

Amendments 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**

Sno.	Section No. and its Heading	Clause Ref. No.	Page No.	Existing RFP Text	Amendment
1	SCHEDULE-A Important Dates and Information on RFP Submission (Offline Mode Only)	6. Documents to be submitted physically by Bidders (Offline Mode)	8	2. Bid Security (EMD) for Rs.50,00,000 (Rupees Fifty 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.	2. Bid Security (EMD) for Rs.50,00,000 (Rupees Fifty 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. Alternatively, Bidders may also submit Bid Security-EMD (Earnest Money Deposit) for Rs.50,00,000.00 (Rupees Fifty Lakhs only) in the form of a duly discharged Fixed Deposit Receipt (FDR) for a period of 21 months, with Indian Bank, along with a declaration on Non-judicial stamp paper applicable for the place of bank/branch, where the FD is placed and duly Notarised as per Annexure – XXVI to be furnished.
2	SECTION-2 Instruction to Bidders	2.5 Bid Security (Earnest Money Deposit)	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	All bids must be accompanied with Bid Security-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. Alternatively, Bidders may also submit Bid Security-EMD (Earnest Money Deposit) for Rs.50,00,000.00 (Rs. Fifty Lakhs only) in the form of a duly discharged Fixed Deposit Receipt (FDR) for a period of 21 months, with Indian Bank, along with a declaration on Non-judicial stamp paper applicable for the place of bank/branch, where the FD is placed and duly Notarised as per Annexure – XXVI to be furnished.
3	SECTION-4 Terms and Conditions	4.8. Performance Security	64	4.8.2. Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management	4.8.2. Within 15 days of issuance of work order i.e. Agreement with Bank for providing BC Management

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				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.	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. Alternatively, Successful Bidders may also submit Performance Security for Rs.60,00,000.00 (Rupees Sixty Lakhs only) in the form of a duly discharged Fixed Deposit Receipt (FDR) for a period of 81 months, with Indian Bank, along with a declaration on Non-judicial stamp paper applicable for the place of bank/branch, where the FD is placed and duly Notarised, as per Annexure – XXVII to be furnished. Relaxations if any, extended by GOI/Competent Authorities for furnishing Performance Guarantee shall be passed on to Eligible bidders.
4	SECTION-7 Model Agreement / Service Level Agreement (SLA): (Indicative that may change at the time of Actual Agreement)	11. Security Deposit	87	The CBC/ BF shall deposit with the Bank an amount of Rs.60,00,000/- (Rupees Sixty lakhs only) in the form of Bank guarantee from a Nationalized/Scheduled Commercial bank, other than Indian Bank, for the equal amount in lieu of the Security Deposit, validity for 69 months from the date of Agreement with the Bank with further 12 months claim period from the Validity date to be given as security as and by way of security for the due performance and observance by the CBC/ BF of all the stipulations, conditions and agreements contained in the Contract.	The CBC/ BF shall deposit with the Bank an amount of Rs.60,00,000/- (Rupees Sixty lakhs only) in the form of Bank guarantee from a Nationalized/Scheduled Commercial bank, other than Indian Bank, for the equal amount in lieu of the Security Deposit, validity for 69 months from the date of Agreement with the Bank with further 12 months claim period from the Validity date to be given as security as and by way of security for the due performance and observance by the CBC/ BF of all the stipulations, conditions and agreements contained in the Contract. Alternatively, Successful Bidders may also submit Performance Security for Rs.60,00,000.00 (Rupees Sixty Lakhs only) in the form of a duly discharged Fixed Deposit Receipt (FDR) for a period of 81 months, with Indian Bank, along with a declaration on Non-

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					judicial stamp paper applicable for the place of bank/branch, where the FD is placed and duly Notarised, as per the prescribed format
5	Section-8 Check list of documents to be submitted	4.	120	a) Original EMD-Bid Security - Refundable of Rs.50,00,000/- (Rupees Fifty Lakhs only) in the form of a Bank guarantee (BG) from a Nationalized / Scheduled Commercial bank, 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.	a) Original EMD-Bid Security - Refundable of Rs.50,00,000/- (Rupees Fifty Lakhs only) in the form of a Bank guarantee (BG) from a Nationalized / Scheduled Commercial bank, 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. Alternatively, Bidders may also submit Bid Security-EMD (Earnest Money Deposit) for Rs.50,00,000.00 (Rs. Fifty Lakhs only) in the form of a duly discharged Fixed Deposit Receipt (FDR) for a period of 21 months, with Indian Bank, along with a declaration on Non-judicial stamp paper applicable for the place of bank/branch, where the FD is placed and duly Notarised ,as per Annexure – XXVI to be furnished.
6	SECTION-5 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. Bidders claiming benefits under MSE / Startups should have experience of successful implementation of BC Management for financial inclusion project for at least one Public Sector Bank /Private sector bank / RRB in India, which has minimum 500 Branches.	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. Bidders claiming benefits under MSEs / Startups should have experience of successful implementation of BC Management for Financial Inclusion project.

