

Corporate Office, Financial Inclusion Dept
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

S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
1	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Average Annual Turnover/ Revenue for last three years.	We request you to consider the following suggesstion for turnover criteria. We request you to reduce the highest turnover asked and make it moderate that can be compared with the requirements of project. the asked figure of 200Cr is very high considering average figure is been asked and project requirement. Also the number of slabs can be moderated . Accordingly our suggesstion is as below. 60 to 80 Cr 4 marks, 80 to 100 Cr 8 marks , more than 120 Cr 10 marks	Pl check in Bank's website for 'Addendum'
2	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Tangible Net Worth for last three years.	We request you to consider the networth for March 2021 rather than asking for Av networth for last 3 Fys. Also we request you to reduce the number of slabs created and the highest level defined. Eligibility criteria, point no.5 states min n/w criteria of 20 Cr. Accordingly our suggesstion is as below. 20 to 30 Cr 4 marks, 31 to 40 Cr 8 marks , more than 40 Cr 10 marks	Pl check in Bank's website for 'Addendum'.
3	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Net Profit in the last three Financial Years.	We request you to consider reducing the number of slabs and also the highest Net profit (as av net profit of last 3 years is asked) as below. 1 to 4 Cr 4 marks , 4 to 8 Cr 8 marks , more than 8 Cr 10 marks	Pl check in Bank's website for 'Addendum'.
4	SECTION-7 - MODEL AGREEMENT / SLA	99	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitra's in the name of devices/training etc.	Please specify the upper limit for HUGE amount.	The amount of Security, if CBC take in any pretext either in the name of devices or anything else, it should not be unreasonably high.
5	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Business Correspondent Agents engaged in PSB/RRB in India	Details being asked for presence in Pan India with minimum of 1000 BCs which contradicts to point No 5.9 of eligibility criteria (Page No.71) where only 500 BCs are required.	Pl check in Bank's website for 'Addendum'
6	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Business Correspondent Agents engaged in PSB/RRB in India	Eastern, Western, Southern, Northern and Central .Does this categorization means, the total number of BCs presence in these geographical locations.	It means Pan India Presence.
7	Section -3 - Scope of Work	47	3.3 The technical aspects i.e., End-to-End FI solution for BC activities should be capable of extending basic banking services in a hybrid delivery model as defined in para 1.6 and should also be capable of adopting to FI gateway as per Bank's requirement developed by Technical Service Provider (TSP). CBCs should implement the Bank's Technology platform for BC channel, security standards, FI Gateway Solution, Digital FI Solution for various products at BC channel, Data Centre (DC) setup, Disaster Recovery (DR) activity etc	DC & DR will not fall under CBC scope. Rest all will be taken care to implement application & security standards developed by TSP/Bank.	DC & DR at Central Location will be performed by Bank/ TSP, however CBC has to ensure Integration at FBC point 24x7.

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8	SECTION-4 - TERMS AND CONDITIONS	65	4.6.6 Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	We request you to consider waiving off penalties where ever agent is unable to function due to floods/natural calamities/riots etc and if agents unable to work temporarily due to health issues.	As per RFP. Conditions of relaxation left to Bank's Discretion.
9	SECTION-4 - TERMS AND CONDITIONS	67	4.8.6 Failing to comply with the timelines of 45 days will invite penalty of Rs.10, 000 (Rupees Ten Thousand Only) per day from 46th day of issuance of mandates/execution of agreements. Bank reserves the right to cancel the mandate if the successful Bidder as CBC fails to activate all SSAs/Non SSAs within 60 days from date of mandate/agreement. Bank reserves the right to cancel entire mandate and forfeit PBG, if CBC fails to appoint BCs within 60 days from signing the agreement or timeline set by Bank whichever is later.	We request you to consider reducing penalty amount to 500/- with maximum cap of Rs 5000/- Per month, per day, 10,000/- Per day is very high. Bank should allow CBC's to surrender locations where ever they are unable to make recruitment.	As per RFP
10	Section-8 CHECK LIST OF DOCUMENTS TO BE SUBMITTED	116	12. Proof of Past Experience- Self-Attested Copy of Work Order/Agreement executed with PSBs/Private Banks/Scheduled Commercial Banks/RRBs along with a Brief write up about Project Experience as per RFP	Since we have executed NDA with Bank's we might not be able to share SLA'S/PO's. Each SLA/PO will be nearly 60-80 pages & it will be huge for printing and submission. We request you to add reference letters also where ever reference letters is available please consider reference letters other SLA'S/PO's will be submitted.	Bidder may submit relevant Pages alongwith reference letter and undertaking on their Letter Head.
11	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	1.3 Geographical Spread/Coverage (Operations in no. of States/ UTs)	Maximum Parameter should get full marks but against full 10 Marks , only 5 marks are given for maximum parameter Kindly verify.	Please visit Bank's Website for Addendum
12	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	1.4 Engagement with PSB for BC Management Services	Maximum Parameter should get full marks but against full 10 Marks , only 5 marks are given for maximum parameter Kindly verify.	Please visit Bank's Website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
13	Section -3 - Scope of Work	47	CBC will manage end-to-end on-boarding and setting up of BC agents including Identification, Verification, Training, Device procurement and Regular maintenance of services including On-site Technical /Functional / Operational support to FBCs.	<p>The Bank has stated as under, in the Model Agreement, on Page 89 - 7.13 Micro ATM:</p> <p>a) Bank will provide the CBCs/SPs with a specific model of Micro ATM where proprietary application of the Bank will be uploaded for undertaking various banking transactions on the terms stipulated hereunder.</p> <p>b) All Services stipulated hereunder shall be provided by the CBCs/SPs through their FBC to the customers solely through the Micro ATM and the CBC/SPs or their FBC shall not in any circumstance undertake any off-line transactions.</p> <p>-----</p> <p>Based on the above, we understand that the the Bank would make available the Micro ATM pre-loaded with the Proprietary Application of the Bank, would have to be procured by the FBC, at the price specified by the Bank. Please confirm.</p> <p>Further, we would like to submit that the Micro ATMs could be serviced by only the OEM or their authorized Service Partners.</p> <p>Procuring the Micro ATM at volume by the Bank would bring down the price, ensure uniformity and negotiate better terms of service with the TSP / OEM; the Bank would also be able to implement better security control.</p>	All devices at FBC point has to be procured by FBCs themselves or arranged/supported by CBC only on ownership basis by FBCs. Bank shall neither provide any device to FBCs nor bear any rental on leased basis.
14	Section -3 - Scope of Work	47	The technical aspects i.e., End-to-End FI solution for BC activities should be capable of extending basic banking services in a hybrid delivery model as defined in para 1.6 and should also be capable of adopting to FI gateway as per Bank's requirement developed by Technical Service Provider (TSP). CBCs should implement the Bank's Technology platform for BC channel, security standards, FI Gateway Solution, Digital FI Solution for various products at BC channel, Data Centre (DC) setup, Disaster Recovery (DR) activity etc	We understand that this requirement would be taken care of by the Propriety Application of the Bank that would be residing in the Micro ATM and that by procuring the Micro ATM specified by the Bank, this requirement would be complied with. Please confirm.	There will be applications at central level. FBCs are required to download and implement these applications. CBC are required to support FBCs.
15	Section -3 - Scope of Work	47	CBCs shall ensure smooth functioning of BC outlets in line with FI policy of Bank including supervision ensuring zero-downtime, service duration and collecting customer feedback.	Downtime could be attributed to reasons beyond the reasonable control of CBC, like, unavailability of CBS or FI Gateway, issues with the Mobile Network, Micro ATM or other connected devices becoming faulty, absence of FBC due to genuine reasons, etc. Suitable relaxation may kindly be allowed for such eventualities.	As per RFP. However FBC may take leave with proper information. A detailed guidelines will be provided to empaneled bidders for these situations.

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16	Section -3 - Scope of Work	48	CBCs shall consume the Bank's data Application Protocol Interfaces (APIs) to build analytics dashboard that will help in monitoring and supervising BCs including cash management as per Bank's Policy.	<p>In the Model Agreement, under Sec.7.19.7, on Page No.109, it was stated as under:</p> <p>Monitoring by CBCs/SPs: a) For Monitoring of FBCs/Bank Mitra activities the banks to have live dashboard of FBC Agent/Bank Mitra to display the details of the log in, details of devices that FBC Agent/Bank Mitra is using i.e. laptop/tab/desktop, Rupay Card & AEPS transactions, accounts opened, accessible to BC Corporate/Bank Officials etc.</p> <p>In the Terms & Conditions, under Sec.4.3.9, on Page No.62, it was stated that "CBCs may have their own internal software for monitoring the performance of their FBCs. However, Bank may provide MIS/API access to CBCs. The CBCs shall have in place an effective communication mechanism for their FBCs.</p> <p>-----</p> <p>We request the Bank to clarify, whether the CBC would directly be provided access to the Dashboard / MIS or have to consume the APIs of the Bank for the pupose. In case of CBC having to consume the Bank's APIs, whether the same would be made available free-of-cost.</p>	Bank will provide need based data to CBCs for their MIS/ Monitoring at its discretion/practical consideration etc. But, CBCs are required to develop their own mechanism to capture and analyse the FBC data as per bank's requirement.
17	Section -3 - Scope of Work	49	FBCs shall incur all costs by themselves for all type of physical infrastructure build up at their allotted BC locations, procurement of devices, network facilities /upgradation / maintenance etc. as per specifications provided by bank, which may be revised from time to time	We request the Bank to specify the list of Devices to be procured by the FBCs, to meet the service expectations of the Bank, along with their estimated cost. This is for the reason that at some places in the RFP, apart from Micro ATM, Laptop Computer, Iris Scanner, etc., were mentioned. Estimated amount of investment required on the part of an FBC would help identify the appropriate person for the role.	Indicative list in this RFP. Details will be shared with successful bidder.
18	Section -3 - Scope of Work	49	CBCs shall ensure supply, install /re-install, configure/ re-configure and maintain all the required technology and infrastructure, including hardware, software, and maintenance through their appointed FBCs / Bank Mitras and integrate with the end-to-end FI solution as per requirements of Bank at FBC/Bank Mitra locations	<p>Under Scope of Work, Sec.3.23.4 on Page No.54 the following is stated:</p> <p>The CBCs/SPs shall ensure that FBCs to procure the required hardware, connectivity and equipment that may be required for providing banking services through CSP outlets, the cost of which would be borne by FBCs. FBCs/Bank Mitras are required to invest in equipment, hardware, and connectivity by themselves.</p> <p>-----</p> <p>We understand that the FBC can directly procure the Micro ATM as specified by the Bank, so that a large number of FBCs can simultaneously go live.</p>	As per RFP
19	Section -3 - Scope of Work	49	In case of exigencies, the CBC should have arrangement for necessary support and maintenance of Kiosk and Movable delivery unit application at BC locations. Bank will provide the facility for technical support including helpdesk facility through its TSP	We request the Bank to elaborate on the role of CBC, in the light of the fact that the Kiosk is rented & maintained by the FBC and the Movable delivery unit application is provided by the Bank.	As per RFP

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20	Section -3 - Scope of Work	49	The sharing of commission shall be in the ratio 20:80 between CBCs and FBCs.	<p>CBC, as the Service Provider to the Bank, is expected to shoulder huge responsibilities, in order to ensure that the Bank's expectations are met with and its interests are well protected; this would entail substantial investments on the part of CBC. Experience shows that 30:70 Commission sharing ratio between CBC and FBCs would alone ensure viability for the CBC without compromising the quality of service delivery to the Bank.</p> <p>Banks always want to engage with only those Service Providers who remain profitable; in this RFP too, only the profitable entities are eligible to participate.</p> <p>In view of the above, we request the Bank to kindly consider revising the Commission sharing ratio to 30:70.</p>	As per RFP
21	Section -3 - Scope of Work	54	The CBCs/SPs shall carry due diligence and only engage Village Level Entrepreneurs (VLEs) as FBCs having established identity, integrity, skills etc.	<p>In the Model Agreement, under Sec.7.19.1, on Page No.103, the eligible entities to act as FBC has been listed out, which include the following as well:</p> <p>h) Individual owners of Kirana/medical/fair shop owners i) Individual Public Call Office (PCO) operators j) Agents of small saving schemes of Govt/Insurance Companies. k) Individual who own petrol pumps. o) Individual operators of Rural Multipurpose kiosks/village knowledge centers. p) Individuals/Proprietors/Owners who manage Agri Clinics/Agri Business Centres. r) Individuals such as auto dealers, tractor dealers and FMCG STOCKISTS. s) Insurance Agents including of private insurance companies (IRDA certified) and postal agents</p> <p>Sec.7.19.2, on Page No.104, it is stated that "a) As far as possible, priority should be given to an existing entrepreneur as FBC/Bank Mitra so that it is an additional income to him/her. This will improve the viability and sustainability of BC model.</p> <p>----- The Bank may kindly confirm that any existing Outlet / shop could double up as IB's CSP, with the owner acting also as an FBC. (Currently, Indian Bank's FBCs are expected to render the banking services exclusively)</p>	As per RFP
22	Section -3 - Scope of Work	55	It is the sole responsibility of the CBCs/SPs to manage cash of their own at each service outlet/kiosk Centre approved by the bank and reconcile the same with amount of transactions processed at each outlet on daily basis.	Based on Sec.3.23.9 on Page No.55 and Sec.7.16.4 (d) on Page No.99 (Model Agreement), we understand that each FBC should have a Settlement Account at the Base / Link Branch, for accounting all the cash transactions - i.e., when the FBC makes a payment to a customer, the Settlement Account would get credited with the transaction amount and when the FBC accepts a deposit from a customer, the Settlement Account gets debited with the transaction amount; that the FBC would be able to accept deposits only to the extent of available credit balance (or, available credit limit, if the same was sanctioned by the Bank). Please confirm our understanding.	As per RFP

