

**Replies to queries - RFP for empanelment of CBC entities for BC Management Services  
(Ref no.: CO/FID/CBCRFP/1/2024-245dated 24.07.2024)**

Sl. No	Section No and Heading	Clause Reference No	Page No.	RFP Text	Query Details	Bank Reply/ Clarification
1	Schedule A (Important Dates and Information on RFP Submission)	2.3	7	Bidders who have not submitted Non Refundable Cost of RFP shall not be called for pre-bidding meeting.	In point no. 2.3 it is mentioned that "Bidders claiming benefits under Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Central Purchase Organization or the concerned Ministry of Department are exempted from cost of the RFP" - kindly confirm whether the cost of the RFP is applicable to our organization as we are MSE certified.	As per RFP
2	Schedule A	Documents to be submitted physically by Bidders	8	Pre-Contract Integrity Pact (on nonjudicial stamp paper, applicable for the state)	What is the stamp duty denomination applicable to all the notarisation mentioned in the RFP	Stamp duty as applicable for the State of the Bidder.
3	Schedule A (Important Dates and Information on RFP Submission)	6	8	Bid Security (Earnest Money Deposit EMD) for Rs.20,00,000 (Rupees Twenty Lakhs Only) to be submitted in the form of Bank Guarantee (issued by a nationalised / scheduled commercial bank (other than Indian Bank) as per details mentioned in this RFP.	Kindly re-confirm whether this payment is applicable for Sarna Infocom as we are MSE certified	As per RFP
4	1.0.Invitation for Bid :	1.8	28	1.8.Bank has its own Integrated end to end FI Technology Solution along with FI Gateway (FIG) set-up for BC Channel Operations through Fixed Point AEPS/Micro ATMs/ Integrated mobile device/ Kiosk/Mobile etc. and movable delivery units manned by FBCs engaged through CBCs. The FBCs of respective bidders on selection as CBCs will be required to function using Bank's present technical application only. In the future, if Bank contemplates to bring new FI technology solution, by which the Bank may upgrade/add/delete/change their technology as required for all Desktops/Laptops/TABs/Mobiles or other devices, CBCs are required ensure their FBCs to adopt the new technology as and when implemented by the Bank, without any cost to the Bank.	Please clarify how the CBC will do the onboarding, Limit management, Data & MIS "Do the CBC's will get the portal access of Indian Bank".	Standard Operating Procedure (SOP) for onboarding, functioning of the FBCs shall be shared with the successful bidders at the time of execution of agreements. CBCs shall have to maintain the details about their FBCs and their performance. However, Bank may also provide relevant MIS.
5	1.0.Invitation for Bid :	1.17	30	1.17.The empaneled Bidders after selection shall be provided mandates for SSAs / Non-SSA for banking transactions in the Region (s)/ Zone (s) / State (s) of the Bank pan-India as per their capabilities and financial strength.	CBC's has the any option to take the Geography preferences	Bank shall allocate locations as per its requirement, however, Bank may consider the area of strength of the CBCs, while allocating the locations.
6	2.8 Stage-2: Presentation/Demo	2.8	38	A weightage of 40% shall be given for technical score and 60% for presentation	The Weightage should be 70% for Technical & 30% to presentation	As per RFP
7	2.11 Evaluation Criteria:	2.11.(b)	39	40:60 Technical-Functional scoring model will be used for the technical evaluation. The total marks scored by the eligible bidders as determined by the Bank under Eligibility Requirements will be given 40% weightage and shall be called Weighted Technical Score (WTS). The Total Weighted score for presentation as explained below will be given 60% weightage and shall be called Weighted Functional Score (WFS).	The Weightage should be 70% for Technical & 30% to presentation	As per RFP

