

**REQUEST FOR PROPOSAL (RFP)
FOR**

Empanelment of Corporate Business Correspondent Entities

Prebid Queries clarifications / Amendments/Modification:

RFP Ref No.: HO/FI/01//2024-25

Date: 16.05.2024

S.No.	Tender Clause No	Page No	Existing Clause	Bank Response (Amendments/Clarifications)
1	Clause No. 3.2 (Point No.2)	11 of 99	The bidder should have been a CBC for providing FI solution (such as EBT, DBT, Aadhar based Payment etc.) for Public Sector Bank/Regional Rural Bank in India in the last three years	Please Adhere to the Terms and Conditions of RFP
2	Clause No. 3.2 (Point No.3)	12 of 99	The Kiosk /BC solution should have at least 1000 locations in PSB/RRB in India as on RFP date.	Amendment: The BCAs deployed should have at least 1000 locations in PSB/RRB in India as on RFP date. Other terms and conditions are Remains same.
2	Clause No. 3.2 (Point No.4)	12 of 99	The Bidder should have an annual turnover of not be less than Rs.5(Five) crores during the last three financial years, i.e. 2020-21, 2021-22 and 2022-23.	Amendment The Bidder should have an average annual turnover of not be less than Rs.5(Five) crores during the last three financial years, i.e. 2020-21, 2021-22 and 2022-23. (MSE bidders will be exempted from this clause)
3	Clause No. 3.2 (Point No.5)	12 of 99	The Bidder should have Positive Net Worth as on 31/03/2023.	Please Adhere to the Terms and Conditions of RFP. The Bidder should have Positive Net Worth as on 31/03/2023.
4.	Clause. No. 5.6.1	15 of 99	Bidder has to submit a declaration as per Annexure X VII A in letter head duly signed by authorized signatory and the same should be submitted along with Bid proposal.	Amendment: Bidders only under MSE category has to submit a declaration as per Annexure X IX in letter head duly signed by authorized signatory and the same should be submitted along with Bid proposal.
5.	Clause No. 6.5	16 of 99	Micro ATM/ HHD/TAB based solution and device will be provided by the Bank. There will be no separate solution for service at field, it will be a common application and the TAB to be used. The micro ATMs supplied by CBC should be compatible to execute the solution provided by the Bank	Clarification: For existing BCAs Solution & Devices will be provided by Bank . If BCAs engagement increased/Bank's requirement arise the bidder has to provide the new devices which are compatible to execute the solution being provided by the bank.
6.	Clause No. 7.2	16 of 99	Network connectivity, consumables, Bank approved overcoat, Identity Card, Cab, Stationery etc. applicable to BCAs would be to the cost of the Bidder	Please Adhere to the Terms and Conditions of RFP
7.	Clause No. 7.4	16 of 99	Spare devices will be kept at Bank's Regional Offices. Bidder shall make own logistics arrangements for replacement of faulty devices if required.	Please Adhere to the Terms and Conditions of RFP
8.	Clause No. 7.6	16 of 99	Bidder shall ensure that faulty equipment should be replaced within a maximum period of 48 hours of reporting.	Amendment Bidder shall ensure that faulty equipment should be replaced within a maximum period of 7 days of reporting.
9.	Clause No. 7.7	17 of 99	The Bidder also ensure that non-login/ Inactive for more than 7 days will be reported to Bank through Coordinator/ Supervisor/ Area Manager to respective Regional Office of the Bank and immediate replacement to be done.	Please Adhere to the Terms and Conditions of RFP