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23	Section -3 - Scope of Work	55	It is the sole responsibility of the CBCs/SPs to ensure the cash in transit and overnight retained cash is adequately insured by obtaining insurance cover over and above the amount of Rs.2.00 Lakh (At present Bank covers insurance on Cash Handled by BCs to the extent of Rs.2.00 Lakh per FBC).	<p>In the Model Agreement, under Sec.7.16.3 (e) on Page No.98, it was stated as under:</p> <p>Under no circumstances, the total amount with the Bank Mitra in cash, safe and counter should exceed Rs.150000/- (Rupees one lakh fifty thousand only) at any point of time.</p> <p>Under Sec.7.16.4 (e) on Page No.99, it was stated as under:</p> <p>It is the sole responsibility of the CBCs to ensure the cash in transit and overnight retained cash is adequately insured by obtaining insurance cover over and above the amount of Rs.1.00 Lakh (As per clause 7.16.3 above that is covered by bank).</p> <p>-----</p> <p>We make the following submission: The cash belongs to the FBC, though the Bank might have sanctioned loan / advance towards the same; however, the Bank, as per RBI guidelines, is proposing to insure the same.</p> <p>CBC has no insurable interest in the cash being held by the FBCs and hence, the Insurance Company would not accept the same; at the most, the Insurance Company may offer such an option to cover amount beyond certain extent to the FBCs themselves.</p> <p>Further, with the proposed very low share of revenue, the CBC would not be able to afford additional burden of providing insurance cover to the FBC's cash. Hence, we request the Bank to waive off this requirement on CBC.</p>	As per RFP
24	Section -3 - Scope of Work	56	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitras in the name of devices/training etc.	<p>Since the FBC is expected to invest towards both infrastructure and Working Capital - either on their own or by availing of credit facility from the Bank - we are of the view that the CBC should not collect any security amount at all; if at all Security Deposit is to be collected, it should be by the Bank, directly.</p> <p>Please confirm our understanding that CBC would be in order in not collecting any Security Deposit from the FBCs.</p>	As per RFP
25	Section -3 - Scope of Work	56	Proper periodic training of the FBCs/Bank Mitras in vernacular/local languages, managing attrition plan for Bank Mitras by coverage of Incentives, Accolades, Personal Accidental Coverage, Health Policy etc. to be taken care of by CBCs/SPs. Bank also with intimation to CBCs/SPs arrange training /sensitization programme for Bank Mitras.	<p>Due to the fixed, very thin margin, CBC would be able to offer Accident Insurance cover or Health Policy cover to the FBCs only if there is provision to deduct the premium for the same from the FBCs' share of revenue; similarly, if only there is flexibility in the revenue sharing model, incentive to the best performers could be designed. We request the Bank to take cognisance of the same, in the face of viability challenges for the CBCs and drop reference to requirements that would impose additional monetary burden on the CBC.</p>	As per RFP

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26	Section -3 - Scope of Work	56	If any FBC shall take money from customers or does any other misdemeanor, then strict action to be taken against that FBC. If any FBC/SP fails to ensure this at the field level and it shall be found that the FBC/Bank Mitras are charging for the services more than prescribed by Bank, then CBCs/SPs will also be liable for action.	<p>Customers report their grievances against the FBCs to the Link Branches, as they recognize only the Bank's Branches and not the CBCs or their Field Staff.</p> <p>Further, while a CBC Field Staff would have to cover about 40 FBCs, a Branch might have very few FBCs to inspect.</p> <p>In the Model Agreement, under Sec.7.192 (g), on Page No.102, it was stated that "An officer of the concerned branch of the bank will be visiting the CSP once in a week on a fixed time and day and will use this visit to monitor the progress of the centre attached to the base branch." Thus, the Link Branch would be the first one to come to know of issues, if any, with the FBC.</p> <p>CBCs would never be able to match the well-established and well-oiled infrastructure of the Bank, in terms of Inspection, Audit, Vigilance, etc. (If CBCs were to attempt to do the same, then the cost of service would be prohibitively high)</p> <p>Hence, only by leveraging & complementing each other, the Bank and the CBCs would be able to make the BC model a successful one, securing the interests of the Bank and its customers. The same should have been envisaged by RBI, while stipulating the FBC oversight responsibility on the Base Branches concerned.</p> <p>In view of the above, we appeal to the Bank to advise the Branches to notify the CBCs immediately of any suspicious activities noticed during their inspection of FBCs / CSPs; afterall, early detection / action would help contain the damage.</p>	As per RFP
27	SECTION-4 - TERMS AND CONDITIONS	57	If any complaint shall arise from customers of Bank or members of the public against the CBCs or/and FBCs/ Bank Mitras or its employees of having used unethical or coercive measures in the process of recovering the dues, CBC alone shall be liable and answerable for the same and the Bank shall in addition be entitled to recover such damages or compensation that the Bank may be constrained to pay as per any order of Reserve Bank of India, Courts, Tribunals or Statutory Authorities in this regard.	<p>Loan Recovery is a very delicate matter in these days of hyper media & social media activism; even when the Bankers go for recovery / re-possession of assets, the defaulters resort to various means, including attempting to commit suicide or alleging wrong doing on the part of the recovery Officials, which attract wide media attention. The Officials concerned, in spite of the institutional backing, find it extremely difficult to handle such a situation. In this scenario, if there were false allegations against the FBCs or the Field Staff of CBCs, lodged by the unscrupulous defaulters, just to threaten the FBCs to not approach them for recovery, the hapless FBCs or the CBCs would not be able to protect themselves, without the support of the Bank.</p> <p>In view of the above, we request the Bank to only selectively use the FBCs for recovery; not to set targets for recovery, as the FBCs can only appeal to the borrowers to repay, i.e., perform only the soft recovery; and, in case of complaints by the defaulters, help conduct fair inquiry against the FBCs concerned and offer institutional support, wherever the FBCs were proved to be innocent.</p>	As per RFP

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28	SECTION-4 - TERMS AND CONDITIONS	58	The maximum cash that can be retained by their FBCs/Bank Mitras shall be intimated by the Bank and their FBC/Bank Mitra shall not retain cash more than the said limit. Their FBCs/Bank Mitra shall promptly deposit the cash with the Designated Base Branch within the time frames stipulated by the Bank.	<p>We understand that the Working Capital required for rendering the service would be brought in by the FBCs, either on their own or by availing the credit facility from the Bank.</p> <p>The FBCs would be able to accept deposit only to the extent of balance available in their Settlement Account.</p> <p>The cash with the FBCs would be insured by the Bank up to certain limit. (i.e., an FBC would never be able to hold the customer money, due to the fact that the moment the FBC accepted physical cash from a customer towards deposit, the electronic cash got transferred from the FBC's Settlement Account to the Customer's Account)</p> <p>To protect their own interest, the FBCs should not hold cash beyond the Insurance cover offered by the Bank.</p> <p>Please confirm our understanding.</p>	As per RFP
29	SECTION-4 - TERMS AND CONDITIONS	59	CBCs/SPs or its agents shall bear all expenses / costs & charges in connection with the inspection and audit either conducted by the Bank or by RBI.	<p>Inspection and audit are the routine functions of the Bank and the Regulators; imposing the cost of the same on either the SPs or Agents would be a huge burden, which either of them would find very difficult to bear; after all, the SPs already have to perform their routine inspection, out of their own share of revenue. (As per RBI mandate, Branch Officials are expected to routinely inspect the functioning of the FBCs - thus, inspection is the routine affair of each stakeholder)</p> <p>Hence, we appeal to the Bank to modify this clause in such a manner that the respective entities would bear their own cost of inspection and audit.</p>	As per RFP
30	SECTION-4 - TERMS AND CONDITIONS	59	<p>All FBC locations shall be in a prominent place as defined by Bank and acceptable to Bank.</p> <p>The Kiosk of FBC should be housed in a building that should have minimum 150- 200 Sq.ft. floor area.</p>	<p>Kiosk of the specified size, in a prominent place, would cost substantially, in terms of rent or lease. Since the Bank has stated that "As far as possible, priority should be given to an existing entrepreneur as FBC/Bank Mitra so that it is an additional income to him/her. This will improve the viability and sustainability of BC model", please confirm that any existing shop with the specified floor area would be sufficient.</p>	As per RFP
31	SECTION-4 - TERMS AND CONDITIONS	59	The operational infrastructure consists of proper sitting arrangements with well ventilations, laptop/desktop/tablet/or any other fixed/movable devices as per specification/configuration decided by bank, Finger Image Record (FIR) enabled Fingerprint or without/Bio Metric/IRIS/Face Recognition Device, PIN PAD Device/Card reader/Bar Code Reader, passbook printer, thermal printer, CCTV, web camera, Internet with good connectivity etc. The cost towards Rent, Electricity, Any Other expenses, Device and Equipment costs shall be borne by FBCs themselves and CBCs shall ensure about the procurement and periodical maintenance/upkeep/upgradation on behalf their FBCs/Bank Mitras.	<p>Request the Bank to furnish the list of actual Devices required, along with the estimated cost, in order to help assess the investment required for setting up a CSP. This would help identify persons with necessary resources, to act as the FBCs of the Bank.</p> <p>Further, at some places, provision for CCTV may not be available / Landlord may not permit installing one / Technicians may not be locally available for installation / maintenance of the same, etc. We request the Bank to relax this norms, on a case-to-case basis.</p>	As per RFP

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32	SECTION-4 - TERMS AND CONDITIONS	60	CBCs shall ensure that Network security between Bank's FI Gateway and FBC terminal shall be the sole responsibility of theirs. CBCs shall ensure that data transmitted from Bank's FI gateway to FBC terminal and vice versa.	We understand that the Bank would provide the FI Application for the Micro ATM and that the Micro ATM would get connected to the Bank's FI Gateway over Mobile Internet or WiFi. In this scenario, request the Bank to elaborate on the Network Security requirement.	As per RFP
33	SECTION-4 - TERMS AND CONDITIONS	60	Bank/CBCs should carry out security audit for the technology, process, and people time to time through internal sources or/and through third party. System/ISO Audit from time to time shall be done at the discretion of bank.	We understand that the Bank would provide the FI Application sourced from its Technology Service Provider. In this scenario, we are of the humble view that the CBCs have no role to play in the Security Audit and hence, request that the term 'CBCs' may be dropped from this clause.	As per RFP
34	SECTION-4 - TERMS AND CONDITIONS	60	Bidder shall prepare and have in place / produce a 'Business Continuity and Recovery Plan' for the purposes of ensuring continued rendering of services undertaken by the CBC to the Bank simultaneously with the execution of the agreement or latest within one month from the date of execution of the agreement.	Since the CBCs are rendering only the BC Management Services - unlike the TSPs, who would provide centralized IT solution - we understand that BCP here relates to human resources planning; request the Bank to confirm our understanding.	As per RFP
35	SECTION-4 - TERMS AND CONDITIONS	61	The Bidder appreciates and fully understands that the services of its employees are not exclusive to the Bank and that it will stipulate the freedom and nonexclusivity of the services of the persons employed/engaged/assigned in their respective contract of appointment, a copy of which will be furnished to the Bank.	In the Terms & Conditions, under Sec.4.3.5 on Page No.61, it was stated that "While the CBCs can act for more than one Bank, FBCs shall at the point of customer interface or at retail outlet, represent and provide banking services of one bank only." Hence, we understand that the FBCs can represent only Indian Bank, exclusively; request the Bank to confirm our understanding.	As per RFP
36	SECTION-4 - TERMS AND CONDITIONS	62	Bidder specifically agree that the confidentiality obligations of the CBCs in terms of their agreement with Bank when entered shall survive termination of agreement	We fully concur with the importance of confidentiality obligations. However, during the time of termination of the Agreement, all the documents would have been returned by the FBCs / CBCs to the Bank. There should normally be a defined period for any terms to lapse, post termination of the Agreement. Hence, request the Bank to incorporate a defined period for the confidentiality obligations to lapse, post termination of the Agreement, in the absence of which, some obligations would be deemed to continue for eternity, which might lead to legal complications.	As per RFP
37	SECTION-4 - TERMS AND CONDITIONS	63	The Bidder as CBC can have similar arrangements with other banks through the same employees at the point of customer interface if the technology available with such other banks, who have also appointed the Bidder to render services like all or any of the services provided as per agreement with Bank	This conflicts with Sec.4.3.5 on Page No.61, which states that "While the CBCs can act for more than one Bank, FBCs shall at the point of customer interface or at retail outlet, represent and provide banking services of one bank only." Hence, the Bank may suitably modify this term. Further, we understand that once the Scope of Work is finalized after the Pre-Bid Meeting, Annexures, Model Agreement, etc., would suitably be modified, in line with the Scope of Work, in order to ensure that there are no discrepancies among them.	FBCs can render Banking services for only one Bank
38	SECTION-4 - TERMS AND CONDITIONS	63	Neither Bidder as CBC nor its employees, agents, representatives, SubContractors shall hold out or represent as agents of the Bank	Since the FBCs act on behalf of the Bank - the Bank also wanted the FBCs to be provided with ID Card with the Bank's Logo; display the Bank's signage at the CSP, etc. - Agents may have to be exempted from this stipulation.	As per RFP

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39	SECTION-4 - TERMS AND CONDITIONS	64	Bidder as CBC shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents, representatives, and SubContractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus, or other benefits to which they may be entitled, and the Bank shall have no liability in this regard.	Since the FBCs are VLEs, we would like to submit that CBCs' obligations in this regard towards FBCs shall extinguish with the sharing of the Commission as stipulated by the Bank. FBCs are like the Insurance Agents in this regard. (BC Agents are to Banks, what Insurance Agents are to Insurance Companies)	As per RFP
40	SECTION-4 - TERMS AND CONDITIONS	64	Bidder as CBC shall be paid fees and commission in the manner detailed in Pricing of Services offered to Bank as per Section-6 subject to deduction of TDS thereon wherever required under the provisions of the Income Tax Act, etc. by the Bank. TDS responsibility of FBCs shall be on FBCs for which Bank shall not be liable.	Since the major portion of the Commission would go to the FBCs, we request the Bank to levy TDS only on the CBC's share of Commission, as per applicable rate. (Levying TDS on the entire Commission - i.e., FBCs' & CBC's share of Commission - to the CBC's account would severely impact the cash flow of the CBC, crippling their ability to operate)	As per RFP
41	SECTION-4 - TERMS AND CONDITIONS	65	Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC	There could be reasons beyond the reasonable control of FBCs - health issues, natural calamities, familial commitments, etc. - or, genuine reasons - pregnancy / delivery, Examination, family function, etc. - which might result in the non-functioning of a CSP beyond the stipulated number of days; hence, we request the Bank to review every case and levy the penalty only in case of wilful default. (i.e., Bank shall reserve the right to levy the penalty, instead of making it mandatory) In the Model Agreement, under Sec.7.19.3 (k), on Page No.107, it was stated as under: "If Bank Mitra location is required to remain closed for some days due to unavoidable circumstances, then, proper Notice should be displayed at Bank Mitra point and information should be given to the Base Branch also for convenience of customers and to enable them to carry transactions from the Branch."	As per RFP
42	SECTION-4 - TERMS AND CONDITIONS	66	The existing CBCs shall substitute Security Deposit in lieu of Performance Guarantee as mentioned above.	We request the Bank to kindly clarify this requirement.	As per RFP
43	SECTION-5 - ELIGIBILITY CRITERIA	69	Companies registered under the Indian Companies Act, 1956/2013 with large and widespread retail outlets, excluding Non-Banking Financial Companies (NBFCs);	We understand that Companies that have been acting as CBCs would also be considered under this category, since there is no other specific category found in the RFP for such Companies.	As per RFP
44	SECTION-5 - ELIGIBILITY CRITERIA	70	Consortium members shall not be allowed to participate	We understand that Consortium Members should not participate both as a Consortium as well as individual Members; kindly confirm. Further, in case of Consortium, please elaborate the specifications / requirements.	As per RFP
45	SECTION-5 - ELIGIBILITY CRITERIA	71	Bidders claiming MSE benefits should have the Net Worth of at least Rs.5.00 Crore and criteria as above shall be applicable.	We request the Bank to kindly clarify, whether registration under UDYAM would be sufficient to claim MSE benefits.	As per RFP

