

Replies to Queries to RFP for empanelment of CBC entities for BC Management Services
(RFP Ref no.: CO/FID/CBCRFP/1/2023-24 dated 31.08.2023)

Date: 03.10.2023

Sl. No	Section No. and Its Heading	Clause Reference No.	Page No.	RFP Text	Query Details	Bank Reply/ Clarification
1	2.5 Bid Security (Earnest Money Deposit)	2.5.1	37	All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of Rs.50,00,000.00 (Rs. Fifty Lakhs only) to be submitted in the form of a Bank guarantee from a Nationalized/ Scheduled Commercial bank located in India, other than Indian Bank, for the equal amount in lieu of the Security Deposit, with validity for 9 months from the last date of submission of the Bid (as mentioned in Schedule-A) and claim period of 12 months from the validity date. This Bid Security amount is to be submitted along with the bid. Bank may seek extension / renewal of Bank Guarantee, if required.	EMD of Rs 50,00,000/- per day is at higher side and should be reduced to Rs 20 Lakh. EMD is require for Bidding process and will be released after submission of PBG or completion of bidding process. Kindly remove addition claim period condition from EMD BG requirement "claim period of 12 months from the validity date"	As per RFP
2	2.5 Bid Security (Earnest Money Deposit)	2.5.1	37	All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of Rs.50,00,000.00 (Rs. Fifty Lakhs only) to be submitted in the form of a Bank guarantee from a Nationalized/Scheduled Commercial bank located in India, other than Indian Bank, for the equal amount in lieu of the Security Deposit, with validity for 9 months from the last date of submission of the Bid (as mentioned in Schedule-A) and claim period of 12 months from the validity date. This Bid Security amount is to be submitted along with the bid. Bank may seek extension / renewal of Bank Guarantee, if required.	Proposed EMD refundable of Rs. 50,00,000/- should be reduced to Rs. 20,00,000/-	As per RFP

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3	2.5 Bid Security (Earnest Money Deposit)	2.5.1	37	All bids must be accompanied with EMD (Earnest Money Deposit)-refundable of Rs.50,00,000.00 (Rs. Fifty Lakhs only) to be submitted in the form of a Bank guarantee from a Nationalized / Scheduled Commercial bank located in India, other than Indian Bank, for the equal amount in lieu of the Security Deposit, with validity for 9 months from the last date of submission of the Bid (as mentioned in Schedule-A) and claim period of 12 months from the validity date. This Bid Security amount is to be submitted along with the bid. Bank may seek extension / renewal of Bank Guarantee, if required.	Our request is to moderate the amount of EMD 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.	As per RFP
4	Check List of Documents to be Submitted	Section 8, Sr. No. 1	120	Power of Attorney/ Authorization letter signed by the Competent Authority with the seal of the Bidder's entity, in the name of the person signing the tender documents. Power of Attorney should be in Non-Judicial Stamp Paper	Board Resolution should be taken for Private Limited Companies instead of POA.	As applicable to the type of the firm
5	Check List of Documents to be Submitted	Section 8	121	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	Agreement executed with bank may please be excluded as Experience letter as per Annexure -XVII are required from the banks. It will increase the pages as each agreement with banks have 30-40 pages and binding will be difficult.	As per RFP. Relevant pages of existing agreement may be submitted but should be ready to submit copy of complete agreement whenever required
6	Section 8 (Check List of Documents to be submitted and Annexure Formats)	(Annexure - XI)	154	PERFORMANCE SECURITY FORMAT	Do the bidder has to submit performance security annexure at the time of submitting the bid or can it be submitted after shortlisting.	Performance Security at the time of Agreement with the Bank