10.	Clause No. 8.13	18 of 99	Bidder shall confirm that every person deployed by them on the project has been vetted through third- party background check prior to their engagement. Reference from two respectable persons of that area known to the bank should be submitted to the bank prior to their engagement.	Please Adhere to the Terms and Conditions of RFP
11.	Clause No. 8.16	18 of 99	In case the performance of the Business Correspondents, their agents or personnel engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within 15 days or any such time limits stipulated by the Bank. Failing which, Bank shall impose Rs.10,000/- per case per month	Amendment: In case the performance of the Business Correspondents, their agents or personnel engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within 30 days or any such time limits stipulated by the Bank. Failing which, Bank shall impose Rs.10,000/- per case per month
12.	Clause No. 8.21	18 of 99	The bidders should have proven capability to provide robust and scalable software application and hardware technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery of financial services / products / Biometric solutions, Card Based solutions etc.) with a Bank / Financial Institution / Micro Finance Institution either on its own OR if the bidding Service Provider has a Tie Up arrangement with Hardware Supplier, the agreement should not be less than 365 days old with Technology service provider. A copy of such agreement should be enclosed (if required in future).	Amendment: Refer to amendment made in technical evaluation an assessment matrix for on boarding for on boarding of CBCs and selection of bidders. Revised Assessment matrix and Evaluation has been provided separately in Corrigendum.
13.	Clause No. 8.32	19 of 99	SP should provide the IIBF certificate of all BCs to Bank with in 6 months of appointment of BCAs as stipulated by RBI.	Amendment: SP should provide the IIBF certificate of all BCs to Bank with in 9 months of appointment of BCAs as stipulated by RBI.
14.	Clause No. 9(a)	19 of 99	Bank will provide the Micro ATMs for the existing BCAs (approximately 310), however, it is the responsibility of the Service Provider to maintain these devices and to provide the new devices for all BCAs time to time.	Clarification: Present device model: VA21 android 4G micro ATM device Vosontek (OEM). Other Terms and conditions of this clause remains same
15.	Clause No. 10.8	20 of 99	The successful bidder shall indemnify the Bank from transaction risk (due to hardware/software error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc.).	Please Adhere to the Terms and Conditions of RFP
16.	Clause No. 12.4.5	24 of 99	Passbook Printing (if introduced in future)	This clause is deleted
17.	Clause No. 12.4.5	24 of 99	Third party financial products. (if introduced in future presently agent shall perform offline enrolments	Clarification: This is to clarify that, the financial transactions such as loan repayments/RD / VRD instalments/ any other third party deposits without Aeps come under Third party financial transactions.
18.	Clause No. 12.4.5	24 of 99	Lead generation on Liability/Assets & Third-Party Products (if introduced in future	Clarification: Bank may give directions from time to time to do activity under this clause.
19.	Clause No. 12.4.7	25 of 99	The Successful Bidder will be solely responsible for the cash management. Micro-ATM/TAB insurance for Cash held at BCO/KIOSKs and cash in transit to be obtained and the policy/proof is to be submitted to the Bank	Clarification: Bank suggests 2 lakhs cap limit and CBC, after entering into the contract, may request to asses and change the cap limit.
20.	Clause No. 15.5.7	29 of 99	Maintenance of sufficient balance in the BCA settlement account to support customer transactions and fund settlement with the bank.	Clarification: BCA has to maintain Current Account with the Base Branch of the Bank.
21.	Clause No. 15.5.8	29 of 99	Increase of BCA electronic threshold limits to ensure continuity in customer services as per bank's requirement	Clarification: This is to clarify that, this clause will be applicable in case of gateway vendor/solution provider changed.
22.	Clause No. 17.9	33 of 99	The Service Provider should not collect non -refundable deposits from BCAs	Please Adhere to the Terms and Conditions of RFP