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46	SECTION-5 - ELIGIBILITY CRITERIA	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.	<p>The BC business space is ultra competitive, with a large number of players, resulting in very high fragmentation of business.</p> <p>Hence, stipulating very high turnover would deny the opportunity for many efficient and successful CBCs, who have been rendering services in many States, through thousands of FBCs, to even participate in this prestigious RFP process. Moreover, MSE & Start-ups would not be able to register such high revenue through BC business.</p> <p>Further, the Bank also has estimated the revenue of a CBC to be just Rs.20/- Crores. Hence, request the Bank to kindly bring down the turnover requirement to, say, about Rs.20/- Crores or so, so that many committed entities would have an opportunity to associate with the Bank and the Bank, on the other hand, would have a wider choice, from the pool of efficient CBCs, to choose from.</p> <p>In addition, the Bank may kindly elaborate on the terms for Consortium bidders, as there have been references to Consortium at many places in the RFP.</p>	Please visit Bank's website for Addendum. Consortium is not permitted.
47	SECTION-5 - ELIGIBILITY CRITERIA	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. It shall be supported by relevant documents mentioned at Annexure-I.	Would it be suffice for CBCs that have currently been rendering BC services to Indian Bank, either directly or as a CBC partner of an end-to-end FI Solution Provider to Indian Bank, to just mention the number of FBCs of the Bank, spread across the number of States, being managed by them, instead of seeking a letter to this effect from the Bank itself, as the Bank already has complete record of the same?	As per RFP
48	SECTION-5 - ELIGIBILITY CRITERIA	72	Bidder should have a team of minimum 10 certified experienced engineers working dedicatedly on FI technology solutions since last five years out of which 2 engineers should have more than 3 years of experience as a team / project leader.	Since the Bidder is expected to render only the BC Management Services, this stipulation of "10 certified experienced engineers working dedicatedly on FI technology solutions", which appears to be applicable for the Technology Service Provider, may kindly be reviewed.	As per RFP
49	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	74	Fixed Component: - Based on Minimum no. of Enrolments in SB, RD/FDR, SSS Schemes (PMJJBY, PMSBY, APY) or/and Minimum No. of eligible Transactions (Cash, Fund Transfer) working for minimum 25 days in a month eligible for maximum Rs.5000	Due to situation beyond the reasonable control of an FBC, an FBC may fall short of the minimum number of days stipulated; the Bank may kindly review every case and provide exemptions, wherever, in its opinion, the cause is genuine; penalty may please be waived, in such genuine cases. This may especially be required in the light of the fact that the Bank promotes women VLEs in large numbers.	As per RFP
50	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	Bank at its discretion may declare incentives/awards/performance recognition systems for FBCs directly without 20% share of CBCs. Bidders on selection as CBC shall have to put their consent for reimbursement of 100% such amount to FBCs without any sharing pattern.	Experience shows that the Field Staff of the CBCs have to put in extra-ordinary efforts to make the FBCs perform, to meet the special performance targets; if their role were recognized by the Bank, in whatever token manner possible, it would greatly boost the morale of the Field Staff. (CBCs, with no additional share of revenue, is not in a position to offer any incentives to their Field Staff. Recognizing this, currently, the Bank has been offering awards to the Field Staff as well, which motivate the Field Staff to work with vigour.) Hence, request the Bank to make provision for awarding the performing Field Staff as well.	As per RFP

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51	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	Bank shall impose per day/per month/per customer/per batch transaction limit to be performed by FBCs at the discretion of Bank in a flexible manner subject to revision.	We understand that such limits would be enforced through the FI Application by the Bank, dynamically; kindly confirm.	As per RFP
52	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	76	No Fixed Remuneration to individual FBCs shall be paid in case Fixed and Variable commission put together exceeds Rs.25, 000/- p.m.	An FBC has to invest in infrastructure and Working Capital, work a minimum of 4 hours a day at the CSP, render door-to-door service thereafter, work a minimum of 25 days a month, etc.; the Fixed Remuneration is being paid, to partially compensate for the infrastructure & WC cost. A hard working FBC servicing customers dedicatedly, thereby bringing down the load on the Bank Branch, would feel deprived, if the Fixed Remuneration is to be denied or partially paid, just because the FBC worked more, to earn more Variable commission honestly; this would have an adverse impact on the morale of the FBC. Hence, the Bank may please drop the proposed restrictions on the Fixed Remuneration. (It is assumed that if an FBC earns Rs.23,000/- as Variable Commission, the Bank wanted to restrict the Fixed Remuneration at Rs.2,000/-, instead of paying the full Rs.5,000/-; whereas, the infrastructure cost remain the same, and the FBC, possibly, would incur higher WC cost due to greater turnover. Insurance Agents get paid for the business sourced by them, without any ceiling or restrictions.)	As per RFP
53	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	76	New FD Account Enrollment Rs 10/- (FD<=Rs10,000/-) & Rs 25/- (FD>Rs 10,000/-) Min FDR value Rs: 100/-	The Bank may kindly consider raising the Min FDR value or introducing the Commission as a percentage of the FDR, with cap, in order to avoid possible higher cost to the Bank in this regard.	As per RFP
54	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	77	Onus Cash Deposit (AePS & TPD) /Withdrawal (AePS & RuPAY): Up to Rs.12.50 lakh (0.40%), >12.50 lakh up to 50 lakh (0.20%), Max. Rs.20/->50 lakh (0.10%). Max. Rs.15/- 0.10% extra for Hilly/LWE/Uncovered Village	The Bank may kindly consider uniform Commission @ 0.40%, which is already very competitive, as the FBC's cost of Working Capital remains the same; for higher turnover, an FBC has to work very hard, incurring, possibly, higher WC cost. Reducing the Commission for higher turnover would disincentivise the FBCs.	As per RFP
55	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	77	For retention of SB/RD deposits 0.50% per annum payable on monthly basis if Aggregate Average Daily Balance More than Rs 25 Lakhs. Max Rs.10 Crore & Calculation will be for Balance Rs 2.50 lakh in individual account. Maximum Incentive is capped at Rs 35000/-	The Bank may re-consider the cap, to reap the full potential of the BC channel. In the Insurance industry, the Insurance Agents earn according to the business sourced by them, without any cap.	As per RFP

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56	SECTION-7 - MODEL AGREEMENT / SLA	79	<p>PART 'A' a) Identification of prospective customers / borrowers & fitment of activities. b) Collection and preliminary processing of loan applications including verification of primary data. c) Creating awareness about savings and other products offered by the Bank and education and advice on managing money & debt counseling. d) Processing & Submission of applications to the Bank. e) Promotion, nurturing, monitoring and handholding of Self-Help Groups / Joint Liability Groups / Credit Groups and others. f) Post sanctions monitoring in case of advances / loans granted by the Bank. g) Follow up of Recovery.</p> <p>PART 'B' a) Disbursal of Small Value Credits Strictly as per instructions of the Bank. b) Recovery of principal / interest from the borrowers and prompt deposit of the same with the Bank. c) Collection of small value deposits & prompts deposit of the same with the Bank. d) Sale of Micro / insurance / mutual fund / pension and other third-party products as may be decided by the Bank. e) Receipt & delivery of small value remittances / other payment instruments. f) Any other service as may be advised by the Bank in writing to the CBC/SP.</p>	<p>Direct Selling Agent (DSA), SHG formation & Recovery Agent (RA) activities are referred here; however, the commission structures for the same have not been mentioned.</p> <p>Further, we understand that by "Disbursal of Small Value Credits Strictly as per instructions of the Bank" the Bank would only credit the loan proceeds to the Bank Account of the eligible Borrowers.</p> <p>Further, for the reasons already stated, we understand that the Bank would only selectively engage RA and not all the FBCs would be made to perform the role of RA. The Bank may please confirm.</p>	As per RFP
57	SECTION-7 - MODEL AGREEMENT / SLA	87	<p>Failing to comply with the timelines of 45 days will invite penalty of Rs.10,000 (Rupees Ten Thousand Only) per day from 46th day of issuance of mandates/execution of agreements. Bank reserves the right to cancel the mandate if the successful Bidder as CBC fails to activate all SSAs/Non SSAs within 60 days from date of mandate/agreement. Bank reserves the right to cancel entire mandate and forfeit PBG, if CBC fails to appoint BCs within 60 days from signing the agreement or timeline set by Bank whichever is later.</p>	<p>In order to engage an FBC, approval for the location and approval for the person from Branch & ZO are mandatory; due to reasons beyond the reasonable control of the CBCs, there could be delay in engaging FBCs in certain locations. Hence, request the Bank to review the delay on a case-to-case basis and reserve its right to levy the penalty only in case of negligence or wilful default on the part of CBCs. (The Bank has offered a reasonable 45-day time window for engaging the Field Staff; Field Staff, upon engagement, may require sufficient time to engage the FBCs, especially if more number of FBCs had to be identified immediately)</p>	As per RFP

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58	SECTION-7 - MODEL AGREEMENT / SLA	88	Accordingly, this agreement is being executed for further period of 2 years from the date of renewal agreement with the present commission structures with deletion of 10% incremental clause every year having modified operational Terms and Conditions in the changed ecosystem of Financial Inclusion Programme.	Request the Bank to kindly clarify this requirement.	As per RFP
59	SECTION-7 - MODEL AGREEMENT / SLA	95	Distribution of coins and notes to the customers.	Request the Bank to kindly clarify this requirement.	As per RFP
60	SECTION-7 - MODEL AGREEMENT / SLA	96	Passbook printing in SB & RD Accounts.	Passbook Printer costs substantially; further, the operating cost is also very high. Whereas, the Bank has proposed just Re.1/- per print, which would not even cover the operating cost. Hence, request the Bank to consider either dropping this requirement or compensating adequately, for the investment being made and the operating cost being incurred.	As per RFP
61	SECTION-7 - MODEL AGREEMENT / SLA	97	FBCs/Bank Mitras to be involved through Recovery of Bank's Dues in Loan Account up to Rs.15.00 Lakh The CBCs shall appoint Specified Recovery Agent (SRAs) for their command areas. These SRAs shall have to undergo minimum 100 hours training and obtain certificate issued by IIBF and fulfill other eligibility criteria. There may be one or more (maximum 50) Banking Correspondent/ Bank Mitras (BM) working as Recovery Agents under each SRA. All Specified Recovery Agents (SRAs) must ensure that all the Bank Mitras undertaking the role of Recovery Agents under his control are properly trained to handle with care and sensitivity, their responsibilities, in particular aspects like hours of calling, privacy of customer information etc. and abide by the code of conduct. Separate Agreement shall be executed by bank with CBCs/SPs in this regard.	We request the Bank to kindly elaborate on this requirement.	As per RFP
62	SECTION-7 - MODEL AGREEMENT / SLA	99	CBC to file copy of valid agreement entered with FBCs/Bank Mitras/Banking Correspondent Agreement in the bank within One Month from the date of renewal agreement.	We request the Bank to kindly elaborate on this requirement.	As per RFP
63	SECTION-7 - MODEL AGREEMENT / SLA	100	Provision of one sub-BC Agent/Bank Mitra as fall back arrangement in absence of main BC Agent/Bank Mitra with Aadhaar log in may also be considered in bank & CBCs so desire.	Considering inflation / high cost of living, a person eligible to act as an FBC would not like to remain idle, just by being a sub-BC Agent; CBCs would not be able to afford a stand-by for every FBC, due to the nature of BC business. Hence, in case of non-availability of one FBC under unavoidable circumstances, the customers may have to avail of the services from other FBC(s) of the Link Branch or from the Link Branch itself. The Model Agreement already has provision for notifying the customers, as as to enable them to avail of the services from the Link Branch.	As per RFP

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64	SECTION-7 - MODEL AGREEMENT / SLA	101	Digitization of customer details within 2 days of customer enrolment and transmission of data to the bank	We request the Bank to kindly elaborate on this requirement.	As per RFP
65	SECTION-7 - MODEL AGREEMENT / SLA	101	FBCs will ensure to regular payment of remunerations to the CSPs.	We request the Bank to kindly elaborate on this requirement.	All payment due to the owner of Customer Service Point should be paid timely by the FBCs.
66	SECTION-7 - MODEL AGREEMENT / SLA	101	FBC will arrange for reconciliation of customer account balances with the bank	We request the Bank to kindly elaborate on this requirement.	As per RFP
67	SECTION-7 - MODEL AGREEMENT / SLA	101	Arranging insurance for devices at the CSP outlets.	Some of the FBCs may find it difficult to insure the Device / infrastructure, due to various reasons. As the FBCs are expected to invest on the Device, in case of difficulty in insuring, the same may not please be insisted upon.	As per RFP
68	SECTION-7 - MODEL AGREEMENT / SLA	103	Connectivity: - The Service Provider shall also provide direct connectivity between kiosk device and Bank server. Customer account, including biometric details shall reside on CBS server of the bank and not at the backend of the SP.	We feel that this requirement pertains to the Bank's TSPs; the Bank may kindly confirm.	As per RFP
69	SECTION-7 - MODEL AGREEMENT / SLA	103	Data Resource: - To provide central platform for digitization of data for account opening by the FBCs/Bank Mitras.	We feel that this requirement pertains to the Bank's TSPs; the Bank may kindly confirm.	As per RFP
70	SECTION-7 - MODEL AGREEMENT / SLA	104	The selection of FBCs/Bank Mitras must be done by the CBCs/SPs with the consent of the concerned Branch Manager in whose service area the CSP is located. Preference should be given to such persons who are already doing some activity.	As the approval at various levels may take time, depending on various reasons - Closing of Accounts for Bank; Holidays; unavailability of Authorised Personnel, etc. - adequate time for engaging the FBCs may be allowed on a case-to-case basis.	As per RFP
71	SECTION-7 - MODEL AGREEMENT / SLA	104	The device to be given to FBCs/Bank Mitras should be interoperable through the gateway of NPCI/Registered Device approved/notified by UIDAI from time to time. The device must support biometric facility plus card-based transactions without any preference to specific cards type and must facilitate Aadhaar supported payment systems of UIDAI.	We feel that this requirement pertains to the Bank's TSPs; the Bank may kindly confirm.	As per RFP
72	SECTION-7 - MODEL AGREEMENT / SLA	105	An officer of the concerned branch of the bank will be visiting the CSP once in a week on a fixed time and day and will use this visit to monitor the progress of the centre attached to the base branch. The concerned FBC shall visit every day the base branch to submit list of documents collected for Account Enrolment for SB/DDP/MIP/RD/FDR etc., deposit money into his settlement accounts	Since the FBCs would be operating with their own Working Capital, in case of long distance between the CSP and the Link Branch, the FBC may be allowed the flexibility of visiting the Branch twice a week, as was stipulated by RBI.	As per RFP