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7	Section 8 (Check List of Documents to be submitted and Annexure Formats)	(Appendix - I)	180	TECHNICAL EVALUATION FOR SELECTION / EMPANELMENT OF BIDDER FOR CBCS	Do the bidder has to fill Appendix -1 also along with the bidding Documents	No
8	Cost of RFP		7	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 for attending the Pre-Bid meeting.	As per RFP
9	Eligibility Criteria	5.5	69	The Prime Project Leader/Executor/Technical or Operational Head of the Bidder should have at least 2 years of experience in Financial Inclusion Solution with a Public Sector Bank /Private sector bank / RRB.	Should be changed to: The Prime Project Leader/Executor/Technical or Operational Head of the Bidder should have at least 2 years of experience of working for a Corporate BC empaneled with a Public Sector Bank / RRB for Financial Inclusion Project.	As per RFP
10	5.6. of the Eligibility Criteria	5.6	69	Bidder shall have experience of successful implementation of BC Management for financial inclusion project in at least one Public Sector Bank /Private sector bank / RRB in India, which has minimum 500 Branches. The presence of BCs of the Bidder should be at least in 5 states/ UTs with a minimum of 500 BCs/FBCs.	This clause will restrict the participation and for wider participation, we would request to amend this clause as per following: - "Bidder shall have experience of successful implementation of BC Management/Money Transfer Services approved by RBI for financial inclusion projects in at least one Public Sector Bank /Private sector bank / RRB in India, which has minimum 500 Branches. The presence of BCs/Service Points of the Bidder should be at least in 5 states/ UTs with a minimum of 500 BCs / FBCs / Services Points".	Please refer amendment

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11	SECTION-5; Eligibility Criteria:	5.8	70	(iii) Minimum Net Worth should be Rs.1 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23	As Aviral Technologies Pvt Ltd claims benefit under MSE, can Aviral Technologies Pvt Ltd get relaxation in the parameter of networth as our networth for the FY-2022-2023 is 6108114.78 (around 61 lakhs)	As per RFP. Also please refer amendment.
12	5 Eligibility Criteria	5.8 (ii)	70	Minimum Net Worth should be Rs.10 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23.	The minimum gate to be reduced to 5cr for Net worth as on 31.03.2023 to accommodate more companies.	Please refer amendment
13	SECTION-5; Eligibility Criteria:	5.17	72	Bidder should have a team of minimum 10 certified, experienced engineers working dedicatedly on FI technology solutions since last 3 years out of which 2 engineers should have more than 2 years of experience as a team / project leader.	We are working on Financial Inclusion Project as Corporate BC since 2009 and have well Experience dedicated FI Technology Team. Request bank to clarify the type of Certifications to be submitted . If any external agency certification required then kindly request bank to relax the certified Engineers clause as we are having dedicted FI Technology team working for more than 13 Years.	The experienced engineers shall have certification on Engineering / Bachelors degree in Computers / IT or any higher qualification and be able to support / carry out the changes required at the systems at the BC outlets, as required by the Bank / Technical Service Provider / resolve the technical issues at the CBC / BC level. Also, please refer amendment.

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14	5.0 Eligibility Criteria	5.17	72	Bidder should have a team of minimum 10 certified, experienced engineers working dedicatedly on FI technology solutions since last 3 years out of which 2 engineers should have more than 2 years of experience as a team / project leader. Bidders claiming benefits under MSE / Startups should have a team of minimum 5 certified, experienced engineers working dedicatedly on FI technology solutions since last 2 years out of which 2 engineers should have more than 1 year of experience as a team / project leader.	<p>P2P is Corporate BC for one of the largest PSU of India and their Regional Bank for more than 10 Years. We have Trained Team Leader / System supports executives and consultants who are providing technical support to our BC points. We hire graduates and train them into system and technologies so that they can provide constant and consistent support to BC points. Please clarify these executives will qualify as trained engineer or not.</p> <p>Please elaborate what does bank mean by certified engineers. Please also provide their JOB description and provide their technical qualification requirement and role and responsibilities in the project.</p> <p>The bank should also provide a window of 45 days, from the date of selection of CBC to onboard such manpower. (** Bank has already made such provision in case of deployment of supervisors)</p>	The experienced engineers shall have certification on Engineering / Bachelors degree in Computers / IT or any higher qualification and be able to support / carry out the changes required at the systems at the BC outlets, as required by the Bank / Technical Service Provider / resolve the technical issues at the CBC / BC level. Please refer amendment.
15	4.6. Fees, Taxes, Duties & Payments and Penalty:	4.6.7	63	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 BC Point 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/BC Point/Grahak Seva Kendra will be charged and deducted from the commission of Bidder as CBC.	Proposed penalty should be waived off subject to sharing proper reason along with evidence for the same.	As per RFP

