	Weight age /Score	Max. Marks												
			EXISTING			REVISED														
<b>APPENDIX-I</b>																				
<b>TECHNICAL EVALUATION FOR SELECTION/ EMPANELMENT OF BIDDER FOR CBCs - Evaluation and Assessment Matrix (Pg No.157)</b>																				
1.3	Geographical Spread/Coverage (Operations in no. of States/ UTs)	<table border="1"> <thead> <tr> <th>Sl. No</th> <th>Name of the State/Regional Head</th> <th>Address of the office</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> <td></td> </tr> <tr> <td>2.</td> <td></td> <td></td> </tr> </tbody> </table> <p>List of offices with address to be shared</p>	Sl. No	Name of the State/Regional Head	Address of the office	1.			2.			i. $\geq 10$ States. ii. $\geq 8$ States to $< 10$ States iii. $\geq 6$ States to $< 8$ States iii. $\geq 5$ States to $< 6$ States	5 4 3 2	10	i. $\geq 10$ States. ii. $\geq 8$ States to $< 10$ States iii. $\geq 6$ States to $< 8$ States iv. $\geq 5$ States to $< 6$ States	10 8 6 4	10			
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1.																				
2.																				
1.4	Engagement with PSB for BC Management Services	<table border="1"> <thead> <tr> <th>Engagement with PSB Pan India with minimum of 1 PSB</th> <th>Status (Yes/No)</th> </tr> </thead> <tbody> <tr> <td>No. of PSB engagement <math>\geq 5</math></td> <td></td> </tr> <tr> <td>No. of PSB Engagement <math>\geq 4</math></td> <td></td> </tr> <tr> <td>No. of PSB Engagement <math>\geq 3</math></td> <td></td> </tr> <tr> <td>No. of PSB Engagement <math>\geq 2</math></td> <td></td> </tr> <tr> <td>No. of PSB Engagement <math>\geq 1</math></td> <td></td> </tr> </tbody> </table>	Engagement with PSB Pan India with minimum of 1 PSB	Status (Yes/No)	No. of PSB engagement $\geq 5$		No. of PSB Engagement $\geq 4$		No. of PSB Engagement $\geq 3$		No. of PSB Engagement $\geq 2$		No. of PSB Engagement $\geq 1$			5 4 3 2 1	10	REMOVED No. of PSB Engagement $\geq 4$ No. of PSB Engagement $\geq 3$ No. of PSB Engagement $\geq 2$ No. of PSB Engagement $\geq 1$	10 7.5 5 2.5	10
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1.5	Business Correspondent Agents engaged in PSB/RRB in India	Presence in Pan India with minimum of 500 BCs	Status (Yes/No)			10	Presence in Pan India with minimum of 500 BCs		
		Eastern		Above 12,000	10		Above 12,000	10	10
		Western		9,001 to 12,000	8		9,001 to 12,000	9	
		Northern		6,001 to 9,000	6		6,001 to 9,000	8	
		Southern		3,001 to 6,000	4		3,000 to 6,000	7	
		Central		Less than 3,000	2		Less than 3,000	5	
		Total BCs							

**2. Financial Strength :**

2.1	Average Annual Turnover/ Revenue for last three years. (Audited Balance Sheet to be attached)	(Rs. in Cr)		i. ≥ 200 Cr ii. ≥ 150 Cr to <200 Cr iii. ≥ 100 Cr to <150 Cr iv. ≥ 60 Cr to <100 Cr	10 8 6 4	10	i. ≥ 100 Cr ii. ≥ 50 Cr to <100 Cr iii. ≥ 25 Cr to <50 Cr iv. ≥ 5 Cr to <25 C	15 12 10 8	15
		Year	Annual Turnover/Revenue						
		31.03.2019							
		31.03.2020							
		31.03.2021							
		Average							
2.2	Average Tangible Net Worth for last three years. (Audited Balance Sheet to be attached)	(Rs. in Cr)		i. ≥ 75 Cr ii. ≥ 50 Cr to <75 Cr iii. ≥ 25 Cr to <50 Cr iv. ≥ 10 Cr to <25 Cr v. ≥ 5 Cr to <10 Cr vi. <5 Cr	10 8 6 4 2 NIL	10	i. ≥ 75 Cr ii. ≥ 50 Cr to <75 Cr iii. ≥ 25 Cr to <50 Cr iv. ≥ 10 Cr to <25 Cr v. ≥ 2.5 Cr to <10 Cr vi. <2.5 Cr	15 12.5 10 7.5 5 NIL	15
		Year	Tangible Net Worth						
		31.03.2019							
		31.03.2020							
		31.03.2021							
		Average							

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2.3	Average Net Profit in the last three Financial Years. (Audited Balance Sheets to be attached) (MSE Entities shall have 25% consideration in each slab of 2.3)	(Rs. in Cr)		i. ≥ 25 Cr ii. ≥ 15 Cr to < 25 Cr iii. ≥ 11 Cr to < 15 Cr iv. ≥ 5 Cr to < 10 Cr v. ≥ 1 Cr to < 5 Cr	10 8 6 4 2	10	<b>REMOVED</b>			
		Year	Net Profit							
		31.03.2019								
		31.03.2020								
		31.03.2021								
Average										
3.3	Entity Engaged in BC Management	Number of Years of Engagement	More than 10 Yrs More Than 8 yrs but less than 10 yrs More Than 6 yrs but less than 8yrs More Than 3 yrs but less than 6 yrs Less than 3 yrs		10 6 4 2 0	10	More than 10 Yrs More Than 8 yrs but less than 10 yrs More Than 6 yrs but less than 8yrs More Than 4 yrs but less than 6 yrs Less than 4 yrs	10 8 6 5 0	10	