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73	SECTION-7 - MODEL AGREEMENT / SLA	105	Appointment of Bank Mitra is done by the respective CBCs/Service Providers after due completion of required procedure by the Branch and Zonal Office.	As the approval at various levels may take time, depending on various reasons - Closing of Accounts for Bank; Holidays; unavailability of Authorised Personnel, etc. - adequate time for engaging the FBCs may be allowed on a case-to-case basis.	As per RFP
74	SECTION-7 - MODEL AGREEMENT / SLA	107	If Bank Mitra location is required to remain closed for some days due to unavoidable circumstances, then, proper Notice should be displayed at Bank Mitra point and information should be given to the Base Branch also for convenience of customers and to enable them to carry transactions from the Branch.	In case of genuine reasons, the Link Branch Managers may kindly be authorized to permit leave of absence for the FBC; in such cases, the Bank may kindly not levy the penalty.	As per RFP
75	SECTION-7 - MODEL AGREEMENT / SLA	107	Bank shall provide passbook printing facility at Bank Mitra locations. Passbook printer is to be purchased by the FBC/Bank Mitra himself/herself to provide better customer service to the customers. All CBCs/SPs to ensure the availability of Passbook printer	As requested earlier, the Bank may kindly review the cost-compensation aspect in this regard.	As per RFP
76	SECTION-7 - MODEL AGREEMENT / SLA	108	Cash Balance Register should be maintained by Bank Mitra online with the register being maintained by the Branch. This is required for Rs 1 lakh insurance coverage of cash maintained by the Bank Mitra.	Cash Insurance limit is described differently at different places; request the Bank to confirm the limit, so as to advise the FBCs suitably.	Bank will share detailed guidelines on insurance coverage related to cash pertaining to Bank, with the successful bidder
77	SECTION-7 - MODEL AGREEMENT / SLA	110	In case of engaged in Recovery of NPA Process, the physical cash to be accepted in the loan account (Deposits) to the maximum extent of Rs.10000/- (Rupees Ten Thousand Only).	We understand that this would be enforced through the FI Application; please confirm.	As per RFP
78	SECTION-7 - MODEL AGREEMENT / SLA	111	With a view to ensure payment of minimum remuneration of Rs 5000/- per month to last mile FBCs/Bank Mitras, Bank has decided to pay fixed charges of Rs 5000/- per month to FBCs/SPs to take care of Bank Mitra's sustenance, initial investment made for establishing KIOSK/BC outlets and meeting expenses incurred on Rent, electricity, internet, traveling etc. The above payment of remuneration is subject to the following performance criteria: -	In view of the huge Capex on the infrastructure, we request the Bank to not cap the Fixed Remuneration, which is being paid for compensating the Capex, based on the earning of FBC under the Variable Remuneration.	As per RFP
79	SECTION-7 - MODEL AGREEMENT / SLA	111	For sharing of payment 80% must be passed on to FBCs/Bank Mitra by CBCs. Minimum ticket size of transaction shall be Rs 10/- and no accommodative transactions shall be allowed.	The Bank may consider raising the Ticket Size suitably, so that the volume of low ticket transactions could be restricted / contained.	As per RFP

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80	SECTION-7 - MODEL AGREEMENT / SLA	112	No commission shall be eligible on account of transactions happened in Cash Credit, Current/Overdraft, and Staff Term Loan accounts maintained at Bank.	FBCs would in incurring cost on WC, besides investing their efforts in servicing any customers. In case the Bank would not like to compensate for certain type of Cash Transactions, request the Bank to block such transactions at the Application level itself, so that the FBCs would not feel deprived.	As per RFP
81	ANNEXURE-VIII - ACCEPTANCE OF SCOPE OF WORK	131	In case of exigencies, the bidder should have arrangement for necessary support & maintenance of Kiosk application at fixed locations as well as movable delivery units. Bank will provide the facilities for technical support including Help Desk facility. However, bidder must provide software/ program/utility to lodge the call and other details including solution provided, time taken, root cause analysis and reports etc.	Since the Application would be supplied by the TSPs of the Bank, we feel that only the TSPs would be able to provide such a service; request the Bank to kindly confirm.	As per RFP
82	ANNEXURE-VIII - ACCEPTANCE OF SCOPE OF WORK	131	Bidder must provide Manpower support for complete integration end to end FI solution (including FI Gateway, common Kiosks application) at their allotted Bank Mitra locations.	Since the Application would be supplied by the TSPs of the Bank, we feel that only the TSPs would be able to provide such a service; request the Bank to kindly confirm.	As per RFP
83	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	10	2. 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.	As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order 2012, which says "For enhancing participation of MSEs in government procurement, Ministry /Department/CPSUs, the Tender sets free of cost (which is done by you) and exemption from payment of earnest money to registered MSEs." As this tender is giving an opportunity to MSE's to bid, we request you to please allow EMD Exemption / reduced EMD to SME bidders. You may also help MSE bidders enthusiastic participation by keeping 2 kinds of EMD amounts Viz. 1. INR X for those participating for pan India locations, & 2. INR X/2 or X/4 for those participating for 5 states/UT's locations	Please visit Bank's website for Addendum
84	SECTION-2 - INSTRUCTION TO BIDDERS	45	A Minimum cut off 75 marks required for the Bidders for selection/empanelment consisting of both Technical Score and Presentation /Demo. Bank reserves the right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders. The Minimum cut off marks of 75 for Eligibility can be altered by Bank at its discretion without assigning the reasons thereof.	We request to reduce the Minimum cut off marks in general to 55 Marks and for MSE's to 40 marks.	as per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
85	SECTION-5 - ELIGIBILITY CRITERIA	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 Turn Over for MSE's at INR 5 Cr seems perfectly fine. But the corresponding Networth for MSE's seem to be way higher (which is as per tender equal to the Turn Over for MSE's). We request you to reduce the Networth to INR 2.00 Cr for MSE's.	Please visit Bank's website for Addendum
86	SECTION-5 - ELIGIBILITY CRITERIA	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 Turn Over for MSE's at INR 5 Cr seems perfectly fine. But the corresponding Networth for MSE's seem to be way higher (which is as per tender equal to the Turn Over for MSE's). We request you to reduce the Networth to INR 2.00 Cr for MSE's.	Please visit Bank's website for Addendum
87	SECTION-5 - ELIGIBILITY CRITERIA	72	The Bidder should satisfy the norms of due diligence as laid down by Reserve Bank of India or any other regulatory body like NPCI, UIDAI etc.	Request to clarify, what document need to submit against this clause.	As per RFP
88	SECTION-5 - ELIGIBILITY CRITERIA	72	Bidder should have a team of minimum 10 certified experienced engineers working dedicatedly on FI technology solutions since last five years out of which 2 engineers should have more than 3 years of experience as a team / project leader. Vendor must provide proof (Name, Qualification, Date of joining organization, working since in the project) to substantiate this eligibility criteria along with certification on company's /entities letter head.	Request to clarify that the required 10 certified experienced engineers need to be on company payroll or those who are working as consultants through IT agency or third party payrolls or outsourced engineers are also allowed.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
89	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	156	Experience of Key Promoter/ MD/CEO (Financial / Services / Retail Sector/ Fintech)	Request to clarify, what document need to submit against this clause.	Appointment Letter or other document which may confirm regarding Experience
90	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Geographical Spread/Coverage (Operations in no. of States/ UTs) i ≥ 10 States. --- 5 Marks ii ≥ 8 States to < 10 States --- 4 Marks iii ≥ 6 States to < 8 States --- 3 Marks iii ≥ 5 States to < 6 States --- 2 Marks Maximum Marks - 10	There seems to be some human error in marking. The highest mark should be 10 instead of 5.	Please visit Bank's website for Addendum
91	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Engagement with PSB for BC Management Services No. of PSB engagement ≥ 5 --- 5 Marks No. of PSB engagement ≥ 4 --- 4 Marks No. of PSB engagement ≥ 3 --- 3 Marks No. of PSB engagement ≥ 2 --- 2 Marks No. of PSB engagement ≥ 1 --- 1 Marks Maximum Marks - 10	There seems to be some human error in marking. The highest mark should be 10 instead of 5.	Please visit Bank's website for Addendum
92	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Business Correspondent Agents engaged in PSB/RRB in India Above 12,000 --- 10 Marks 9,001 to 12,000 --- 8 Marks 6,001 to 9,000 --- 6 Marks 3,001 to 6,000 --- 4 Marks Less than 3,000 --- 2 Marks Maximum Marks - 10	As this tender is giving an opportunity for MSE's to bid, we request to please exempt the marking point for this item for MSE bidders or request to give some marks (may be 50% of the highest marks) to MSE bidders.	As per RFP
93	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Average Annual Turnover/ Revenue for last three years. (Audited Balance Sheet to be attached) (MSE Entities shall have 10% relaxation in each slab of 2.1) i ≥ 200 Cr --- 10 Marks ii ≥ 150 Cr to <200 Cr --- 8 Marks iii ≥ 100 Cr to <150 Cr --- 6 Marks iv ≥ 60 Cr to <100 Cr --- 4 Marks Maximum Marks - 10	As this tender is giving an opportunity for MSE's to bid, we request to please exempt the marking point for this item for MSE bidders or request to give some marks (may be 50% of the highest marks) to MSE bidders.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
94	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Tangible Net Worth for last three years. (Audited Balance Sheet to be attached) (MSE Entities shall have 25% consideration in each slab of 2.2) i. ≥ 75 Cr --- 10 Marks ii. ≥ 50 Cr to < 75 Cr --- 8 Marks iii. ≥ 25 Cr to < 50 Cr --- 6 Marks iv. ≥ 10 Cr to < 25 Cr --- 4 Marks v. ≥ 5 Cr to < 10 Cr --- 2 Marks vi. <5 Cr --- Nil Maximum Marks - 10	As this tender is giving an opportunity for MSE's to bid, we request to please exempt the marking point for this item for MSE bidders or request to give some marks (may be 50% of the highest marks) to MSE bidders.	Please visit Bank's website for Addendum
95	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	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) i. ≥ 25 Cr --- 10 Marks ii. ≥ 15 Cr to < 25 Cr --- 8 Marks iii. ≥11Cr to < 15 Cr --- 6 Marks iv. ≥ 5 Cr to <10 Cr --- 4 Marks v. ≥ 1 Cr to <5 Cr --- 2 Marks Maximum Marks - 10	As this tender is giving an opportunity for MSE's to bid, we request to please exempt the marking point for this item for MSE bidders or request to give some marks (may be 50% of the highest marks) to MSE bidders.	Please visit Bank's website for Addendum
96	SECTION-1 - Invitation for Bid	31	At Present 9657 BCs operate under a combination of Fixed Outlet (KIOSK) Model numbering 6398 and Movable Micro ATMs numbering 3259.....The existing locations shall remain unchanged and existing FBCs shall be preferably retained provided that Fixed Outlet FBCs to additionally procure Movable Micro unit infrastructure and vice-versa, as per specifications of Bank which shall be upgraded /updated from time to time	Request the Bank to provide District / State level count of existing BC/BF network and additional locations / BCs planned per location for all locations in next 3 years. This will assist the CBCs in feasibility assessment.	Details of existing locations will be provided to empanelled bidder. Future locations always remain futuristic.
97	SECTION-1 - Invitation for Bid	31	The device used should be standard 2.0 compliant i.e., Standardization Testing and Quality Certification (STQC) certified Biometric Scanner and Payment Application Data Security Standard (PADSS) certified PIN Pad or standards to be set from time to time.	It has been clarified in section 7.13 - a) that Micro ATMs will be provided by the Bank. Therefore, this clause needs to be dropped or modified accordingly.	All devices at FBC point has to be provided by FBCs themselves or arranged/supported by CBC.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
98	SECTION-2 - INSTRUCTION TO BIDDERS	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 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	We request bank to consider the private bank EMD DD as well.	Please visit Bank's website for Addendum
99	Section -3 - Scope of Work	48	CBCs shall consume the Bank's data Application Protocol Interfaces (APIs) to build analytics dashboard that will help in monitoring and supervising BCs including cash management as per Bank's Policy	Is this report provide only by BANK TSP? Please confirm.	After development at bank's end, bank vendor/ TSP will share required data/ reports to CBCs.
100	Section -3 - Scope of Work	49	CBCs shall ensure supply, install /re-install, configure/ re-configure and maintain all the required technology and infrastructure, including hardware, software, and maintenance through their appointed FBCs / Bank Mitras and integrate with the end-to-end FI solution as per requirements of Bank at FBC/Bank Mitra locations	Request Bank to share the device technical specifications required for this project .	A general information is provided in "Invitation for Bid", However details will be shared with empanelled Bidder.
101	Section -3 - Scope of Work	49	Bank will provide the BC location details /set up and CBCs must install /configure proposed End to End FI solution of Bank in their devices and assist bank officials / FBCs / NPCI officials etc. to make the unit operational to extend requisite banking services. Technical End to End FI solution has/shall have the capacity for fingerprint (FP) and IRIS based authentication of unique Identification and Development Authority of India (UIDAI), PIN based RuPay card authentication and geo-tagging.	Is it mandatory to provide the iris and face scanner ?	As per RFP. Bank will share the list of devices and its specification with empanelled Bidder.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
102	Section -3 - Scope of Work	50	CBCs will select, engage, train, educate, appoint, and maintain FBCs / bank Mitras in the SSAs/uncovered villages/Non SSAs centres as per list given by Bank under PMJDY/Non – PMJDY and in Rural, Semi Urban and Urban/ Metro locations for providing basic banking services under inter - operable platforms as per requirement of Bank from time to time.	Our understanding is that the linked branch officials of specific location will be involved in providing reference for the post of agents and will also be involved in selection process as well. Please specify.	As per RFP.
103	Section -3 - Scope of Work	54	The successful Bidder as CBC shall manage the activities related to BC management and deploy supervisors preferably in the ratio of 40:1 (For every 40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services to Bank.	Request bank to relax this clause and also increase the ration of agent to supervisor from 40:1 to 60:1	As per RFP.
104	Section -3 - Scope of Work	56	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitras in the name of devices/training etc.	Whether Device will be procured by BCA by his own cost..? or CBC will have to procure to sale these devices to BCA's. Please confirm	All devices at FBC point has to be provided by FBCs themselves or supported by CBC.
105	Section -3 - Scope of Work	56	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitras in the name of devices/training etc.	Any future fraud at the field level will bank allow the CBC to collect the refundable security money from BCA?Please Confirm	As per RFP
106	SECTION-4 - TERMS AND CONDITIONS	58	CBCs/SPs shall specifically agree that their FBCs/Bank Mitras to maintain all records, accounts including registers / documents etc. as per instructions of the Bank from time to time and ensure safe and proper custody of all records,accounts including documents etc. Their FBCs/Bank Mitras shall account for all the monies received and paid by the FBCs/Bank Mitras to the Customers. The transactions and cash position shall be reported to the Designated Base Branch on daily basis. The maximum cash that can be retained by their FBCs/Bank Mitras shall be intimated by the Bank and their FBC/Bank Mitra shall not retain cash more than the said limit. Their FBCs/Bank Mitra shall promptly deposit the cash with the Designated Base Branch within the time frames stipulated by the Bank	Request bank to specify the timeline to which FBC has to store the old register at his outlet	Details will be share with Empanelled CBCs.