23.	Clause No. 15.2	28 of 99	BC should ensure the following Registers are maintained at BCA location and to be preserved, with data security, for a period of 8 Years.	Clarification: Successful bidder shall preserve the registers for a period of 8 years. In case contract period ends prior to 8 years, successful bidder should handover the register to Bank. In case of cancellation/termination of of contract in any pitcher situation these registers should be handed over to the Bank.
24.	Clause No. 15.5.18	30 of 99	In case of temporary / permanent termination of BCA at any outlet, CBC to make alternate arrangement to ensure continuity of banking services to the customers within 15 days. A penalty of Rs.1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 10,000/- per month till the BCA location is functional.	Amendment In case of temporary / permanent termination of BCA at any outlet, CBC to make alternate arrangement to ensure continuity of banking services to the customers within 30 days. A penalty of Rs. 10,000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 10,000/- per month till the BCA location is functional. All our BCs are active with 100% activation.
25.	Clause No. 17.4	32 of 99	The successful bidder shall deploy one supervisor referred to as BC Supervisor (BCS) for every 35 BCAs within 30 days from the issue of work order. Non-compliance shall be treated as breach of Service Level Agreement.	Amendment: The successful bidder shall deploy one supervisor referred to as BC Supervisor (BCS) for every 60 BCAs within 30 days from the issue of work order. Non-compliance shall be treated as breach of Service Level Agreement
26.	Clause No. 17.13	33 of 99	Each agent must perform minimum 300 eligible financial transactions and 5 APYs per month. If non -performance continues for 3 months, Bank may ask to change the agent without any cost to Bank.	Amendment: Each agent must perform minimum 300 eligible financial transactions and 3 APYs per month. If non -performance continues for 3 months, Bank may ask to change the agent without any cost to Bank. However, per BC annual target should be achieved, prorate enrolment target should be reached.
27.	Clause No. 17.14	33 of 99	In the case of failure on the part of the SP to open KIOSK /mobile BC (MICRO-ATM/TAB) at any allotted centers a penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs.10,000/- per month till the establishment of the centers. Bank also reserves its right to offer the centre/s to other bidders/service provide r solely at its discretion.	Amendment: In the case of failure on the part of the SP to open KIOSK /mobile BC (MICRO-ATM/TAB) at any allotted centers a penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs.10,000/- per month till the establishment of the centers. Bank also reserves its right to offer the centre/s to other bidders/service provider solely at its discretion. Penalty may be waived off subject to meeting of following conditions on written request with acceptable document proof. 1.Technical Issues from the Gateway or CBS 2.Medical reasons-self/family. 3.Other political reasons or natural calamity.
28.	Clause No. 17.15	33 of 99	Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the BCO for any reason, beyond 15 (Fifteen) working days continuously, a penalty @ Rs. 1000/- per day (from the 16 th day onwards) may be levied for each of the Business correspondent outlet with a maximum of Rs 10000/- per month per centre. The penalty will come into force after three months from the date of activation of BCO and will be levied on Service Provider	Amendment: Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the BCO for any reason, beyond 30 (Thirty) working days continuously, a penalty @ Rs. 1000/- per day (from the 31 st day onwards) may be levied for each of the Business correspondent outlet with a maximum of Rs 10000/- per month per centre. The penalty will come into force after three months from the date of activation of BCO and will be levied on Service Provider.
29.	Clause No. 17.16	33 of 99	The Bidder shall confirm that, every person engaged by them should not undertake MICRO-ATM/TAB based transactions within the Branch vicinity with a radius of 90 meters from the Branch premises. If any such incident of BCA working within Branch vicinity is found, a penalty of Rs. 5,000/-per instance shall be levied.	Please Adhere to the Terms and Conditions of RFP
30.	Clause No. 18.1	34 of 99	The Bank will provide Daily MIS received from our TSP for effective monitoring of BCA activity.	Clarification: Relevant MIS will be shared to CBC by Bank/Technical Service Provider
31.	Clause No. 19.2	34 of 99	Payment Terms.	Amendment: Refer to amendments made in Payment Terms commissions payable to Business Correspondents.

