

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
1	18	8. ELIGIBILITY CRITERIA S.no-2	Criteria No. 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)	Would request please suggest if below two eligibility criteria can be waived for us:	Revised clause reads: "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
2	19	8. ELIGIBILITY CRITERIA S.no-6	Criteria No. 6 - The Bidder should have a minimum of at least 2 active engagements in providing Business Correspondent or Banking agent or Doorstep Banking Services for Banking / Financial Services clients in India with a pan India presence of at least 1000 branches each. Out of the 2 clients one should be a Scheduled commercial Bank.	Would request please suggest if below two eligibility criteria can be waived for us:	Please be guided by the RFP
3	18	8. ELIGIBILITY CRITERIA S.no-2	Average Annual Turnover / Revenue for last 3 financial years (2018-19, 2019-20 & 2020-21) as per audited Balance Sheet: > Rs. 150 Crores.	As GOI is supporting to MSME bidder for to grow their business so we are requesting please Provide Exemption in turnover for MSME Bidders. So that more bidders can participate.	Revised clause reads: "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

Response to Queries					
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4	19	8. ELIGIBILITY CRITERIA S.no-7	The Bidder on their roles should at least have 2000 employees (Including Agents / supervisors). Excluding Trainees	We are requesting to you kindly reduce employee's strength from 2000 to 1000 for MSME bidders.	Revised clause reads: "The Bidder on their roles should at least have 1000 employees/ Agents/ Business Correspondents Excluding Trainees"
5	18	8. ELIGIBILITY CRITERIA S.no-2	Average Annual Turnover / Revenue for last 3 financial years (2018-19, 2019-20 & 2020-21) as per audited Balance Sheet: > Rs. 150 Crores.	We are registered MSME Company. We are one of the Largest CMS and Door Step Banking Service Provider in India for various Banks in India. We are providing these services to more than 12 Banks in India. We have PAN India Coverage with these facilities. But as per your RFP Document, we are unable to meet clause of Average Annual Turnover. We should be granted permission to participate in this RFP. We have excellent reputation in Banking Industry. Being MSME, we should be given a chance to serve you also.	Revised clause reads: "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
6	18	8. Eligibility Criteria : Point no. 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)	In Tender Document it's mentioned that Balance sheet of last 3 Financial years shall show Turnover of Rs. 150 Crs but average annual turnover/revenue were asked since 2018 whereas last 3 Financial Years are 19-20, 20-21 and 21-22. We request to consider last 3 Financial Year as 19-20, 20-21 and 21-22.	Revised clause reads: "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

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7	55	Annexure - A	The application tender fee of INR 30,000/- by way of DD and EMD of Rs.3,00,00,000.00 (Rupees Three Crore only) in the form of Bank Guarantee is enclosed	But at page EMD is written Rupees Five Lakhs Only. Please clarify it.	It is clarified that EMD is of INR 5,00,000 (Rupees Five Lakhs)
8	76	Annexure – N	Financial Certificate This information is based on the Audited Financial Statements for 2019-20, 2020-21 and 2021-22. FY: 2018-19 2019-20 2020-21	Financial Certificate This information is based on the Audited Financial Statements for 2019-20, 2020-21 and 2021-22. FY: 2019-20 2020-21 2021-22	Revised Annexure N reads: "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 2018-19, 2019-20, 2020-21 and 2021-22.  FY: 2018-19 2019-20 2020-21 2021-22"
9	15	Scope A g	In case of Cash Deposit/ Cash Withdrawal services, entire responsibility of cash management, security, insurance (Cash/ Fidelity etc.), Cash Van (if required for movement of cash) etc. reside with the Correspondents. The Services may be amended or new services introduced from time to time as per Company's requirement at its sole discretion.	What could be addition in service and their impact on SLA	Any additional service as per requirement of Bank(s) or mandate by any statutory or regulatory may be added. SLAs will be as per RFP.
10	15	Scope A h	The Services shall be provided at Metro/Urban/Semi-Urban/Rural centres including unbanked areas identified by the Company across India.	What is unbanked area	Unbanked area refers to regions where branches are not available within the region. Service Area of catering of every Correspondent/ Agent will ordinarily be up to 5km for Metro & Urban Areas and 5-10 km for Semi-Urban & Rural areas