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107	SECTION-4 - TERMS AND CONDITIONS	60	Bank may extend financial support in terms of extending interest bearing loan facility to FBCs for setting up of their BC Infrastructure. The quantum and tenure of such loan facility shall be at the discretion of bank.	In case if bank has any scheme for BCA to provide financial help for establishing kiosk on minimum rate of interest please specify	As per bank's Policy. Details will be shared with Empanelled CBCs.
108	SECTION-4 - TERMS AND CONDITIONS	65	Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	1. In any emergency condition, in case BCA's could not be able to continue work for 10 to 15 days for reasons like Internet service/connectivity blocked by the government temporarily etc., We Request bank to provide exemptions in such cases. Please confirm 2. Request to reduce the penalty amount from Rs. 500/- to Rs. 250/-	As per RFP. However FBC may take leave with proper information. A detailed guidelines will be provided to empanelled bidders for these situations.
109	SECTION-4 - TERMS AND CONDITIONS	65	Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	3. Also request bank to notify the CBC before charging any kind of penalty	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
110	SECTION-4 - TERMS AND CONDITIONS	66	For empanelment of CBCs, Bank shall issue the empanelment letter within 30 days of finalization of selection. After execution of the agreement, the successful Bidder with whom Bank issues letter to enter into agreement must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% allotted BCs/Bank Mitras in the Regions/Zones within 45 days of execution of agreement or timeline set by Bank whichever is later Failing to comply with the timelines of 45 days will invite penalty of Rs.10, 000 (Rupees Ten Thousand Only) per day from 46th day of issuance of mandates/execution of agreements. Bank reserves the right to cancel the mandate if the successful Bidder as CBC fails to activate all SSAs/Non SSAs within 60 days from date of mandate/agreement. Bank reserves the right to cancel entire mandate and forfeit PBG, if CBC fails to appoint BCs within 60 days from signing the agreement or timeline set by Bank whichever is later.	<p>1. Request bank to provide some exemption in genuine cases like location based in hilly areas,LWE districts etc.</p> <p>2. Request to surrender the non-potential location.</p> <p>3. Request to relax the penalty by Rs. 10,000/- per day to Rs. 5,000/- per day maximum upto 5% of monthly billing</p>	As per RFP
111	SECTION-5 - ELIGIBILITY CRITERIA	73	The Bidder should be able to depute local supervisors in the Zones in which Indian Bank desires to have CSP Centre and there must be at least 1 supervisor for every 40 FBCs for implementation of FI programme of the Bank. The deployment of supervisors must be completed within 45 days of allocation of centres/agreement with Bank. The allocation of centres to existing CBCs Providers must not be construed as matter of right and Bank reserves the right to allocate fully/partially or not to allocate at all based upon criteria for technical evaluation and presentation to committee.	Request bank to increase project deployment timeline from 45 days to 90 days.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
112	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	74	Based on Minimum no. of Enrolments in SB, RD/FDR, SSS Schemes (PMJJBY, PMSBY, APY) or/and Minimum No. of eligible Transactions (Cash, Fund Transfer) working for minimum 25 days in a month eligible for maximum Rs.5000 (Rupees Five Thousand Only) or in proportionate basis per month per FBC. If the number of working days is less than 20 days, then @Rs.500/- per day shall be deducted as penalty for 1st Six months of Operation of FBCs except on genuine grounds to be decided by bank.	We request the Bank to allow the CBC to offer other non-banking services since the Bank has proposed primarily a variable payout. Similarly, there is penalty on work related commitments while fixed payout is removed if the total fixed + variable monthly commission is to cross Rs.25,000/-. Request the Bank to keep the fixed payout intact since there is all likelihood of business ups & downs and no guarantee of certain returns month-on-month basis.	As per RFP
113	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	Bank shall pay only on eligible transactions performed by FBCs during a month as per rule engine, scenarios considered by Bank by deducting accommodating/round-tripping/ineligible transactions from the actual transactions performed by FBCs. The repetitive, round leg/trip, split transactions done by FBCs to maximize transaction volume shall be not eligible for commission.	Requesting bank to please clarify on the eligible transactions terms	As per RFP.
114	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	Bank at its discretion may declare incentives/awards/performance recognition systems for FBCs directly without 20% share of CBCs. Bidders on selection as CBC shall have to put their consent for reimbursement of 100% such amount to FBCs without any sharing pattern	We request bank to consider that the CBC should get some part of (incentives / awards / performance recognition) or appreciation letter to concerned team because of FBC monitoring taking care by CBC only	As per RFP
115	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	Bank shall impose per day/per month/per customer/per batch transaction limit to be performed by FBCs at the discretion of Bank in a flexible manner subject to revision.	Requesting bank to please clarify on the Count of transactions in per account/Per month	As per guidelines of Regulators and bank's Policy
116	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	75	The insurance premium of Cash Handled by FBCs shall be borne by Bank. However, the quantum of Cash/Working Capital requirement per FBC in specific areas shall be governed by Policy of Bank in vogue.	Requesting bank to please clarify on the Insured amount	Bank will share detailed guidelines on insurance coverage related to cash pertaining to Bank, with the successful bidder

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
117	SECTION-7 - MODEL AGREEMENT / SLA	82	e) While the CBCs/SPs can act for more than one Bank, CBCs/SPs shall at the point of customer interface or at retail outlet, represent and provide banking services of one bank only.	The stated clause in 7.5 and 7.7 are contradictory in nature with respect to branding at retail outlet / point of customer interface. Please clarify. Also, suggest to remove conditions on representation for multiple banks for non-competing categories since the entire arrangement including fixed component is performance based. We also request the Bank to allow CBC's own branding to attract other non-competing banking services.	As per RFP
118	SECTION-7 - MODEL AGREEMENT / SLA	84	c) The CBCs/SPs can have similar arrangements with other banks through the same employees at the point of customer interface if the technology available with such other banks, who have also appointed the CBCs/SPs/FBCs to render services like all or any of the services provided under this agreement:	The stated clause in 7.5 and 7.7 are contradictory in nature with respect to branding at retail outlet / point of customer interface. Please clarify. Also, suggest to remove conditions on representation for multiple banks for non-competing categories since the entire arrangement including fixed component is performance based. We also request the Bank to allow CBC's own branding to attract other non-competing banking services.	While the CBCs/SPs can act for more than one Bank, CBCs/SPs shall at the point of customer interface or at retail outlet, represent and provide banking services of one bank only.
119	SECTION-7 - MODEL AGREEMENT / SLA	97	The CBCs shall appoint Specified Recovery Agent (SRAs) for their command areas. These SRAs shall have to undergo minimum 100 hours training and obtain certificate issued by IIBF and fulfill other eligibility criteria. There may be one or more (maximum 50) Banking Correspondent/ Bank Mitras (BM) working as Recovery Agents under each SRA All Specified Recovery Agents (SRAs) must ensure that all the Bank Mitras undertaking the role of Recovery Agents under his control are properly trained to handle with care and sensitivity, their responsibilities, in particular aspects like hours of calling, privacy of customer information etc. and abide by the code of conduct. Separate Agreement shall be executed by bank with CBCs/SPs in this regard.	Request bank to clear whether bank provide any remuneration on 100 hours training of SRA/Bank Mitra's	As per RFP
120	SECTION-7 - MODEL AGREEMENT / SLA	99	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitras in the name of devices/training etc.	Can CBC sell the devices to BCA's please clarify	All devices at FBC point has to be provided by FBCs themselves or arranged/supported by CBC.
121	SECTION-7 - MODEL AGREEMENT / SLA	100	Display of signage as approved by the bank	Will the signage cost borne by bank? please clarify.	As per RFP. Details will be shared with Empanelled CBCs.
122	SECTION-7 - MODEL AGREEMENT / SLA	100	Ensure availability of required Stationary-Account opening forms, loan application forms, check lists, publicity materials/pamphlets/job cards for banking products	Will these registers will be provide by bank as per bank format? Please confirm.	As per RFP. Details will be shared with Empanelled CBCs.
123	SECTION-7 - MODEL AGREEMENT / SLA	101	List of Do's & Don'ts for customers to be displayed.	Will the Do's & Don'ts will be provide by bank as per bank format? Please confirm.	As per RFP. Details will be shared with Empanelled CBCs.

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124	SECTION-7 - MODEL AGREEMENT / SLA	101	Image Building & Trust	We would require branch manager support along with the bank advertising materials from Bank. Please confirm on this.	As per RFP.Details will be shared with Empanelled CBCs.
125	SECTION-7 - MODEL AGREEMENT / SLA	101	FBCs will ensure availability of consumables like printing paper etc at the CSP outlets.	Whether this cost has to borne by the concerned FBC? Please confirm	As per RFP.Details will be shared with Empanelled CBCs.
126	SECTION-7 - MODEL AGREEMENT / SLA	101	FBCs will ensure to regular payment of remunerations to the CSPs	We Request bank to elaborate this point	Payment due to FBCs should be paid timely.
127	SECTION-7 - MODEL AGREEMENT / SLA	102	For customer enrollment, including bio-metric capturing, devices must support ISO templates generation and verifications as per standards mentioned at technical specifications communicated or changes to be communicated by Bank/RBI/NPCI/IBA/UIDAI and any other agencies from time to time	Request Bank to specify the Biometric device names	As per RFP.Details will be shared with Empanelled CBCs.
128	SECTION-7 - MODEL AGREEMENT / SLA	102	Support: - The front-end devices should support magnetic stripe cards and non- card operations with central biometric authentication. The cards would be issued by the respective banks	Request bank to elaborate more on this point	As per RFP.Details will be shared with Empanelled CBCs.
129	SECTION-7 - MODEL AGREEMENT / SLA	102	Arranging insurance for devices at the CSP outlets.	Will the Device insurance costs be borne by the BCA's ...? Request bank clarify	All insurance for devices at FBC point has to be provided by FBCs themselves or arranged / supported by CBC.
130	SECTION-7 - MODEL AGREEMENT / SLA	105	Appointment of Bank Mitra is done by the respective CBCs/Service Providers after due completion of required procedure by the Branch and Zonal Office Appointment letter and Identity Card to the Bank Mitra shall be issued by the CBCs/Service Providers	We understand that the format of ID card will provide by bank. Please clear	As per RFP.Details will be shared with Empanelled CBCs.
131	SECTION-7 - MODEL AGREEMENT / SLA	108	FBC/Bank Mitra can update any passbook whether it has been opened by the FBC/Bank Mitra or Branch. CBC/SPs should ensure that Bank Mitra is not charging any commission for issue/ updation of passbook from customer	Request you to allow FBC to take some charges on pasbook printing from customers (passbook printer cost is to high). Please confirm	As per RFP
132	SECTION-7 - MODEL AGREEMENT / SLA	111	During first six months from the date of activation of BC outlet (New FBC/Bank Mitras), coverage of all households ensuring opening of minimum 250 customer accounts per month or 500 transactions for all areas except Hilly/LWE/Uncovered Villages/far flung areas. Classification areas at the sole discretion of Bank. The Minimum enrolments and transactions for first six months of BC operations in such areas remain at 50 customer accounts per month or 100 transactions.	Requesting bank to modify this clause as below:- During first Nine months from the date of activation of BC outlet (New FBC/Bank Mitras) coverage of all households ensuring opening of minimum 100 customer accounts per month or 200 transactions for all areas except Hilly/LWE/Uncovered Villages/far flung areas. The Minimum enrolments and transactions for first six months of BC operations in such areas remain at 25 customer accounts per month or 50 transactions.	As per RFP