				Revised Payment Terms and Commission structure has been provided separately in Corrigendum.
32.	Clause No. 24.2	40 of 99	The offers should be sent through courier/post so as to reach at the given address before the stipulated date and time. In case designated date of bid submission is declared to be public holiday, the same may be extended to next working day	Amendment: The offers should be sent through in person/courier/post so as to reach at the given address before the stipulated date and time. In case designated date of bid submission is declared to be public holiday, the same may be extended to next working day
33.	Clause No. 34&37	46 of 99	Average active BCA % per month during Jan24, Feb 24 & Mar 24 in PSB/RRB in India	Amendment: Refer to amendment made in technical evaluation an assessment matrix for on boarding of CBCs and selection of bidders. Bidder may give reference in Bank approved format also..
34.	Clause No. 51.5	57 of 99	Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for nonfunctioning of the BC agents for any reason, beyond 15 (Fifteen) working days continuously, a penalty @ Rs. 1000/- per day (from the 16 th day onwards) may be levied for each of the Business correspondent locations with a maximum of Rs.10,000/- per month per centre. The penalty will come into force after three month from the date of activation of BCO and will be levied on CBC	Amendment: Without prejudice to the bank's right to terminate the agreement, for any defective service or inability to provide the service for any reason or for nonfunctioning of the BC agents for any reason, beyond 30 (Thirty) working days continuously, a penalty @ Rs. 1000/- per day (from the 31 st day onwards) may be levied for each of the Business correspondent locations with a maximum of Rs.10,000/- per month per centre. The penalty will come into force after three month from the date of activation of BCO and will be levied on CBC
35.	Clause No. 51.6	57 of 99	Each BC agent has to carryout minimum 100 financial transactions per month, failing which a penalty of Rs.500/- per month per BC location will be imposed on the Corporate BC at the discretion of the Bank.	Amendment: Each BC agent has to carryout minimum 100 financial transactions per month, failing which a penalty of Rs.500/- per month per BC location will be imposed on the Corporate BC.
36.	Clause No. 53.7	58 of 99	It will be the sole responsibility of the successful bidder to protect the data transmitted from Bank's FI gateway to BCA Terminal and vice versa.	Please Adhere to the Terms and Conditions of RFP
37.	Clause No. 53.15	59 of 99	The successful bidder/s have to implement the solutions in all identified locations within 90 days of issuance of work order/intimation, including integration with Banks gateway. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 10,000/- per month till the BCA location i s functional.	Please Adhere to the Terms and Conditions of RFP
38.	Clause No. 55	61 of 99	The period of contract shall initially be for a period of 3 (three) years from date of acceptance. Bank also reserves its right to extend the contract for 6 (six) months after 3 years on the same terms and conditions at mutually agreed revised/revisited commercials between the Bank and the successful bidder. In case of shifting of the services to a new Service Provider, due to deficiency in the services extended by successful bidder during the period of the contract or due to policy changes, which warrants switching over to new solution, the existing successful bidder shall extend all required support for smooth switch over	Clarification: This is to clarify that, Bank reserves its right to extend the contract/service period for 6 (six) months after 3 years after the end of contract period with the same terms and conditions..
39.	Clause No. 56.1	61 of 99	The Empanelled Service Provider/s shall provide irrevocable and unconditional Performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs. 36,00,000/- (Rupees Thirty Six Lakhs only). Further if count of BCAs increased accordingly PBG should be submitted at the rate of 10% on contract value	Clarification: This is to clarify that, initially bidder has to submit PBG for Rs. 36.00 lakhs, whereas, if the BCAs count has increased subsequently, Bidder has to submit additional PBG for every additional 50 BCAs @ 10% on contract value. Other terms remain same.
40.	Clause No. 57.1	62 of 99	The agreement shall be valid for a period of 3 years from the date of its execution and may be renewed for further period of 2 years on the existing terms and conditions or modified terms and conditions as may be mutually agreed between the parties. 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.	Amendment: The agreement shall be valid for a period of 3 years from the date of its execution and may be renewed for further period of 2 years on the existing terms and conditions or modified terms and conditions as may be mutually agreed between the parties.
41.	Annexure-XIV	92 of 99	APPLICATION MONEY & BID SECURITY DECLARATION	Amendment: Letter of undertaking by Bidder Refer to corrigendum



సప్తగిరి గ్రామాభివృద్ధి కమిషన్
(ప్రభుత్వ రంగ సంస్థ : ఇండియన్ బ్యాంక్ ద్వారా)

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42.	Annexure-VI	76 of 99	STATEMENT OF TIE-UPS/ AGREEMENTS ENTERED FOR THE PROJECT	Amendment: The words 'Agency Name & Address' replaced with 'Name of Bank/ Financial Institution' Refer to corrigendum
43.		1 of 99	Last Date for Receipt of Bids: 17.05.2024 @ 3.00 pm Date and Time of Opening of Bids: 17.05.2024 @ 4.00 pm	Amendment: Last Date for Receipt of Bids: 31.05.2024 @ 3.00 pm Date and Time of Opening of Bids: 31.05.2024 @ 4.00 pm
44.	Annexure-VII	77 of 99	Technical Specification Compliance	Amendment: This Annexure is removed. Whenever successful bidder supplies new devices to BCAs, such devices should meet the specifications on par with the existing devices. Those devices should be latest and updated for the time being.