Response to Queries					
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11	19	EC point # 4	The Bidder should be in business of providing Business Correspondent or Banking Agent or Doorstep Banking Services for Scheduled commercial banks / Financial Institutions / NBFC's for at least 3 years as on the date of submission of the response.	Our understanding for Banning services is, any service related to bank like KYC verification, Check/Mandate management pickup, credit card services etc	Please be guided by the RFP
12	14	SOW Point # a i	Pick up of Cash (Deposit)	Deposit Limit per day on per transaction for customer and over all limit BC limit per day	Requisite details will be shared with the selected bidder
13	14	SOW Point # a	Delivery of Cash (Withdrawal)	Withdrawal Limit per day on per transaction for customer and over all limit BC limit per day	Requisite details will be shared with the selected bidder
14	14	SOW Point # a	Funds transfer (will be rolled out later)	Trf Limit per day on per transaction for customers	Requisite details will be shared with the selected bidder
15		General	Any certification required for agents for joining as BC	Please help share the name and source	Bidder to ensure that the Business Correspondents proposed for the project have relevant experience and any requisite compliance/ certificate & training as per regulatory or statutory guidelines issued by GOI
16		General		Will these BC work for Banks only	Please be guided by the RFP. Bidder to ensure that all agents carry their ID Card (clearly highlighting the Name & Photo of the agent)
17		General		Who will authoris BC agent? will be provided by PSB ?	Please be guided by the RFP
18		General		What will audit compliance and RBI Guideline	Please be guided by the RFP
19		General		Tender response submission will happen physical only , is our understanding correct ?	Yes. Mode of bid submission is physical only. Technically qualified bidders will be invited for Indicative Commercial Bid opening and subsequent participation in Reverse Auction

Response to Queries					
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20	6	2. OBJECTIVES:	This RFP has been prepared solely for the purpose of engaging the Correspondents who can provide FOS <b>manpower</b> for rendering the Services in Metro/Urban/Semi-urban/Rural centres identified by the Company across India.	We request PSB Alliance to call as agents in the place of Manpower, since they are the commission based agents working on behalf of the corporate companies for the banks. They are no the employee of the corporate companies. Request PSB Alliance to amend the clause accordingly.	Revised clause reads: "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."
21	19	8. ELIGIBILITY CRITERIA	The Bidder on their roles should at least have 2000 employees (Including Agents / supervisors). Excluding Trainees	We would like to inform the PSB Alliance that, in general TSP companies will be having on role employee of average 200 - 300 No's. Since agents are commissioned paid Agents and they can't be considered as an employees as they may lead unwarranted interpretation in respect to labour laws. Request PSB Alliance to amend the clause accordingly. Further, if required the agents number can be seperated in the clause and numbers can be minimum of 10,000 or any.	Revised clause reads: "The Bidder on their roles should at least have 1000 employees/ Agents/ Business Correspondents Excluding Trainees"
22	39	40. OTHERS	Following documents of the Agents shall be furnished by the Bidder at the time of execution of SLA with the Company. It shall be updated from time to time as per requirement, change etc. <b>D. Engagement Letter Issued by the Employer</b>	We would like to inform the PSB Alliance that the relationship b/w agents and correspondents is not of employee-employer. Hence request you to amend the clause accordingly.	Bidder to ensure that Engagement letter/ Appointment letter is shared

Response to Queries					
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23	39	40. OTHERS	e. Agreement with the Bidder and Agent clearly spelling the terms and conditions, scope of work, ethics of service delivery and <b>remuneration</b> structure.	Since, agents are paid commissions, request PSB Alliance to amend the remuneration as Service Fees, this brings clarity between agents and corprates.	Revised clause reads: "Agreement with the Bidder and Agent clearly spelling the terms and conditions, scope of work, ethics of service delivery and commission".
24	41	45. LIMITATION OF LIABILITY:	For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Correspondents shall be liable for damages to the Company arising under or in connection with this RFP for an amount not <b>exceeding 2 times</b> of the total fees paid to the Correspondents or the Security Deposit / performance guarantee whichever is higher. Correspondents will ensure Company's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Company's related information to the extent of loss so caused.	We request PSB Alliance to amend the liability to total fees paid instead as 2 times.	Please be guided by the RFP
25	43	48. COMPLIANCE IN OBTAINING APPROVALS/PERMISSIONS/LICENSES:	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.	We request PSB Alliance to bring the clarity on who are operators? Further, we shall comply only in respect to employees and hence word operators to be removed.	Revised clause reads: "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."