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133	SECTION-7 - MODEL AGREEMENT / SLA	111	After six months, at least 500 transactions per month and 10 enrolments of any type i.e. SB, Term deposit, PMJJBY, PMSBY, APY or any other enrolment as decided by bank while ensuring transactions from BC Locations on minimum 25 days in the month in other areas except Hilly/LWE/Uncovered Villages/far flung areas. New FBCs in the 1st six months of operation in Hilly/LWE/Uncovered Villages/far flung areas should perform minimum 250 transactions and 10 enrolments of any type as described above.	Requesting bank to modify this clause as below: After nine months, at least 250 transactions per month and 5 enrolments of any type i.e. SB, Term deposit, PMJJBY, PMSBY, APY or any other enrolment as decided by bank while ensuring transactions from BC Locations on minimum 25 days in the month in other areas except Hilly/LWE/Uncovered Villages/far flung areas. New FBCs in the 1st six months of operation in Hilly/LWE/Uncovered Villages/far flung areas should perform minimum 100 transactions and 5 enrolments of any type as described above.	As per RFP
134	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Business Correspondent Agents engaged in PSB/RRB in India	Request bank to consider private bank also	As per RFP
135	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Engagement with PSB Pan India with minimum of 1PSB i No. of PSB engagement >= 5 Marking-5 ii No. of PSB engagement >= 4 Marking-4 iii No. of PSB engagement >= 3 Marking-3 iv No. of PSB engagement >= 2 Marking-2 v No. of PSB engagement >= 1 Marking-1	Requesting bank to modify this clause as below:- Engagement with PSB Pan India with minimum of 1PSB i No. of PSB engagement 3 to >= 5 Marking-5 ii No. of PSB engagement 1 >= 3 Marking-3 Note:- We Request bank to consider private sector bank engagements as well	Please visit Bank's website for Addendum
136	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Presence in Pan India with minimum of 1000 BCs Above 12,000 – Marking 10 9,001 to 12,000 – Marking 8 6,001 to 9,000 – Marking 6 3,001 to 6,000 – Marking 4 Less than 3,000 – Marking 2 Total BCs	We request bank to modify this clause as, Presence in Pan India with minimum of 1000 BCs Above 5000 – Marking 10 3000- 5000 - Marking 6 Less than 3000 - Marking 3	Please visit Bank's website for Addendum
137	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Tangible Net Worth for last three years. i. ≥ 75 Cr - 10 Marks ii. ≥ 50 Cr to < 75 Cr - 8 Marks iii. ≥ 25 Cr to < 50 Cr - 6 Marks iv. ≥ 10 Cr to < 25 Cr - 4 Marks v. ≥ 5 Cr to < 10 Cr - 2 Marks vi. <5 Cr - NIL	We request bank to modify this clause as: Average Tangible Net Worth for last three years. i. ≥ 30 Cr - 10 Marks ii. ≥ 25 Cr to < 30 Cr - 8 Marks iii. ≥ 20 Cr to < 25 Cr - 6 Marks iv. ≥ 10 Cr to < 20 Cr - 4 Marks v. ≥ 5 Cr to < 10 Cr - 2 Marks vi. <5 Cr - NIL	Please visit Bank's website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
138	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Net Profit in the last three Financial Years. i. ≥ 25 Cr - 10 Marks ii. ≥ 15 Cr to < 25 Cr - 8 Marks iii. ≥ 11 Cr to < 15 Cr - 6 Marks iv. ≥ 5 Cr to < 10 Cr - 4 Marks v. ≥ 1 Cr to < 5 Cr - 2 Marks	We request bank to modify this clause as, i. ≥ 15 Cr to 25 Cr - 10 Marks ii. ≥ 11 Cr to < 15 Cr - 8 Marks iii. ≥ 5 Cr to < 11 Cr - 6 Marks iv. ≥ 3 Cr to < 5 Cr - 4 Marks v. ≥ 1 Cr to < 3 Cr - 2 Marks	Please visit Bank's website for Addendum
139	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	159	Entity Engaged in BC Management. Number of Years of Engagement. More than 10 Yrs - 10 Marks More Than 8 yrs but less than 10 yrs - 6 Marks More Than 6yrs but less than 8yrs - 4 Marks More Than 3yrs but less than 6 yrs - 2 Marks Less than 3 yrs - 0 Marks	We request bank to modify this clause as: Entity Engaged in BC Management. Number of Years of Engagement. 10 Yrs or more - 10 Marks More Than 8 yrs but less than 10 yrs - 6 Marks More Than 6 yrs but less than 8 yrs - 4 Marks More Than 3 yrs but less than 6 yrs - 2 Marks Less than 3 yrs - 0 Marks	Please visit Bank's website for Addendum
140	SECTION-5 - ELIGIBILITY CRITERIA	69	The Bidder, who will be participating in the RFP for empanelment/selection of CBCs as per terms mentioned in this RFP document including willingness to deploy FBCs in minimum 5 States/UTs in India shall have the following eligibility criteria:	NPST IS one of the empanelled vendors for Aadhar & have processed 5 Mn aadhaars across multiple states. We have offices in 20 cities and are in the process of onboarding merchants in multiple states for Large Bank. We ready to setup FBCs in 5 states.	Not a query
141	SECTION-5 - ELIGIBILITY CRITERIA	70	Bidder in this category shall have experience of successful implementation of BC Management for financial inclusion project for at least one Nationalized bank/ Public Sector Bank (PSB)/ or RRB or Private Sector Bank in India and their BC presence should be at least in 5 states/ UTs in India.	NPST has extensive experience of working with Banks and we manage a network of thousands of Citizen Centers under the Serve Seva Kendra brand. As an MSME, we request for exemption from this condition of presence in 5 states	As per RFP
142	SECTION-5 - ELIGIBILITY CRITERIA	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.	Under MSME registered company, CVC guidelines and made in India digital perspective 2019, 2020-22 we request the Bank to consider our a minimum annual turnover of 15 crores. While the bank has reduced the net worth for MSMEs, it essential to permit MSMEs to participate by reducing the turnover criteria to Rs.15 crores.	Pl check in Bank's website for 'Addendum'

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
143	SECTION-2 - INSTRUCTION TO BIDDERS	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 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.	Under CVC guidelines for MSMEs we request the bank to either waive EMD or reduce the amount to Rs. 5 lakhs	As per RFP
144	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	8	Non-refundable Rs.50, 000/- (Rupees Fifty Thousand only) that can be transferred through NEFT/RTGS/IMPS/UPI etc. latest by one day prior to pre-bidding meeting date towards cost of bid document in the following account number: Account No.: 743848138 Account Name: Indian Bank, HO Technology Management Department-II IFSC Code: IDIB000H003 Branch: Harbour Alternatively, Bidders can send in the form of Account Payee DD/Pay Order/IOI favouring "Indian Bank" payable at Chennai. (Scanned copy to be submitted latest by one day Prior to Pre-Bid Meeting) Mode of Submission: (Online for e-transfer/ Offline for DD) MSE/NSIC registered Bidders are exempted. Pl refer Instruction to Bidders in Section-2 of this RFP.	We request you to waive the RFP document fee for MSMEs.	As per RFP
145	SECTION-5 - ELIGIBILITY CRITERIA	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.	We got license for Payments Bank during Fy(2017 - 18) from RBI and we are in the process of establishing the Payments bank resulting the huge operational expenses hence we were not made any operational profits but were in positive network of morethan 100cr till Fy(19-20), we have moved to Profits from FY(20-21) onwards . Hence requesting your good authorities to consider only net profit for two out of three last 3 financial years including FY(21-22) with positive network and dispence with the condition of "operating profit during remaining financial years"	Plese visit Bank's Website for Addendum

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Management Services – RFP: CO/FID/CBC/01/2022-23 Dt 01.07.2022

S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
146	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Geographical Spread/Coverage (Operations in no. of States/ UTs)	Max. Marks is 10 but in Weightage column Max. is 5	Plese visit Bank's Website for Addendum
147	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Engagement with PSB for BC Management Services	Max. Marks is 10 but in Weightage column Max. is 5	Plese visit Bank's Website for Addendum
148	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Average Annual Turnover/ Revenue for last three years.	please consider the FY(21-22)	Plese visit Bank's Website for Addendum
149	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Tangible Net Worth for last three years.	please consider the FY(21-22)	Plese visit Bank's Website for Addendum
150	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	158	Average Net Profit in the last three Financial Years.	please consider the FY(21-22)	Plese visit Bank's Website for Addendum
151	SECTION-5 - ELIGIBILITY CRITERIA	72	Bidder should have a team of minimum 10 certified experienced engineers working dedicatedly on FI technology solutions since last five years out of which 2 engineers should have more than 3 years of experience as a team / project leader. Vendor must provide proof (Name, Qualification, Date of joining organization, working since in the project) to substantiate this eligibility criteria along with certification on company's /entities letter head.	Kindly brief about the required certification	Bidder should have technical capability to analyse the data and thereafter to monitor the performance of FBCs. Bidder has to suggest bank for improvement of performance of FBCs. Bidder may certify the details.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
152	SECTION-2 - INSTRUCTION TO BIDDERS	40	All bids must be accompanied with EMD (Earnest Money Deposit)- refundable of Rs. 1,00,00,000/- (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 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.	Our request is to moderate the amount to Rs. 10.00 Lakh in tune with industry practice. For example, State Bank of India demanded a lower amount (Rs. 10 Lakh) towards EMD even as the number of targeted BC locations in the RFP of SBI was noticeably higher than the number of the same intended for as per the RFP of Indian Bank.	Please visit Bank's website for Addendum
153	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	8	Non-refundable Rs. 50,000/- (Rupees Fifty Thousand only) that can be transferred through NEFT/RTGS/IMPS/UPI etc. latest by one day prior to pre-bidding meeting date towards cost of bid document who have not submitted Non-Refundable Cost of RFP either the scanned copy of DD through email or transferred Rs. 50,000/- (Rupees Fifty Thousand Only) shall not be called for pre-bidding meeting.	You are requested to kindly amend this clause and non- submission of Cost of RFP before pre-bid meeting should not be the reason for not allowing attending the Pre-Bid.	As per RFP
154	SECTION-4 - TERMS AND CONDITIONS	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.	Performances Security should not be more than 3% as per latest laid down GFR Rules and modified recently vide order No. F.9/4/2020-PPD dated 12/11/2020 by Ministry of Finance	please visit Bank's website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
155	Section -3 - Scope of Work	54 & 73, 129	3.23.3 The successful Bidder as CBC shall manage the activities related to BC management and deploy supervisors preferably in the ratio of 40:1 (For every 40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services to Bank.	Requested to please amend and moderate this clause in tune with respect to other RFPs floated by other Public Sector Bank's where Supervisors are required in the ratio of 50:1 (For every 50 FBCs deployment of 1 Supervisor).	As per RFP
156	Section -3 - Scope of Work	55	It is the sole responsibility of the CBCs/SPs to ensure the cash in transit and overnight retained cash is adequately insured by obtaining insurance cover over and above the amount of Rs.2.00 Lakh (At present Bank covers insurance on Cash Handled by BCs to the extent of Rs.2.00 Lakh per FBC).	Request to please reconsider this point as per current arrangement of Bank	As per RFP
157	Section -3 - Scope of Work	56	CBCs/SPs should not take huge security amount from the FBCs/Bank Mitras in the name of devices/training etc.	Request you to kindly elaborate this clause so that work can be executed in a viable manner	The amount of Security, if CBC take in any pretext either in the name of devices or anything else, it should not be unreasonably high.
158	SCHEDULE-B DEFINITIONS	14	It means combination of both Fixed-Point BC (KIOSK) & Mobile BC in locations under SSA and Non SSA areas as determined by Bank. OPEX Structure means remuneration payable based on volume of enrollment / Transactions / Services as per defined commercials of Bank on periodical basis. The period of payment to CBCs and BCs through their respective CBCs shall be Monthly/ Quarterly / Half-yearly which shall be defined in the agreement. Bank has already approved Remuneration/Pricing Structure for all banking activities at BC Channel and the sharing ratio between CBC and FBC shall be at 20:80.	Request to reconsider the ratio to 30:70 as all the liabilities are on CBC	As per RFP
159	SECTION-4 - TERMS AND CONDITIONS	65	Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or non-functioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	The penalty conditions are too harsh. BC is not a rich person and this high amount of penalty would be demotivating for him. It is not allowed to have alternate BC (to work in absence of regular BC) in the CSP center. It may happen to be necessary to allow leave to BC for medical reasons or for traditional events for more than stipulated days. This should be considered and it is requested to make a change in the number of days as 6 and amount to Rs. 100.	As per RFP. However FBC may take leave with proper information. A detailed guidelines will be provided to empaneled bidders for these situations.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
160	SECTION-4 - TERMS AND CONDITIONS	66-67	For empanelment of CBCs, Bank shall issue the empanelment letter within 30 days of finalization of selection. After execution of the agreement, the successful Bidder with whom Bank issues letter to enter into agreement must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% allotted BCs/Bank Mitras in the Regions/Zones within 45 days of execution of agreement or timeline set by Bank whichever is later.	The penalty amount is on a very higher side, keeping in view the ground reality in this regard. It takes lot of time to complete search for a suitable, cash-rich, and willing BC in a given area. After that, it takes up to 1 month to get the police report. After that, time is required for various approval levels in the bank till the creation of the code and then sufficient time is also needed to mobilize the infra facilities. For all this, CBC would need a minimum 60-days time, provided everything goes well. Sometimes, the selected BC backs out and the same process repeats. So this amount should be changed into Rs.1000 and 45 days may be changed into 75 days.	As per RFP
161	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	74	Bank follows OPEX Model for BC Management Services through Corporate Business Correspondents (CBCs) for remuneration to CBCs and FBCs. Bank shall have Centralized New Uniform Payment Structure (NUPS) at Corporate Level. There shall be 3 types of remuneration structure for CBCs/FBCs for rendering BC management Services to Bank.	(Penalty for fewer days of work) : This section of penalty is like levying 2 penalties for the same fault.	As per RFP
162	SECTION-5 - ELIGIBILITY CRITERIA	70	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.	Exempted for STARTUP Entities registered under DPIIT (Not for MSME)	please visit Bank's website for Addendum
163	SECTION-5 - ELIGIBILITY CRITERIA	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.	Exempted for STARTUP Entities registered under DPIIT (Not for MSME)	Please visit Bank's Website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
164	SECTION-5 - ELIGIBILITY CRITERIA	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.	Exempted for STARTUP Entities registered under DPIIT (Not for MSME)	Please visit Bank's website for Addendum
165	SECTION-6 - PRICING OF BC MANAGEMENT SERVICES AND PAYMENT TERMS	74	Pricing of BC Management Services and Payment Terms	Pricing/Comission not given	It is provided in RFP in Section 6
166	SECTION-2 - INSTRUCTION TO BIDDERS	40	All bids must be accompanied with EMD refundable of Rs. 1,00,00,000.00 to be submitted through Account Payee Demand Draft/ Fund Transfer / Bank Guarantee/ Banker's Cheque (issued by a Nationalized / Scheduled Commercial Bank in favour of "Indian Bank " payable at Chennai.	EMD of 1 Cr. Is very much on the hire side. Kindly revise.	Please visit Bank's website for Addendum
167	SECTION-4 - TERMS AND CONDITIONS	66	Failing to comply with the timelines of 45 days will invite penalty of Rs.10,000 per day from 46 th day of issuance of mandate\ execution of agreements. Bank reserves the right to cancel the mandate if the successful Bidder as CBC fails to activate all SSAs / Non SSAs within 60 days from date of mandate/ agreement. Bank reserves the right to cancel entire mandate and forfeit PBG, if CBC fails to appoint BCs within 60 days from signing the agreement or timeline set by Bank whichever is later.	So, also the penalty for failing to comply with the timeline of 45 days be revise.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
168	SECTION-4 - TERMS AND CONDITIONS	66	For empanelment of CBCs, Bank shall issue the empanelment letter within 30 days of finalization of selection. After execution of the agreement, the successful Bidder with whom Bank issues letter to enter into agreement must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% allotted BCs/Bank Mitras in the Regions/Zones within 45 days of execution of agreement or timeline set by Bank whichever is later.	The period of deployment of BCs/ Bank Mitras shall be extended from 45 days to 90 days.	As per RFP
169	SECTION-7 - MODEL AGREEMENT / SLA	87	The CBCs/SPs shall deposit with the Bank security deposit as Performance Security in the form of FDR or a Bank Guarantee for the equal amount in lieu of Security Deposit to be given as security for the due performance and observance by the CBCs/SP of all the stipulations, conditions and agreements contained in the contract.	The CBC may be permitted to collect security deposit as performance security from BCs/ Bank Mitras.	As per RFP
170	Section -3 - Scope of Work	54	The successful Bidder as CBC shall manage the activities related to BC management and deploy supervisors preferably in the ratio of 40:1 (For every 40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services to Bank.	CBC may be allowed direct access to the portal or Reports for effective monitoring of BCs /Bank Mitras and authority to deactivate the BCs/ Bank Mitras if one is found not adhering to guidelines of the bank.	Data/ Report may be provided to CBCs from Bank's MIS after its development. Other than Data As per RFP
171	Section -3 - Scope of Work	55	The CBCs/SPs shall have to implement decentralized cash management system i.e. a separate settlement account should be maintained for each outlet with respective link branch assigned to the outlet. Each FBCs/Bank Mitras must have one SB account with our Bank attached with the same link branch for credit of their remuneration.	Please clarify the process of settlement of funds of BC /Bank Mitras arising out of daily transactions.	All FBC transactions shall be routed through settlement account and FBC has to function within Limit provided in Settlement Account.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
172	Section -3 - Scope of Work	54	The successful Bidder as CBC shall manage the activities related to BC nagementanddeploysupervisorspreferablyintheratioof40:1(For every40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services toBank.The CBCs/SPs shall have to implement decentralized cash managementsystem i.e. a separate settlement account should be maintained for each outlet with respective link branch assigned to the outlet. Each FBCs/Bank Mitras must have one SB account with our Bank attached with the same link branch for credit of their remuneration.	The deployment of supervisors may be preferred in the ratio of 50:1as being done by other banks.	As per RFP
173	SECTION-5 - ELIGIBILITY CRITERIA	72	Notarized letter of undertaking	Is the document to be stamped as an agreement if yes applicable stamp duty may be advised	As per RFP. Notorised undertaking as per State Law.
174	SECTION-5 - ELIGIBILITY CRITERIA	72	Notarized letter of undertaking	Is the document to be stamped as an agreement if yes applicable stamp duty may be advised	As per RFP. Notorised undertaking as per State Law.
175	SECTION-5 - ELIGIBILITY CRITERIA	72	Notarized letter of undertaking	Is the document to be stamped as an agreement if yes applicable stamp duty may be advised	As per RFP. Notorised undertaking as per State Law.
176	Anexxure VII - PRE QUALIFICATION ELIG. CRITERIA & COMPLIANCE	128	Model Agreement to be signed	Is the document to be stamped as an agreement if yes applicable stamp duty may be advised	As per RFP. Notorised undertaking as per State Law.
177	SECTION-7 - MODEL AGREENEBT / SLA	Page No 86	Penalty of Rs 500 per day	Is there any upper limit of the penalty amount per Bc or CBC	As per RFP
178	SECTION-4 - TERMS AND CONDITIONS	Page No 65	Penalty of Rs 500 per day	Is there any upper limit of the penalty amount per Bc or CBC	As per RFP
179	GENERAL	Page No 125 to 136	Self undertaking on letter Head	There are multiple Undertakings Required on Letter Head We may give one undertaking covering all requirements	As per RFP
180	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	9	Last Date of Submission/Closing Date in Online & Offline Mode - 05/08/2022 at 03.00 PM	Request bank to allow extension of bid submission date for a minimum of 4 weeks from the date of publishing the Pre Bid Responses.	Please visit bank's website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
181	SECTION-2 - INSTRUCTION TO BIDDERS	40	<p>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 submitted along with bid submission.</p> <p>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.</p>	Request the bank to consider Bid Security Letter as an alternative to Bid Security EMD of 1 Crore	Please visit Bank's website for Addendum
182	SCHEDULE-D - Brief about RFP	19 - Para 4	A CBC entity for Pan India or limited Region/Zones should be capable of deploying Business Correspondent Agents in entire states of India or in minimum 5 (Five) States/UT in India.	<p>Is there any restriction on the number of CBCs going to be empaneled?</p> <p>Is there any minimum no. of locations that will be allotted to a single CBC? SO that viability can be worked out.</p>	As per RFP
183	SCHEDULE E - DISCLAIMER	21	Bank reserves the right of discretion to change, modify, add to, or alter any or all the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website and it will become part and parcel of RFP. Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Bank shall be final, conclusive, and binding on all the parties.	Any change, modification, addition to, or alter any or all the provisions of this RFP and/or the bidding process will impact the commercials hence the same should be informed well before to modify the price accordingly	Addendum shall be published in the bank's website, well in advance