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16	4.6. Fees, Taxes, Duties & Payments and Penalty	4.6.7	64	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 BC Point 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/BC Point/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
17	9 (f). Fees, Taxes Duties & Payments:		86	Without prejudice to the bank's right to terminate the agreement, for any defective services or inability to provide the service for any reason or non-functioning of the Common Service Point (CSP)/ BC point/ Grahak Seva Kendra of bank for any reason, beyond 5 (five) working days continuously, a penalty @Rs.500/- per day (From the 6 th day onwards) will be charged for each of CSP/ BC point/ Grahak Seva Kendra and will be deducted from the commission of CBC/ BF / BC/ Bank Mitra.	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
18	4 and Terms and Condition	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with bank for providing BC management services, the successful bidder becoming CBC shall furnish to the bank the performance security equivalent to Rs 60,00,000(Rupees Sixty Lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank(or a date specified by the bank , which shall be close to the period mentioned) with further 12 months claim period from the Validty date 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 amount of Rs 60 lakhs. Is very much on the hire side. Kindly revise.	Please refer amendment

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19	4.8. Performance Security	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC management Services, the successful bidder becoming CBC shall furnish to the Bank the Performance Security equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank (or a date specified by the Bank, which shall be close to the period mentioned) with further 12 months claim period from the Validity date 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.	Please allow submission of Performance Bank Guarantee against mandate given to CBC. Present validity period of Contract is 3 years. Please allow submission of PBG on Annual basis or Initial contract period & 3 months claim period.	Please refer amendment
20	Performance Security	4.8.2	64	Within 15 days of issuance of work order i.e agreement with bank for providing BC Management services , the successful bidder becoming CBC shall furnish to the Bank the performance security equivalent to Rs.60,00,000/- (Rupees sixty lacs only) in the form of Bank Guarantee validity for 69 months	Request to please modify as per under: Within 15 days of issuance of work order i.e agreement with bank for providing BC Management services , the successful bidder becoming CBC shall furnish to the Bank the performance security Rs. 5,000/- each as per allocated CSP points	As per RFP. Also please refer amendment.
21	Section-2 (Instructions to bidders)	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC shall furnish to the Bank the Performance Security equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank (or a date specified by the Bank, which shall be close to the period mentioned) with further 12 months claim period from the Validity date 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.	Though the Bank has been considerate in respect of various relaxations for Startups and MSEs leaving PBG (Performance Bank Guarantee) amount untouched. You will appreciate that being a startup we are not short of energy/ enthusiasm but spare funds are always scarce in the beginning years. Humble request to reduce PBG for startups only to 25% of decided amount of Rs.60,00,000/- as per 4.8.2 page 64 of RFP.	Please refer amendment

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22	Performance Security	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC shall furnish to the Bank the Performance Security equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank (or a date specified by the Bank, which shall be close to the period mentioned) with further 12 months claim period from the Validity date 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.	The amount of Bank Guarantee is very high as compared to other PSU Banks. This amount should be reduced. Also please let us know the approximate no. of BC Points that will be allotted to each empaneled CBCs.	As per requirement of Bank. Also please refer amendment.
23	Performance Security	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC shall furnish to the Bank the Performance Security equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank (or a date specified by the Bank, which shall be close to the period mentioned) with further 12 months claim period from the Validity date 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.	As per section 4.9.1, the agreement shall be initially for 3 years. Thus, the PBG should also be for 36 months + 9 months. It can be extended later on if required.	As per RFP. Also, please refer amendment

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24	4.8.2 Performance Security:		64	Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management Services, the successful bidder becoming CBC shall furnish to the Bank the Performance Security equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank (or a date specified by the Bank, which shall be close to the period mentioned) with further 12 months claim period from the Validity date 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	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.	As per RFP. Also please refer amendment.
25	4 and Terms and Condition	4.8.2	64	Within 15 days of issuance of work order i.e. Agreement with bank for providing BC management services, the successful bidder becoming CBC shall furnish to the bank the performance security equivalent to Rs 60,00,000(Rupees Sixty Lakhs only) in the form of Bank Guarantee validity for 69 months from the date of Agreement with the Bank(or a date specified by the bank , which shall be close to the period mentioned) with further 12 months claim period fromthe Validty date 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.	The CBCs may also be allowed to take some security deposits from FBCs for proper controlling.	As per RFP. Also please refer amendment.

