

Corrigendum 3

In reference to our RFP to Provide Doorstep Banking Services for Banks through Doorstep Banking Agents vide Tender No. PSBA/RFP/FOS/2022-23/007 dated 27.12.2022

Kindly be guided by the clarification and changes to clauses.

Modification in RFP Dates

#	Clause Reference	Original Dates	Revised Dates
1.	Schedule of Events, Pt.5	Last date and time for Bid submission By 3:00 PM on 06.02.2023 (Monday) Opening of Bids By 3:30 PM on 06.02.2023 (Monday)	Last date and time for Bid submission By 3:00 PM on 13.02.2023 (Monday) Opening of Bids By 3:30 PM on 13.02.2023 (Monday)

Modification in RFP Clauses

#	Clause Reference	Original Clause	Revised Clause
1.	Schedule of Events, Pt. 16	Delivery Schedule / Timeline Within two weeks from the date of signing of Service Level Agreement.	Delivery Schedule / Timeline Within four (4) weeks from the date of signing of Service Level Agreement.
2.	3. Objectives	This RFP has been prepared solely for the purpose of engaging the Correspondents who can provide FOS manpower for rendering the Services in Metro/ Urban/ Semi-urban/ Rural centres identified by the Company across India.	This RFP has been prepared solely for the purpose of engaging the Correspondents who can provide FOS agents for rendering the Services in Metro/ Urban/ Semi-urban/ Rural centres identified by the Company across India.
4.	7. Scope of Work	Addition	Bulk Transactions like Dormant a/c to active, collection of agreements etc.
5.	7. Scope of Work C. Service Area & Timings Pt. i	Service area of catering of every Correspondent/Agent will ordinarily be 5-10 kilometre from designated branch(es) at each Centre depending on the accessibility of the area.	Service area of catering of every Correspondent/ Agent will ordinarily be up to 5 km for Metro & Urban Areas and 5-10 km for Semi-Urban & Rural areas from designated branch(es) at each Centre depending on the accessibility of the area.
6.	8. Eligibility Criteria, Clause 2	Average Annual Turnover / Revenue for last 3 financial years (2018-19, 2019-20 & 2020-21) as per audited Balance Sheet: > Rs. 150 Crores.	Average Annual Turnover / Revenue for last 4 financial years (2018-19, 2019-20, 2020-21 & 2021-22) as per audited Balance Sheet: > Rs. 75 Crores.

#	Clause Reference	Original Clause	Revised Clause
		The Vendor should have a positive Net worth in the last 3 financial years (2018-19, 2019-20 & 2020-21)	The Vendor should have a positive Net worth in the last financial year (FY 2021-22)" Further, Bidder to note that credentials of the parent company will be considered in case the bidding entity is a 100% subsidiary of the parent company
7.	8. Eligibility Criteria, Clause 5	The Bidder should be providing DBS for Scheduled commercial banks / Financial Institutions / NBFC's in at least 12 states or above as per Annexure Q attached as a separate sheet.	The Bidder should be providing Business Correspondent or Banking agent or Doorstep Banking Services for Scheduled commercial banks / Financial Institutions / NBFC's in at least 12 states or above as per Annexure Q attached as a separate sheet.
8.	8. Eligibility Criteria, Clause 7	The Bidder on their roles should at least have 2000 employees (Including Agents / supervisors). Excluding Trainees	The Bidder on their roles should at least have 1000 employees/ Agents/ Business Correspondents excluding Trainees
9.	40. Others, Pt. i (e)	Agreement with the Bidder and Agent clearly spelling the terms and conditions, scope of work, ethics of service delivery and remuneration structure.	Agreement with the Bidder and Agent clearly spelling the terms and conditions, scope of work, ethics of service delivery and commission
10.	44. Penalty Clause, Pt. vi	Penalty 3% of the total monthly pay out for every 0.1% of non-compliance subject to a maximum of 15% of the total monthly pay out for that particular month post which the company may at its discretion may choose to terminate / cancel the agreement.	Penalty 1.5% of the total monthly pay out for every 0.1% of non-compliance subject to a maximum of 15% of the total monthly pay out for that particular month post which the company may at its discretion may choose to terminate / cancel the agreement.
11.	44. Penalty Clause,	Addition	Bidder to note that in cases where the service is delayed by the agent by reaching the customer/Branch late and the service request is not serviced/ completed, penalty will be imposed and no service charge will be paid for that particular request to the Bidder/ agent.
12.	48. Compliance in Obtaining Approvals/ Permissions/ Licenses, Pt. ii	All the employees/operator deployed by the Correspondents for the solution must comply with government's rules and regulations like minimum wages act, provident fund and ESIC facility standard.	All the employees/agent deployed by the Correspondents for the solution must comply with government's rules and regulations like minimum wages act, provident fund and ESIC facility standard.
13.	51. Insurance	The selected Bidder shall obtain adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission / commission / dishonesty of its employees and / or agents and would always be required to	The selected Bidder shall obtain adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission / commission / dishonesty of its employees and would always be