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
184	SECTION-1 - Invitation for Bid	31	<p>1.5 : The FBCs shall use Micro ATMs/Laptop/Desktop/Mobile/Tab etc. for providing banking services</p> <p>1.6: FBCs in this model are expected to offer basic banking services at all centers for a minimum of 4 hours per day in their fixed set-up. Thereafter, FBC agents will be mobile i.e., move to any other uncovered areas within their service area and offer doorstep banking services.</p> <p>3.4 (Page No: 47) - Bank shall avail the services of CBCs, who in turn engage the FBCs for running the Customer Service Points known as CSPs for certain specified time and thereafter will perform Doorstep banking. FBCs shall setup Banking Services Kiosks (Biometric Enabled) and movable with mobile/ Integrated Handheld Device for extending banking services and remittances facilities in Metro / Urban / Semi-Urban / Rural centers in SSA and/or Non-SSA BC locations identified by the bank across India as per specifications of Bank.</p>	<p>1. If the FBC has opted for mobile or Tab, certain services like passbook printing for which he / she needs a wifi printer. Whether the FBC is expected to buy those kind of printers.</p> <p>2. If the FBC has opted for Kiosk / Laptop is he expected to have a mobile device also which he can carry to provide doorstep services after he stays in the fixed location for 4 hours.</p>	<p>1. Scope of work as per RFP to be covered. Modalities to specified by the bidders. Rest as per RFP.</p> <p>2. For Doorstep services Laptop could also be used</p>
185	SECTION-1 - Invitation for Bid	32	<p>Empanelment of Bidders as CBCs shall not have automatic right to commence BC operations unless entered into an agreement with Bank. Bank shall have discretion to engage / re-engage / remove existing CBCs on merit / performance evaluations and may consider preferential engagement for them further to continue as CBC at its own discretion. In case, Bank decides to engage the empaneled CBCs by means of allocation of BC locations and mandate to commence BC operations then Bank shall enter into agreement with them.</p>	<p>After engaging CBCs, when new locations are to be covered, what is the criteria of allocation of new locations to the existing CBCs operating in that state / UT.</p>	<p>As per Bank's requirement</p>

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
186	SECTION-1 - Invitation for Bid	32	Bank shall have the discretion to increase/decrease/cancel all or part of the existing FBC locations as per requirement and discretion of Bank.	Can Bank elaborate the circumstances of increasing / decreasing / cancelling the existing locations allotted.	As per Bank's requirement
187	SECTION-1 - Invitation for Bid	33	Bank has the right to accept or reject any quotation/cancel the RFP at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment / alteration / extension before the last date of receipt of bid	Whether the Bank accept any legal deviations?	As per RFP
188	Section -3 - Scope of Work	47	CBC will manage end-to-end on-boarding and setting up of BC agents including Identification, Verification, Training, Device procurement and Regular maintenance of services including On-site Technical /Functional / Operational support to FBCs. 3.11 (Page no: 49) - FBCs shall incur all costs by themselves for all type of physical infrastructure build up at their allotted BC locations, procurement of devices, network facilities /upgradation / maintenance etc. as per specifications provided by bank, which may be revised from time to time.	1. Whether Device procurement and maintenance will be by FBC or the CBC? 2. Can a CBC insist on the FBCs to procure uniformly one make / model of the device / laptop, so that maintenance and services will be easier and can be done at faster pace. 3. Who will ensure last mile device is in working condition always?? Hope CBC/BC will ensure this - All terminals can only be managed remotely provided the device is in working condition, connected and having proper licenses tools installed and procured from standard vendor - Please confirm this understanding	1. As per RFP 2. Required Specification shall be provided to the FBCs 3. As per RFP
189	Section -3 - Scope of Work	47	CBCs should implement the Bank's Technology platform for BC channel, security standards, FI Gateway Solution, Digital FI Solution for various products at BC channel, Data Centre (DC) setup, Disaster Recovery (DR) activity etc.	Request Bank to elaborate the security standards that are to be implemented by CBC? Elaborate the activities related to DC / DR setup for CBCs If the security policies are to be implemented in the last mile device the device needs to be dedicated for Indian bank work only (POS/Laptop/PC/Mobile) - Please confirm Hope the hardening and policy settings on the device will be done by the BC/CBC - Please confirm	Prevalent Industry best practices and as provided by the TSP Device to be dedicated to Bank work, when connected for Bank's Activities As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
190	Section -3 - Scope of Work	47	CBCs shall ensure smooth functioning of BC outlets in line with FI policy of Bank including supervision ensuring zero-downtime, service duration and collecting customer feedback.	Elaborate the requirement / expectation on "Zero Downtime".	Business continuity must be ensured.
191	Section -3 - Scope of Work	48	CBCs shall consume the Bank's data Application Protocol Interfaces (APIs) to build analytics dashboard that will help in monitoring and supervising BCs including cash management as per Bank's Policy.	Please elaborate the expectation of the Bank.	As per RFP
192	Section -3 - Scope of Work	50	CBCs are not permitted for Sub-contracting any of the activities related to BC Management Services and within Scope of this RFP. CBCs should have direct contact with their agents (FBCs/Bank Mitra's) and not through any subcontractors. CBCs will be the only contact point for all the services and issues related to this offer by Bank.	Can this clause be relaxed?	As per RFP
193	Section -3 - Scope of Work	50	The number of BC locations to be set up will be as per Bank's business requirement and will be at its sole discretion. The BC locations shall be exclusively used for banking services of the Bank and not for any other purposes.	Can the FBC takeup any non competing activity in the BC location	As per RFP
194	Section -3 - Scope of Work	51	The premises and other infrastructure like power, water, furniture etc. should be owned/ leased by the FBCs. 4.2.2 (Page - 59). The Kiosk of FBC should be housed in a building that should have minimum 150-200 Sq.ft. floor area. Copies of Lease/Rental Agreement with the landlord or latest tax receipt, if owned shall be kept on record with respective CBCs for each FBC location. A copy of the same shall also be submitted to the Base Branch. A Certificate in this regard shall be obtained by Bank from time to time from CBCs.	is it mandatory for the FBC to have a lease agreement of the rental building taken for BC operations?	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
195	Section -3 - Scope of Work	54	The successful Bidder as CBC shall manage the activities related to BC management and deploy supervisors preferably in the ratio of 40:1 (For every 40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services to Bank.	Is there any distance slab for supervisors coverage?	As per RFP
196	Section -3 - Scope of Work	56	Provision of one sub-FBC Agent/Bank Mitra as fall back arrangement in absence of main FBC Agent/Bank Mitra with Aadhaar log in may also be considered by Bank at its discretion.	Under which criteria the Fall back FBC will become active?	As per Bank's policy / guidelines
197	Section -3 - Scope of Work	56	If any FBC shall take money from customers or does any other misdemeanor, then strict action to be taken against that FBC. If any FBC/SP fails to ensure this at the field level and it shall be found that the FBC/Bank Mitras are charging for the services more than prescribed by Bank, then CBCs/SPs will also be liable for action.	What kind of Disciplinary action is expected to be taken by CBC on the FBC?	As per RFP
198	SECTION-4 - TERMS AND CONDITIONS	58	Their FBCs/Bank Mitras shall account for all the monies received and paid by the FBCs/Bank Mitras to the Customers. The transactions and cash position shall be reported to the Designated Base Branch on daily basis	Whether any interest free od will be given to the FBCs by Ban for their operations.	As per RFP
199	SECTION-4 - TERMS AND CONDITIONS	59	CBCs/SPs or its agents shall bear all expenses / costs & charges in connection with the inspection and audit either conducted by the Bank or by RBI.	Can the Bank bear such expenses?	As per RFP
200	SECTION-4 - TERMS AND CONDITIONS	60	CBCs shall agree to make necessary changes to the Business Continuity Plan or Contingency Plan as per instructions / directions given by the Bank after examination of the plan submitted by the CBCs. CBCs shall also test the Business Continuity and Recovery Plan periodically.	Can the Bank elaborate on the BCP requirement?	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
201	SECTION-4 - TERMS AND CONDITIONS	62 and 65	<p>Bidder agrees that on engagement as CBC with Bank upon a agreement with Bank, they shall indemnify and hereby shall keep the Bank indemnified against all actions, claims, loss, damages, costs, charges, expenses (including Attorney / Advocate fees and legal expenses) which the Bank may suffer or incur on account of breach of confidentiality obligations by CBCs or their FBCs/Bank Mitras or its employees, agents, representatives, Sub-Contractors. CBCs further shall agree to make good the loss suffered by the Bank upon first demand by the Bank which shall be final, conclusive, and binding on CBCs.</p> <p>4.7.1 (Page No: 65). Bidder as CBC shall agree and keep the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in services rendered by Bidder or any acts of commission / omission on the part of employees, agents, representatives, or Sub-Contractors of Bidder or their FBCs. Bidder as CBC shall agree to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on Bidder as CBC.</p>	Can there be a cap on the liability?	As per RFP
202	SECTION-4 - TERMS AND CONDITIONS	62	Bidder specifically agree that the confidentiality obligations of the CBCs in terms of their agreement with Bank when entered shall survive termination of agreement.	Can this caluse be restricted to contract term + 2 years.	As per RFP
203	SECTION-4 - TERMS AND CONDITIONS	64	All other taxes excluding GST, duties and other charges which may levied shall be borne by the Bidder as CBC and the Bank shall not be liable for the same. No costs / expenses shall be payable/ reimbursed by the Bank against conveyance, traveling expenses, boarding, lodging, out of pocket expenses, liaising etc	Any new levy introduced by Central Govt/ State Govt or any increase in the rate of existing taxes shall be reimbursed to bidder at actuals.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
204	SECTION-4 - TERMS AND CONDITIONS	65	Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	Total penalty + Liquidated Damages should be capped at 5% of the total contract value	As per RFP
205	SECTION-4 - TERMS AND CONDITIONS	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.	performance security to be 3% of the contract value	Please visit bank's website for Addendum