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8	3.0. Scope of Work	3.3	44	3.3 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	Kindly clarify whether this instruction is applicable for CBCs or TSPs	CBCs shall have to coordinate with the Bank / TSP and be responsible for implementation of Technology platform at the BC Points allotted to them.
9	SECTION-3 (Scope of Work:)	3.3	44	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.	Does CBC need to integrate their platform with the TSP platform or this would be plug-in portal.	CBCs shall be provided MIS through the TSP. However, CBCs shall maintain their own MIS separately.
10	3. Scope of Work	3.6	45	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 due to unavailability of Bank's CBS or FI gateway (because of the Bank and its technology), shall be excluded from the Downtime calculated for the CBCs.
11	3. Scope of Work	3.8	45	CBCs shall consume the Bank's data to build analytics dashboard that will help in monitoring and supervising BCs including cash management as per Bank's 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.	As per RFP
12	3.0 Scope of Work	3.15	46	3.15. CBCs must take technical support from our back office to provide support to FBCs / Bank Mitras at their CSP, application upgrade at all terminals and issue resolution related to common application. 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.	Help desk support provided by the TSP need to be clarified, the mentioned help desk will directly support the FBCs/Customers or only CBCs.	As per RFP
13	SECTION-3 Scope of Work:	3.24 a)	47	Number of Kiosks – Over 11000 CSP outlets are functional at present across India at Metro/Urban/Semi-Urban/Rural centres and their locations have been provided by Bank. The number of CSP outlets may be increased or decreased as per the business requirements of the Bank and solely at its sole discretion.	1. Does the CBC has the choice of onboarding Kiosk or Mobile banking. 2. Can we know the Existing No. of Kiosk and Mobile Banking outlets Operational.	As per RFP
14	SECTION-3 Scope of Work:	3.24 a)	47	Number of Kiosks – Over 11000 CSP outlets are functional at present across India at Metro/Urban/Semi-Urban/Rural centres and their locations have been provided by Bank. The number of CSP outlets may be increased or decreased as per the business requirements of the Bank and solely at its sole discretion.	The existing operational CSPs will be allotted to CBCs or Need to on-board New CBCs from the market, please explain	Bank may allot any location to the CBC

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15	3. Scope of Work	3.25. (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 amend and moderate this cluase in tune with respect to RFPs Floated by other Public sector Banks where supervisors are required in the ratio of 50:1	As per RFP
16	4. Terms and Condition	4.1.13	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
17	4. Terms and Condition	4.6.2	64	TDS responsibility of FBCs shall be on CBCs, for which Bank shall not be liable.	Kindly Clarify	Any TDS applicable for the FBCs shall be the responsibility of the respective CBCs
18	4. Terms and Condition	4.6.7	64	4.0.1. 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 / if attendance of BC is less than 20 days in a month, a penalty @ Rs. 50/- per day, subject to maximum Rs.200/- per month, will be charged for each of the CSP/BC Point/Grahak Seva Kendra and deducted from the commission of Bidder as CBC. It is to be noted that this is subject to change, as per the Bank's discretion, which shall be binding on the CBC.	Kindly Waive the Penalty	As per RFP
19	4.8 Performance Security:	4.8.2	65	4.8.2 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	The Performance Security Should be Rs.1000000/- (Ten Lakhs only)	As per RFP
20	4. Terms and Condition	4.8.2	65	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.	Please let us know as to how many locations would be covered by Performance Security of Rs. 60 Lacs. Kindly clarify the no. of locations	The amount of Performance Security is fixed irrespective of the number of locations. However, Bank may, at its discretion, vary the amount of Performance Security, at any point of time.
21	4 Terms and Condition	4.8.2	65	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