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7	SECTION-5 Eligibility Criteria	5.8.	70	(ii) Minimum Net Worth should be Rs.10 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23.	(ii) Minimum Net Worth should be Rs.5 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23.
8	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. 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.	Bidder should have a team of minimum 5 certified, experienced engineers working dedicatedly on FI technology solutions. Bidders claiming benefits under MSE / Startups should have a team of minimum 1 certified, experienced engineers working dedicatedly on FI technology solutions.
9	ANNEXURE –VII Pre-Qualification Eligibility Criteria & Compliance	6.	139	Bidder shall have experience of successful implementation of BC Management for financial inclusion project for 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. Bidders claiming benefits under MSE / Startups should have experience of successful implementation of BC Management for financial inclusion project for at least one Public Sector Bank /Private sector bank / RRB in India, which has minimum 500 Branches.	Bidder shall have experience of successful implementation of BC Management for financial inclusion project for 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. Bidders claiming benefits under MSE / Startups should have experience of successful implementation of BC Management for financial inclusion project.

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10	ANNEXURE –VII Pre- Qualification Eligibility Criteria & Compliance	15.	143	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 /	Bidder should have a team of minimum 5 certified, experienced engineers working dedicatedly on FI technology solutions. Bidders claiming benefits under MSE / Startups should have a team of minimum 1 certified, experienced engineers working dedicatedly on FI technology solutions.																				
11	ANNEXURE –VII Pre- Qualification Eligibility Criteria & Compliance	7. a)	140	(ii) Minimum Net Worth should be Rs.10 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23.	(ii) Minimum Net Worth should be Rs.5 Crore or more as on 31.03.2023, as per balance sheet for the FY 2022-23.																				
12	APPENDIX-I 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 i. ≥ 10 Cr. : 5 Marks ii ≥ 5 Cr to < 10 Cr : 4 iii ≥ 1 Cr to < 5 Cr : 3	Net Worth as on 31.03.2023 i. > 10 Cr. : 5 Marks ii. ≥ 5 Cr to ≤ 10 Cr. : 4 iii. ≥ 1 Cr to < 5 Cr : 3																				
13	APPENDIX-I Technical evaluation for selection / empanelment of bidder for CBCS	1.5 Engagement with Public/Private Sector Bank (PSB) / RRB for BC Management Services	181	<table><tr><th>Criteria</th><th>Marks</th></tr><tr><td>Engagement in No. of PSB ≥ 4</td><td>10</td></tr><tr><td>Engagement in No. of PSB =2 or 3</td><td>9</td></tr><tr><td>Engagement in No. of PSB =1</td><td>8</td></tr><tr><td>If not engaged with any Public/Private Sector Bank but engaged with at least 1 RRB</td><td>7</td></tr></table>	Criteria	Marks	Engagement in No. of PSB ≥ 4	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	7	<table><tr><th>Criteria</th><th>Marks</th></tr><tr><td>Engagement in No. of PSB ≥ 4</td><td>10</td></tr><tr><td>Engagement in No. of PSB =2 or 3</td><td>9</td></tr><tr><td>Engagement in No. of PSB =1 or engaged with at least 1 RRB</td><td>8</td></tr><tr><td>If not engaged with any Public/Private Sector Bank /RRB but has experience of successful implementation of BC Management for financial inclusion project</td><td>7</td></tr></table>	Criteria	Marks	Engagement in No. of PSB ≥ 4	10	Engagement in No. of PSB =2 or 3	9	Engagement in No. of PSB =1 or engaged with at least 1 RRB	8	If not engaged with any Public/Private Sector Bank /RRB but has experience of successful implementation of BC Management for financial inclusion project	7
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**ON NON-JUDICIAL STAMP PAPER APPLICABLE FOR THE PLACE OF BANK/BRANCH, DULY
NOTARISED**

Date:

To
The Assistant General Manager (FI),
Indian Bank Corporate Office, Financial Inclusion Department
PB No.5555, 254-260, Avvai Shanmugam Salai,
Chennai- 600014.

Dear Sir

Sub: Bid Security in the form of TDR No.----- FD A/c No.----- dated ---- for Rs.50,00,000/- with Indian Bank
_____ Branch

We, M/sAddress:..... (hereinafter called "We") has undertaken, in pursuance of INDIAN BANK, (hereinafter referred to as "You") which term (s) shall unless repugnant to the context shall mean its successors and permitted assigns. We have submitted our Bid in response to your RFP for empanelment of CBC entities for BC Management Services (RFP Ref no.: CO/FID/CBCRFP/1/2023-24 dated 31.08.2023).