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
206	SECTION-4 - TERMS AND CONDITIONS	66	For empanelment of CBCs, Bank shall issue the empanelment letter within 30 days of finalization of selection. After execution of the agreement, the successful Bidder with whom Bank issues letter to enter into agreement must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% allotted BCs/Bank Mitras in the Regions/Zones within 45 days of execution of agreement or timeline set by Bank whichever is later. Failing to comply with the timelines of 45 days will invite penalty of Rs.10, 000 (Rupees Ten Thousand Only) per day from 46th day of issuance of mandates/execution of agreements. Bank reserves the right to cancel the mandate if the successful Bidder as CBC fails to activate all SSAs/Non SSAs within 60 days from date of mandate/agreement. Bank reserves the right to cancel entire mandate and forfeit PBG, if CBC fails to appoint BCs within 60 days from signing the agreement or timeline set by Bank whichever is later.	Total penalty + Liquidated Damages should be capped at 5% of the total contract value	As per RFP
207	SECTION-7 - MODEL AGREEMENT / SLA	86	All other taxes excluding GST, duties and other charges which may levied shall be borne by the CBCs/SPs and the Bank shall not be liable for the same. No costs / expenses shall be payable/ reimbursed by the Bank against conveyance, traveling expenses, boarding, lodging, out of pocket expenses, liaising etc.	Any new levy introduced by Central Govt/ State Govt or any increase in the rate of existing taxes shall be reimbursed to TCS at actuals.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
208	SECTION-7 - MODEL AGREEMENT / SLA	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 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.	performance security to be 3% of the contract value	Please visit bank's website for Addendum
209	SECTION-7 - MODEL AGREEMENT / SLA	88	The Bank as well as CBCs/SPs shall have right to terminate the agreement by giving a month's notice in writing to the other party. In the event of termination of the agreement by CBCs/SPs, all records, information including documents, etc., shall be returned by CBCs/SPs to the Bank as per instructions of the Bank.	Termination of contract is not acceptable. The reasons need to be mutually discussed. Full payments for work delivered by the Bidder should be made by the Bank.	As per RFP
210	SECTION-7 - MODEL AGREEMENT / SLA	102	f) Support: - The front-end devices should support magnetic stripe cards and noncard operations with central biometric authentication. The cards would be issued by the respective banks.	Is this required still, as many of the pinpads are not supporting this MSR facility	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
211	SECTION-4 - TERMS AND CONDITIONS	65	<p>Bidder as CBC shall agree and keep the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in services rendered by Bidder or any acts of commission / omission on the part of employees, agents, representatives,</p> <p>or</p> <p>Sub[1]Contractors of Bidder or their FBCs. Bidder as CBC shall agree to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on Bidder as CBC. While entering into an agreement with the Bank on BC we may focus RBI guidelines dated 6th July'2017 on " Limiting Liability of Customers in Unauthorised Electronic Banking Transactions " which speaks clearly about customer negligence as under: -In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank.</p>	<p>Considering the current transaction handled at the agent point and the awareness created with the customer we request bank to kindly amend the clause same as below.</p> <p>"Bidder as CBC shall agree and keep the bank indemnified against all admissible claims , actions , loss , damages , costs , expenses , charges , including legal expenses (Attorney , Advocate fees included) which the Bank may suffer or incur on account of any deficiencies in services rendered by Bidder or any acts of commission / omission on the part of the employees , agents , representatives subject to the condition that losses are not due to the negligence of the customers and claims are found admissible after the joint investigation by the Bank and Bidder. "</p> <p>Sub[1]Contractors of Bidder or their FBCs. Bidder as CBC shall agree to make good the loss suffered (in case of customer claim) by the Bank on first demand made by the Bank (After confirming the genuinity of the claim in joint investigation) in this regard which shall be final conclusive and binding on Bidder as CBC</p> <p>While entering into an agreement with the Bank on BC we may focus RBI guidelines dated 6th July'2017 on " Limiting Liability of Customers in Unauthorised Electronic Banking Transactions " which speaks clearly about customer negligence as under: -</p> <p>In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank.</p>	As per RFP
212	SECTION-4 - TERMS AND CONDITIONS	65	<p>Bidder as BC shall be liable under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents, representatives and/or sub-contractors) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/or transactions.</p>	<p>Under this clause considering the current scenario of the fraudulent or the exploitation of the system by the agents / customers, both bank and corporate BCs are facing huge challenges. Considering the same we request bank to consider the below points and amend the clause suitably</p> <p>Negligence of the customer should not be rewarded. False claim should be eliminated. The wrong doers should be penalized.</p>	As per RFP

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213	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	156	Entity Status i Public Limited Co. / Central Govt./PSU. - 10 ii Private Limited Co.:8 iii Co-operative Society/Trust :6 iv other entity :4	As a corporate BC services has been largely managed services by the private entities, considering this we request bank to kindly consider the private entities with larger scoring pattern. For your kind reference we hereby mentioned as below Entity Status i Private Limited Co.:10 ii.Public Limited Co. / Central Govt./PSU. - 8 iii Co-operative Society/Trust :6 iv other entity :4	As per RFP
214	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Geographical Spread/Coverage (Operations in no. of States/UTs) i ≥ 10 States. - 5 ii ≥ 8 States to < 10 States - 4 iii ≥ 6 States to < - 8 States - 3 iii ≥ 5 States to <6 States - 2	With reference to the scoring the maximum score (10) is not matching to the score in the different slabs. We request bank to kindly clarify and amend the same.	Please visit Bank's website for Addendum
215	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	Engagement with PSB for BC Management Services No. of PSB engagement >=5 No. of PSB engagement >= 4 No. of PSB engagement >=3 No. of PSB engagement >=2 No. of PSB engagement >=1	With reference to the scoring the maximum score (10) is not matching to the score in the different slabs. We request bank to kindly clarify and amend the same.	Please visit Bank's Website for Addendum
216	SECTION-5 - ELIGIBILITY CRITERIA	69	5.1.5. Companies registered under the Indian Companies Act, 1956/2013 with large and widespread retail outlets, excluding Non-Banking Financial Companies (NBFCs);	Bank should allow consortium as we are engaged with retail outlets.	As per RFP
217	SECTION-5 - ELIGIBILITY CRITERIA	70	5.1.8. Consortium members shall not be allowed to participate.	Request the bank to include Consortium	As per RFP
218	SECTION-5 - ELIGIBILITY CRITERIA	69	5.2. 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.	We do have more than 5 years experience, But we request the bank to accept MOA/AOA, the same within 3 months.	As per RFP

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
219	SECTION-5 - ELIGIBILITY CRITERIA	69	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.	We request the bank to relax to 45 Cr to qualify	Pl check in Bank's website for 'Addendum'
220	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	10	3. EMD-Bid Security-Refundable of Rs. 1,00, 00,000 (Rupees One Hundred Lakh only) in the form of DD/Pay order /IOI/Ban	we request the bank, Please allow exemption from paying EMD for being an SME	Pl check in Bank's website for 'Addendum'
221	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	8	Last Date of Request for Queries /Clarifications 08/07/2022 by 3.00 P.M.	To Be extended till 15th July, 2022	As per RFP
222	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	8	Non-refundable Rs.50, 000/- (Rupees Fifty Thousand only)	Kindly Provide exemption to MSME companies against GOI guidelines. Note :- MSE/NSIC registered Bidders are exempted from the Cost of Bid. Such Bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure-XVIII duly signed by company secretary/Director of the concerned entity. (Pg39)	As per RFP, MSE benefits are provided.
223	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION	9	Bidders who have not submitted Non-Refundable Cost of RFP either the scanned copy of DD through email or transferred Rs.50, 000/- (Rupees Fifty Thousand Only) shall not be called for pre-bidding meeting	RFP cost payment condition to be removed for participation in Pre-Bid Meeting. Note: MSE/NSIC registered Bidders are exempted from the Cost of Bid. Such Bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure-XVIII duly signed by company secretary/Director of the concerned entity. (Pg39)	As per RFP, MSE benefits are provided.

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S.No.	Major Head	Page Number	RFP Text	Query	Bank Reply/Clarification
224	SCHEDULE-A IMPORTANT DATES AND INFO. ON RFP SUBMISSION		1. Account Payee DD/Pay Order/IOI favouring "Indian Bank" payable at Chennai towards Cost of Bid Document. (Only for Bidders who have not transferred online). 2. Bid Security (EMD) for Rs.1, 00, 00, 000 (Rupees One Hundred Lakh Only) to be submitted in the form of DD/Fund 10 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.	Request to Bank for providing exemption against MSME Guidelines Note-Note: MSE/NSIC registered Bidders are exempted from the Cost of Bid. Such Bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure-XVIII duly signed by company secretary/Director of the concerned entity. (Pg39)	As per RFP
225	SECTION-2 - INSTRUCTION TO BIDDERS		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 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. 40	Exemption Require : MSE/NSIC registered Bidders are exempted from the Cost of Bid. Such Bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure-XVIII duly signed by company secretary/Director of the concerned entity. (Pg39)	As per RFP, MSE benefits are provided.
226	SECTION-2 - INSTRUCTION TO BIDDERS		A Minimum cut off 75 marks required for the Bidders for selection/empanelment consisting of both Technical Score and Presentation/Demo. Bank reserves the right to accept or reject any 45 technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders. The Minimum cut off marks of 75 for Eligibility can be altered by Bank at its discretion without assigning the reasons thereof.	Kindly amend Minimum cut off from 75 to 60 Marks	As per RFP
227	Section -3 - Scope of Work		3.23.2 The CBCs/SPs shall carry due diligence and only engage Village 54 Level Entrepreneurs (VLEs) as FBCs having established identity, integrity, skills etc.	Clarification require on VLE definition (Not restricting to those VLEs appointed by any agency appointed by DIT/State Govt/CSCs)	As per RFP
228	Section -3 - Scope of Work		The successful Bidder as CBC shall manage the activities related to BC management and deploy supervisors preferably in the ratio of 40:1 (For 54 every 40 FBCs deployment of 1 Supervisor) and shall be accountable for all the acts and deeds of its personnel deployed for the project and extending BC management services to Bank.	Clarification require remuneration provided by Bank to CBC	It is provided in RFP in Section 6

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229	SECTION-4 - TERMS AND CONDITIONS		62 CBCs may have their own internal software for monitoring the performance of their FBCs. However, Bank may provide MIS/API access to CBCs. The CBCs shall have in place an effective communication mechanism for their FBCs.	Details require on specific requirement from Bank End	As per RFP
230	SECTION-4 - TERMS AND CONDITIONS		65 Without prejudice to the bank's right to terminate the agreement with Bank, for any defective services or inability to provide the service for any reason or nonfunctioning of the Indian Bank Common Service Point (CSP) or Indian Bank Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs. 500/- PER DAY (From the 6th day onwards) will be charged for each of the CSP/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	Penalty of Rs 500/- per day is higher side and should be reduced to Rs 100/- per day	As per RFP
231	SECTION-4 - TERMS AND CONDITIONS		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.	Clarification Require on Performance Bank Guarantee against mandate given to CBC in multiple of 250 centres. Present validity period of Contract is 3 years on basis of initial contract period PBG validity should 3Yr + 3 months claim period.	As per RFP
232	SECTION-5 - ELIGIBILITY CRITERIA		70 Bidder in this category shall have experience of successful implementation of BC Management for financial inclusion project for at least one Nationalized bank/ Public Sector Bank (PSB)/ or RRB or Private Sector Bank in India and their BC presence should be at least in 5 states/ UTs in India.	BC operation in 5 States/UT is limiting potential participants to participate in this Bid. Please request you modify as presence Min 2 States with 100+ Id's in each state	As per RFP

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233	SECTION-5 - ELIGIBILITY CRITERIA	70 & 127	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. It shall be supported by relevant documents mentioned at Annexure-I. It is waived for MSE & Start up bidders only upon production of appropriate certificate issued from competent authority as per procurement policy for Micro and Small Enterprises as per Annexure-XVIII.	Condition of branch coverage of 500 Nos is higher side. Condition needs to be modified as 500+ BC points in place of Branches.	As per RFP
234	Anexxure VII - PRE QUALIFICATION ELIG. CRITERIA & COMPLIANCE	128	The Bidder should satisfy the norms of due diligence as laid down by Reserve Bank of India or any other regulatory body like of NPCI, UIDAI etc.	Please clarify on document requirement against given condition.	As per RFP.
235	ANNEXURE-VIII - ACCEPTANCE OF SCOPE OF WORK	130	Bidder on selection as CBC should implement Bank's Technology Platform for BC Channel, Security Standards, FI Gateway Solution, Digital FI Solution for various products at BC Channel, DC Set up, DR activity etc.	Clarification require on given requirement of DC/DR site is not related of CBC operations.	DC & DR at Central Location will be performed by Bank/ TSP, however CBC has to ensure service at FBC point 24x7.
236	ANNEXURE-VIII - ACCEPTANCE OF SCOPE OF WORK	135	Selected bidders/Service Providers will ensure that the cost of network/connectivity including charges for network/internet of all FBCs/Bank Mitras shall be borne by the respective BCs/Bank Mitras/Service Providers. Bank follows OPEX model in this regard.	Clarification require on cost sharing mechanisms adopted by Bank under OPEX Model	As per RFP

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237	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	157	<table border="1"> <thead> <tr> <th>Engagement with PSB Pan India with minimum of 1PSB</th> <th>Status (Yes/No)</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>No. of PSB engagement >= 5</td> <td></td> <td>5</td> <td rowspan="6">10</td> </tr> <tr> <td>No. of PSB Engagement >= 4</td> <td></td> <td>4</td> </tr> <tr> <td>No. of PSB Engagement >= 3</td> <td></td> <td>3</td> </tr> <tr> <td>No. of PSB Engagement >= 2</td> <td></td> <td>2</td> </tr> <tr> <td>No. of PSB Engagement >= 1</td> <td></td> <td>1</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Engagement with PSB Pan India with minimum of 1PSB	Status (Yes/No)			No. of PSB engagement >= 5		5	10	No. of PSB Engagement >= 4		4	No. of PSB Engagement >= 3		3	No. of PSB Engagement >= 2		2	No. of PSB Engagement >= 1		1				Marks distribution is not properly assigned against total 10 Marks Needs to be corrected – Any Tie-Up :5 Marks 2 Tieup :6 Marks3 Tieup : 7 marks 4Tieup :8 Marks 5 Tieups : 9 Marks 5+ Tieups : 10 Marks	Please visit Bank's website for Addendum					
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240	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS	159	Number of Years of Engagement	Please specify document against given condition	Appointment Letter or other document which may satisfy bank regarding Experience																												
241	GENERAL			Please incorporate ISO 27001 Certification related to Information Security as needs Requirement	As per RFP																												
242	GENERAL			We request to incorporate CMMI 5 certification to ensure participation of quality bidder.	As per RFP																												
243	APPENDIX-I - TECHNICAL EVALUATION FOR EMPANELMENT OF BIDDERS			Marks assigned in Weightage /Score is not matching with Total marks assigned in this conditionPlease modify mark distribution as i. > 10States :10 ii. > 08 States <10 States :08 iii. > 06 States <08 States :06 iv. > 05 States <06 States :04	Please visit Bank's website for Addendum																												