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22	4.8. Performance Security	4.8.2	65	Alternately, Successful Bidders may also submit Bid Security-EMD (Earnest Money Deposit) for Rs.60,00,000.00 (Rupees Sixty Lakhs only) in the form of a duly discharged Term Deposit Receipt (TDR) / Fixed Deposit Receipt (FDR) for a period of 81 months	Kindly clarify whether the EMD needs to be deposited at a time or in a phase wise mode according to the number of BC Agents.	Please refer to amendment to RFP
23	4. Terms and Condition	4.8.6	66	4.8.6.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 within the timeline specified by the Bank. Failing to comply with the timelines as specified by the Bank may invite penalty of Rs.2,000/- (Rupees Two Thousand Only) per day from the next day of the specified timeline date. 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.	The period of Activation of BCs/Bank Mitras shall be extended from 60 days to 90 days.	As per RFP
24	SECTION-5; Eligibility Criteria	5.7	70	5.7 Net Worth of the Bidder A) Bidders not claiming benefits under MSE/Startup:(i) The Net Worth of the Bidder should be positive for the previous three financial years. i.e. as per Audited Financial Statements for the FY 2021-22, 2022-23 and 2023-24	We request you consider the Net worth for Previous two years i.e., FY 2022-23 and 2023-24	Please refer to amendment to RFP
25	SECTION-5 (Eligibility Criteria)	5.7 (B)	71	If Audit has not been completed for the FY 2023-24, Chartered Accountant Certified Provisional Financial Statements shall be submitted by the bidder for the FY 2023-24.	FY 23-24 provisional balance sheet is signed by our Directors its not signed by CA. As CA is not agree to sign on Provisional certificate before Auditing so can we submit provisional signed by Directors or we can submit FY 22-23 CA Audited Balance Sheet	Please refer to amendment to RFP
26	6.0 Pricing of BC Management Services and Payment Terms:	6.1	74	6.1Bank 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. a)Fixed Component b)Variable Components c)Enrolment Commission in SSS Schemes and Other Business Canvassed by FBCs	Request to Clarify the Commission for Rural/Urban/Semi-urban are same vary based on the category	As per RFP

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27	6.0 Pricing of BC Management Services and Payment Terms:	6.1	74	6.4 Bank shall endeavor to pay the commission on or before 10th day after receiving invoice from CBCs without any binding/commitment on their part for the delay in payment directly to the ESCROW account to be opened with Bank by the Bidders on their selection as CBC. Presently, the ratio of sharing commission with FBCs and CBCs shall be 80:20 (as applicable). The CBCs shall be required to provide mandate to Bank before 1st week of every month for direct credit of Net commission (Computed Commission Less TDS/GST/Penalty, if any) into the SB accounts of FBCs to be maintained with their respective base branches of Indian Bank. TDS/Issuance of Income Certificate/Form 16 to FBCs shall be the sole responsibility of CBCs.	Can the CBCs have the option to Hold the commission of FBCs if any performance issues.	No
28	6.0 Pricing of BC Management Services and Payment Terms:	6.8	75	FIXED REMUNERATION FOR BCS. Fixed Component of Pay with following conditions Minimum Enrollment and Transaction PMJDY = 2; PMJBY = 2; PMSBY = 5; APY = 1; Total = 10 or 15 enrollment covering any schemes Or 125 Financial Transactions	Request to re-think on Mandatory performance of SSS on monthly bases or Issue the budget for Quartly/Half yearly/Annual Budget to be achieved by CSPs.	As per RFP
29	6.0 Pricing of BC Management Services and Payment Terms	6.7	75	6.7 The insurance premium of Cash Handled by FBCs shall be borne by Bank, upto the limits as mentioned by the Bank from time to time.	In point no. x of clause 3.25, it is written that CBCs are to take care of the transit insurance. Kindly clarify whether this is in line with the clause no. 6.7	Bank will share the required information with the successful bidder
30	Section 8 - 1	CHECK LIST OF DOCUMENTS TO BE SUBMITTED	97	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.	We would be providing the Authorisation . We wanted to understand if we need to use the format mentioned in Annexure III or is there any other format?	As per RFP
31	Section 8 - 14	CHECK LIST OF DOCUMENTS TO BE SUBMITTED	99	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	Can we share the Recitals of the agreement important signature pages of the agreement between us and the Bank instead of the whole agreement?	As per RFP
32	Section 8 - 15	CHECK LIST OF DOCUMENTS TO BE SUBMITTED	99	Acceptance of Model Agreement signed copy as per format in Section-7	Acceptance to be given in Agreement format with how much stamp paper notarisation?	On the letter head of the Bidder, duly signed in all the pages (not required on stamp paper)
33	Section 8 - 16	CHECK LIST OF DOCUMENTS TO BE SUBMITTED	99	Acceptance of Commercials signed copy as per Section-6	Acceptance to be given in Agreement format with how much stamp paper notarisation?	On the letter head of the Bidder, duly signed in all the pages (not required on stamp paper)
34	ANNEXURE - IV UNDERTAKING BY THE BIDDER-NOT BLACKLISTED	NA	111	UNDERTAKING BY THE BIDDER-NOT BLACKLISTED	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
35	Eligibility criteria	7(a)(ii)	119	Minimum networth should be Rs.5 Cr. or more as on 31-03-2024 as per balance sheet for the FY 2023-24	It should be 2 Cr.	As per RFP
36	Eligibility criteria	8(a)	121	The bidder should have an average annual turnover Rs.10 Cr. during last 03 fy	It should be 5 Cr.	As per RFP