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26	4.8. Performance Security	4.8.6	65	For empanelment of CBCs, Bank shall issue the communication after finalization of selection and may invite for executing agreements. After execution of the agreement by the successful Bidder (as CBC) with the Bank, the CBC must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% of the 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.	Time line of 45 days for execution of 90% of mandated provided by Bank is very less. Kindly amend this condition from 45 to 90 days. Any rollout revenue/incentive is not provided against any rollout and Penalty of Rs 10,000/- per days is not justified /higher side and Penalty condition needs to be removed.	As per RFP
27	Performance Security	4.8.6	65	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.	The penalty amount is very high. It should be Rs. 2,000/- per day. We all understand that the BC model is attaining saturation and sometimes it gets nearly impossible to find BCs in areas which are currently left out. Specially left out SSA areas. Also there are several other factors like branch approval, support from Zonal Offices etc which may lead to delay in appointment of BCs.	As per RFP

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28	4.8 Performance Security:	4.8.6	65	For empanelment of CBCs, Bank shall issue the communication after finalization of selection and may invite for executing agreements. After execution of the agreement by the successful Bidder (as CBC) with the Bank, the CBC must complete the obligation of BC deployment as per mandate. The 1st mandate includes Minimum deployment of 90% of the 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.	Proposed penalty should be reduced from Rs. 10,000/- to Rs. 2,000/-	As per RFP
29	ANNEXURE – II - BID FORM		128	If our bid is accepted, We undertake to deliver the goods & services in accordance with the delivery schedule specified in the Schedule of Requirements.If selected as CBC, we will obtain the Performance Guarantee from a Bank for a sum equivalent to Rs.60,00,000 (Rupees Sixty lakhs only) for the due performance of the Contract, in the format and specifications, as prescribed by the Bank and submit to you within the stipulated time frame, otherwise, our selection as CBC may be cancelled by the Bank.	Proposed Performance Guarantee should be reduced from Rs. 60,00,000/- to Rs. 25,00,000/-	Please refer amendment
30	EMD and Performance security				EMD and Performance security shall be taken either as BG or Term Deposit with Indian Bank	Please refer amendment

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31	6 and Pricing of BC Management Services and Payment Terms	6.1(a)	73	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.	Rs 500 penalty be revised	As per RFP
32	6 and Pricing of BC Management Services and Payment Terms	6.1(a)	73	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.	Minimum working days may be revised to 20 working days in a month	As per RFP
33	6.0 Pricing of BC Management Services and Payment Terms:	6.8. (Note) - 2) - b)	75	The fixed remuneration shall attract pro-rata reduction to be calculated as follows. (No. of days worked/25) x Eligible fixed component	Consideration of genuine reason should be accepted	Genuine grounds to be decided by bank
34	6.0. Pricing of BC Management Services and Payment Terms 6.1		93	Bank follows OPEX Model for BC Management Services through Corporate Business Correspondents (CBCs) for remuneration to CBCs and FBCs. Bank shall have centralized payment structure. 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
35	Section 6 and Pricing of BC Management Services and Payment Terms	5(g)	101	It is the sole responsibility of the CBC/BF 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.	It should be responsibility of FBCs	As per RFP
36	Scope of Work	3.5	44	CBCs shall ensure smooth functioning of BC outlets in line with the FI policy of the 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.	Downtime approved by the Bank shall be excluded, at the discretion of the Bank