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		keep the insurance policy alive during the currency of the Contract. ii) The loss-payee endorsement of such insurance policies shall be in favour of the Company and it shall be ensured that the amount of claim, if any, shall be paid by the insurance company directly to the Company.	required to keep the insurance policy alive during the currency of the Contract. ii) The loss-payee endorsement of such insurance policies shall be in favour of the Company and it shall be ensured that the amount of claim, if any, shall be paid by the insurance company directly to the Company.
14.	56. Fidelity and Secrecy, Pt. i	The Correspondents and its employees/personnel/Agents will strictly and individually undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the process of Services and all information whatsoever concerning or relating to the Banks/Company concerned branch and its affairs to which the said employees/ personnel/ Agents will have access in the course of performance of the Contract. The Correspondents shall be responsible for the following insurance coverage: a) Fidelity Insurance Policy for the personnel of the bidder carrying cash; b) Employee accidental policy; c) Mediclaim for its employee; and d) Vehicle Insurance.	The Correspondents and its employees/ personnel/ Agents will strictly and individually undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the process of Services and all information whatsoever concerning or relating to the Banks/Company concerned branch and its affairs to which the said employees/personnel/Agents will have access in the course of performance of the Contract. The Correspondents shall be responsible for vehicle insurance for agents
15.	63. Termination for Default, Pt. iv	During the transition, the Correspondents shall also support the Banks/Company on technical queries/support on process implementation or in case of software provision for future upgrades.	Point stands deleted
16.	Annexure A, Pt.1	The application tender fee of INR 30,000/- (Rupees Thirty Thousand only) by way of DD and Earnest Money Deposit of Rs. 3,00,00,000.00 (Rupees Three Crores only) in the form of Bank Guarantee is enclosed.	The application tender fee of INR 30,000/- (Rupees Thirty Thousand only) by way of DD and Earnest Money Deposit of Rs. 5,00,000.00 (Rupees Five Lakhs only) in the form of Bank Guarantee is enclosed.
17.	Annexure E	Entire Annexure	Please refer Corrigendum for the revised Annexure. Sheet is attached separately
18.	Annexure N	This is to certify that M/s [•], a Company/ Firm/ Proprietorship with its Registered Office at, has the following Net worth and Profit After Tax from its Indian Operations. This information is based on the Audited Financial Statements for 2019-20, 2020-21 and 2021-22.	This is to certify that M/s [•], a Company/ Firm/ Proprietorship with its Registered Office at, has the following Net worth and Profit After Tax from its Indian Operations. This information is based on the Audited

#	Clause Reference	Original Clause	Revised Clause
		FY: 2018-19 2019-20 2020-21	Financial Statements for 2018-19, 2019-20, 2020-21 and 2021-22. FY: 2018-19 2019-20 2020-21 2021-22
19.	Annexure O, Clause 2	Average Annual Turnover / Revenue for last 3 financial years (2018-19, 2019-20 & 2020-21) as per audited Balance Sheet: > Rs. 150 Crores. The Vendor should have a positive Net worth in the last 3 financial years (2018-19, 2019-20 & 2020-21)	Average Annual Turnover / Revenue for last 4 financial years (2018-19, 2019-20, 2020-21 & 2021-22) as per audited Balance Sheet: > Rs. 75 Crores. The Vendor should have a positive Net worth in the last financial year (FY 2021-22)" Further, Bidder to note that credentials of the parent company will be considered in case the bidding entity is a 100% subsidiary of the parent company
20.	Annexure O, Clause 5	The Bidder should be providing DBS for Scheduled commercial banks / Financial Institutions / NBFC's in at least 12 states or above as per Annexure Q attached as a separate sheet.	The Bidder should be providing Business Correspondent or Banking agent or Doorstep Banking Services for Scheduled commercial banks / Financial Institutions / NBFC's in at least 12 states or above as per Annexure Q attached as a separate sheet.
21.	Annexure O, Clause 7	The Bidder on their roles should at least have 2000 employees (Including Agents / supervisors). Excluding Trainees	The Bidder on their roles should at least have 1000 employees/ Agents/ Business Correspondents excluding Trainees

All other terms and conditions of the RFP remain unchanged.

Dated: 19.01.2023