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37	ANNEXURE – X (a) LETTER FOR BID SECURITY (EMD) AS TERM DEPOSIT	NA	133	LETTER FOR BID SECURITY (EMD) AS TERM DEPOSIT	What is the Value of the non-judicial stamp paper?	Non-Judicial Stamp Paper as applicable for the State of the Branch.
38	ANNEXURE – XI (a) LETTER FOR PERFORMANCE SECURITY AS TERM DEPOSIT	NA	138	LETTER FOR PERFORMANCE SECURITY AS TERM DEPOSIT	What is the Value of the non-judicial stamp paper?	Non-Judicial Stamp Paper as applicable for the State of the Branch.
39	ANNEXURE –XV PRE-CONTRACT INTEGRITY PACT	NA	143	PRE-CONTRACT INTEGRITY PACT	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
40	ANNEXURE –XVI NON-DISCLOSURE AGREEMENT	NA	149	NON-DISCLOSURE AGREEMENT	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
41	ANNEXURE –XVII	NA	154	LETTER FROM PUBLIC / PRIVATE SECTOR BANK / RRB <To be issued on Bank's letter head>	Can we share the copy of our signed agreement with the Bank partners or is it mandatory to share the letter from each of our partner Bank?	As per RFP
42	ANNEXURE-XXII UNDERTAKING BY THE BIDDER - NOT DISCONTINUED	NA	159	UNDERTAKING BY THE BIDDER - NOT DISCONTINUED	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
43	ANNEXURE-XXIII UNDERTAKING BY THE BIDDER - DUE DILIGENCE NORMS	NA	160	UNDERTAKING BY THE BIDDER - DUE DILIGENCE NORMS	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
44	ANNEXURE-XXIV UNDERTAKING BY THE BIDDER-NON DEFAULTER TO ANY FINANCIAL INSTITUTION	NA	161	UNDERTAKING BY THE BIDDER-NON DEFAULTER TO ANY FINANCIAL INSTITUTION	What is the Value of the non-judicial stamp paper?	Value of non-judicial stamp paper as applicable for the State of the bidder
45	APPENDIX-I	5 (1.5)	165	Engagement with Public/Private Sector Bank (PSB) / RRB for BC Management Services	We are engaged with 3 PSB and 1 RRB how many mark we will get on this as Marks not mentioned for RRB	As per RFP
46	APPENDIX-I	5 (2.2)	165	Net Worth as on 31.03.2024 (Rs.)	Balance sheet not yet Audited by the CA for FY 23-24, So Net worth of FY 23-24 will be consider or FY 22-23 will be consider	As per RFP
47	APPENDIX-I	5 (2.4)	166	Turnover for financial year 2023- 24 (Rs.)	Balance sheet not yet Audited by the CA for FY 23-24, So Turnover of FY 23-24 will be consider or FY 22-23 will be consider	As per RFP
48	Functional (Presentation) Score	3	167	Monitoring of transactions at BC Point Including round tripping transactions	How can CBC monitor this? This is the part of bank's back-end implementation of BC application. So this clause may be remove	As per RFP
49					What is the last date for RFP cost and EMD submission.	Cost of the RFP can be submitted by DD in favour of Indian Bank, drawn on Chennai from a Scheduled Bank on or after the date of RFP ie., 24.07.2024, along with the Bid Documents. EMD to be submitted along with the Bid Documents as per the RFP.