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37	Scope of Work	3.7	45	CBCs shall consume the Banks data to build analytics dashboard that will help in monitoring and supervising BCs including cash management as Banks policy	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 the guidelines of the bank.	CBCs can recommend to the Bank for deactivation of the BCs/ Bank Mitras. However, deactivation shall be done by the Bank only
38	3.24. Role of CBC	3.24.II	51	The CBCs/SPs shall carry due diligence and only engage Village 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)	Village Level Entrepreneurs (VLEs), who are local persons for the BC location, shall be preferred for engagement as FBC by the CBC.
39	Scope of Work	3. 24	51	The CBCs/SPs shall carry due diligence and only engage Village Level Entrepreneurs (VLEs) as FBCs having established identity, integrity, skills etc	VLEs are already engaged for providing citizen centric services. They may not primarily work for bank and achieve bank's objectives. Request bank to relax the criteria for engaging other persons.	Village Level Entrepreneurs (VLEs), who are local persons for the BC location, shall be preferred for engagement as FBC by the CBC.
40	Scope of Work	3.24 (iii)	52	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 ammend and moderate thus cluase in tune with respect to other RFPs Floated by other Public sector Banks where supervisors are required in the ratio of 50:1	As per RFP

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41	Scope of Work	3.24 (iii)	52	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.	Please allow deployment of supervisor preferably in the ration of 50:1	As per RFP
42	Scope of Work	3.24 (ix)	52	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.	Details provided in the RFP holds good. Further details shall be shared upon Empanelment as CBC
43	ANNEXURE – VIII ACCEPTANCE OF SCOPE OF WORK	Sr-1	145	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.	CBC to coordinate with the FBCs, as per the requirement of the Bank / TSP for smooth implementation of products and services at DC/DR setup, DR activity, etc.
44	ANNEXURE – VIII ACCEPTANCE OF SCOPE OF WORK	Sr-6	150	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

Replies to Queries to RFP for empanelment of CBC entities for BC Management Services
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Sl. No	Section No. and Its Heading	Clause Reference No.	Page No.	RFP Text	Query Details	Bank Reply/ Clarification
45	Hybrid Locations under OPEX Model / Commercials		12, 44	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 CBC 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
46	3.24. Role of CBC: 3.24.3 and 5.18 and 15 of Pre-qualification Eligibility Criteria and Compliance		51 & 73, 143	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
47	3.24. Role of CBC:		52-53	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 amounts mentioned in the Umbrella Insurance Policy of the Bank (as per Section 7 of this RFP).	Request to please reconsider this point as per current arrangement of Bank	As per RFP
48	Technical Evaluation for selection / empanelment of bidder for CBCs	Entity Status (Constitution) - 1.1	180	i Public Limited Co. / Central Govt./PSU. - 10 ii Private Limited Co. - 8	Why only being Public Limited Co. / Central Govt./PSU should have an edge in the technical marking. It should be same as for Private Limited.	As per RFP
49	Technical Evaluation for selection / empanelment of bidder for CBCs	2.2 Net Worth as on 31.03.2023	181	Net Worth as on 31.03.2023 >= 10.00 Cr. : 5 Marks	Since 10.00 Cr. Network as on 31.03.2023 is the minimum criteria, giving it highest marks is not correct. Any entity with network less than 10.00 Cr. Will any ways not qualify.	Please refer amendment