As per the terms of your said RFP the Bidder shall deposit with the Bank Bid security in the form of duly discharged Fixed Deposit Receipt (FDR) for Rs.50,00,000/- (Rupees Fifty Lakhs only) with Indian Bank, as Bid security / (EMD) (Earnest Money Deposit).

We hereby submit Bid Security in the form of Term Deposit Receipt (TDR) No.----- viz., Fixed Deposit (FD) A/c No.-- ----- dated ---- for Rs.50,00,000/- (Rupees Fifty Lakhs only) with Indian Bank ----- Branch, in the name of "**Indian Bank Corporate Office Financial Inclusion Department A/c M/s(name of the Bidder)....**" for a period of 21 Months, due on

We are agreeable to extend / auto renewal of the the Term Deposit for any further period / any number of times as required by the Bank.

We undertake not to Close / Preclose / provide the said Term Deposit as security with anyone else / for any other purpose other than for the referred Bid Security, without prior consent in writing / discharge from Indian Bank.

Indian Bank shall have the fullest liberty, from time to time to extend the time for Bid and we will have no objection for the same.

The Term Deposit has been duly discharged by us and lien marked in favour of "Indian Bank Corporate Office Financial Inclusion Department" by the issuing branch.

We agree that the Bid Security submitted by us in the form of TDR/FD as above, for Rs.50,00,000/- (Rupees Fifty Lakhs only), shall be utilised (close, preclose, etc.) as compensation for any loss resulting from the Bidder's failure in completing their obligations as per the terms of the aforesaid RFP with the Bank at any stage that covers all terms and conditions mentioned in the RFP, without needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Yours faithfully
For **M/s(name of the Bidder)....**

(Authorised Signatory)

Seal:

Encl.:

1. Original TDR No.-----MMD A/c No.----- dated ---- for Rs.50,00,000/- with Indian Bank ----- Branch
2. Duly signed Letter from the Branch of Indian Bank confirming the lien marked in favour of "Indian Bank Corporate Office Financial Inclusion Department"

**ON NON-JUDICIAL STAMP PAPER APPLICABLE FOR THE PLACE OF BANK / BRANCH, DULY
NOTARISED**

Date:

To
The Assistant General Manager (FI),
Indian Bank Corporate Office, Financial Inclusion Department,
PB No.5555, 254-260, Avvai Shanmugam Salai,
Chennai- 600014.

Dear Sir

Sub: Performance Security in the form of TDR No.----- FD A/c No.----- dated ----- for Rs.60,00,000/- with Indian Bank ----- Branch

We, M/sAddress:..... (hereinafter called "We") has undertaken, in pursuance of INDIAN BANK, (hereinafter referred to as "You") which term (s) shall unless repugnant to the context shall mean its successors and permitted assigns. We have been selected for Empanelment of Corporate Business Correspondent (CBC) in Indian Bank vide communication dated, being a successful bidder in RFP Ref. No: CO/FID/CBCRFP/1/2023-24 dated 31.08.2023.

As per the terms of your said RFP & its subsequent amendments, the successful Bidder shall deposit with the Bank security deposit as Performance Security in the form of duly discharged Fixed Deposit Receipt (FDR) for Rs.60,00,000/- (Sixty Lakhs only) with Indian Bank, as security for compliance with the Service Provider's performance obligations in accordance with the Contract.

We hereby submit Performance Security in the form of Term Deposit Receipt (TDR) No.----- viz., Fixed Deposit (FD) A/c No.----- dated ----- for Rs.60,00,000/- (Sixty Lakhs only) with Indian Bank ----- Branch, in the name of "**Indian Bank Corporate Office Financial Inclusion Department A/c M/s(name of the CBC)....**" for a period of 81 Months, due on

We are agreeable to extend / auto renewal of the the Term Deposit for any further period / any number of times as required by the Bank.

We undertake not to Close / Preclose / provide the said Term Deposit as security with anyone else / for any other purpose other than for the referred Performance Security, without prior consent in writing / discharge from Indian Bank.

Indian Bank shall have the fullest liberty, from time to time to extend the time for performance of the Contract and we will have no objection for the same.

The Term Deposit has been duly discharged by us and lien marked in favour of "Indian Bank Corporate Office Financial Inclusion Department" by the issuing branch.

We agree that the Performance Security submitted by us in the form of TDR/FD as above, for Rs.60,00,000/- (Rupees Sixty Lakhs only), shall be utilised (close, preclose, etc.) as compensation for any loss resulting from the CBC's failure in completing their obligations under CBC agreements/Contract with Bank at any stage that covers all terms and conditions mentioned in the agreement, without needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Yours faithfully
For **M/s(name of the CBC)....**

(Authorised Signatory)

Seal:

Encl.:

1. Original TDR No.-----MMD A/c No.----- dated ----- for Rs.60,00,000/- with Indian Bank ----- Branch
2. Duly signed Letter from the Branch of Indian Bank confirming the lien marked in favour of "Indian Bank Corporate Office Financial Inclusion Department"