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Sl. No	Section No. and Its Heading	Clause Reference No.	Page No.	RFP Text	Query Details	Bank Reply/ Clarification
50	1.4 of Technical Evaluation		181	No. of Years of Experience in managing Customer Service Outlets and Business Correspondent Agents	This clause will again restrict the participation, hence requested to amend this clause as per following: - "No. of Years of Experience in managing Customer Service Outlets and / Business Correspondent Agents".	As per RFP
51	1.5 of Technical Evaluation		181	Engagement with Public/Private Sector Bank (PSB) / RRB for BC Management Services Engagement in No. of PSB \geq 4 10 10 Engagement in No. of PSB =2 or 3 9 Engagement in No. of PSB =1 8 If not engaged with any Public/Private Sector Bank but engaged with at least 1 RRB	This clause will again restrict the participation, hence requested to amend this clause as per following: - "Engagement with Public/Private Sector Bank (PSB) / RRB / RBI for Money Transfer Services for minimum 500 Customer Service Points".	Please refer amendment
52	1.6		181	No. of Customer Service Outlets and Business Correspondent Agents engaged in PSB / RRB in India (Presence in Pan India with minimum of 500 BCs for entities not claiming benefits under MSE / Startups)	We have our PAN India presence with a network of more than 20000 Customer Service Points, hence requested to amend this clause as per following: - "No. of Customer Service Outlets and / Business Correspondent Agents engaged in PSB / RRB / Approved by RBI in India (Presence in Pan India with minimum of 500 BCs / Customer Service Points for entities not claiming benefits under MSE / Startups)"	As per RFP. Also please refer amendment.
53	<u>SCHEDULE-B</u>	xviii	53	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	As per RFP
54	4 and Terms and Condition	4.1.11	57	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.	The expenses / costs & charges in connection with the inspection and audit either conducted by the Bank or by RBI May be Waived off	As per RFP
55	4.2. Technical Terms and Conditions	4.2.8	58	CBCs shall ensure that Network security between Bank's FI Gateway and FBC terminal and it shall be their sole responsibility. CBCs shall ensure that data transmitted from Bank's FI gateway to FBC terminal and vice versa is secured at all times and is as per extant industry and Bank's standards.	Clarification require on role of CBC/FBC on Network Security	Details provided in the RFP holds good. Further details shall be shared upon empanelment as CBC

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Sl. No	Section No. and Its Heading	Clause Reference No.	Page No.	RFP Text	Query Details	Bank Reply/ Clarification
56	Terms and Conditions	4.2.8	58	CBCs shall ensure that data transmitted from Bank's FI gateway to FBC terminal and vice versa is secured at all times and is as per extant industry and Bank's standards.	Data Transmission security is incorporated in the Technical Solution provide by the bank. Request you to please elaborate additional security requirements.	Details provided in the RFP holds good. Further details shall be shared upon empanelment as CBC
57	Terms and Conditions	4.3	59	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 non-exclusivity 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.	Not Clear. Which copy to be furnished to the Bank.	CBCs may provide BC management Services to more than one Organisation. Copy of the Contract / Terms and conditions / agreement with
58	4.3. Operational Terms and Conditions	4.3.9	60	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
59	4 and Terms and Condition	4.6.2	63	TDS responsibility of FBCs shall be on CBCs, for which Bank shall not be liable.	Kindly Clarify	TDS deduction to FBC (if Applicable), has to be taken care by the CBC only
60	4 and Terms and Condition	4.8.6	65	Failing to comply with the timelines of 45 days will invite penalty of Rs.10,000 per day from 46th 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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61	4 and Terms and Condition	4.8.6	65	For empanelment of CBCs,Bank shall issue the communication after finalization of selection and may invite for executing agreements. After execution of the agreement by the successful bidder(as CBC) with the bank,the CBC must complete the obligation of BC deployment as per mandate. The 1st mandate includes minimum deployment of 90% of the 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
62		3.3	44	-	The success of the BC project depends a lot on the TSP providing Financial Inclusion Gateway to the Bank. Please let us know who is the TSP for Indian Bank.	Presently TSP is M/s Integra Micro Systems Pvt. Ltd.
63	ISO Certificate				Please incorporate ISO 27001 Certification related to Information Security as needed Requirement	Eligibility Criteria / requirements mentioned in the RFP
64	CMMI Certificate				We request to incorporate CMMI 5 certification to ensure participation of quality bidder.	Eligibility Criteria / requirements mentioned in the RFP
65	Part 1	Schedule D (Brief About RFP)	17	Bank intends to appoint/empanel CBC entities for BC Management Services Pan India for existing over 10750 Field Business Correspondents (FBCs) led Locations under OPEX Model along with 6300 proposed new locations during the Financial Year 2023-24 in Pan India with +/- 5% variation.	What is the total number of Field Business Correspondents (FBCs) for which bank intends to appoint/empanel CBC entities for BC Management Services Pan India.	As per RFP