Response to Queries					
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26	45	52. INDEMNITY	v. Selected Bidder shall indemnify, protect and save the Banks/Company and hold the Banks/Company harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or <b>indirectly</b> from: (i) an act or omission of the Correspondents, its employees, its agents, Agents in the performance of the Services provided by this Contract, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by the Correspondents, (iii) use of the deliverables and or services provided by the Correspondents, (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of Services.	indirect liability is excluded by limitation of liability and hence it is contradictory to mention here.	Please be guided by the RFP

Response to Queries					
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27	46	53. INDEPENDENT CORRESPONDENTS	iii. Selected Bidder shall be responsible for managing the activities of the personnel or <b>agents</b> /supervisors and will be accountable for both. Selected Bidder shall be vicariously liable for any acts, deeds or things done by the employees, agents etc. which is outside the scope of power vested or instructions issued by the Company. No right of any employment shall accrue or arise, by engagement of employees, Agents etc. of selected Bidder, for any assignment under the Contract. All remuneration, claims, wages, dues etc. of such employees, agents, etc. of Bidder shall be paid by Bidder alone and the Banks/Company shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of your employee, agents etc.	We request PSB Alliance to remove/delete the word agents as wages, remuneration are not paid to them. They are commissioned paid agents only.  IF required, A independent clause on payment of service fee to the agents can be added to bring clarity.	Please be guided by the RFP
28	48	56. FIDELITY AND SECRECY	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.	As said in the above point agents are different from employees. Request PSB Alliance to bring the clarity for the same.	Revised point reads: "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 vehicle insurance for agents"

Response to Queries					
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29	14	Scope of work, Point B c) ix & x	ix Cross selling activities viz. authorised micro insurance, life and general insurance, pension products and other third-party products subject to SEBI and IRDA guidelines.	Will the Agents be required to obtain certification from IRDA for Cross selling insurance product and DRA Certification for NPA Recovery? We request PSB alliance reimbursing certification cost of agents.	Bidder is required to quote for all requisite services/ certifications/ training required. Please refer Corrigendum for the revised format for the Price Bid
30	14	Scope of work, Point B c) ix & x	x Recovery in respect of NPA accounts, only after complying with RBI instructions.		
31	15	B.Service Delivery	i. Banks/Company intends to select Correspondents for provision of Services through Agents for a contract period of 36 which may be extended for a further period of up to 24 months on mutually agreed terms and condition between the Banks, Company and the Selected Bidders.	We request to kindly incorporate price review clause on annual basis also.	Please be guided by the RFP
32	15	Scope of work, Service Delivery, Point v	The Selected Bidders will provide Agents the required infrastructure viz: hand held devices / mobile device, finger print scanners, vehicle, printer etc.	The Selected Bidders will ensure that the Agents has the required infrastructure viz: hand held devices / mobile device, finger print scanners, vehicle, printer etc.	Please be guided by the RFP
33	16	Scope of work, Service Delivery, Point xi	All receipt and payment transactions shall be made through the settlement account of the Bidder who shall be required to open a settlement account.	Currently individual settlement account is being opened for the agents. In case of Pool account to be maintained by BC, Technology partner should support Pool account operations for multiple Banks.	Please be guided by the RFP. Further, it is the responsibility of the Bidder to ensure sufficient funds in their account to enable financials transactions. Bidder to also ensure that no request should be declined/ not serviced due to insufficient funds.
34	16	Scope of work, Service Delivery, Point xi	The Bidder shall have to deploy Agents to render uninterrupted banking services and should maintain sufficient trained manpower to ensure uninterrupted service in case of temporary absence of permanent incumbent.	Will there be any mechanism to ensure minimum number of requests per day for the agents to earn a sustainable minimum wage?	Number of Requests per day depends on the Requests raised by customers. Hence, minimum number of requests per day for the agents cannot be defined.

Response to Queries					
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35	17	Scope of work, Service area & timings, Point 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.	We request you to add per Km additional commission provision in case if agent has to travel more than 10Km's in exceptional cases.	Service Area of catering of every Correspondent/ Agent will ordinarily be up to 5km for Metro & Urban Areas and 5-10 km for Semi-Urban & Rural areas
36	17	Scope of work, Service area & timings, Point ii	If the Services are not completed within the committed timeslot, the service request will be considered as Default and penalty will be levied as specified.	What will happen in case of delay from the Bank Branch ? Example: If the Branch user denies/delays acceptance the instrument in case of Pick Up request? Will the agent be entitled for any additional commission for long waiting & if agent is required to visit the Branch again?	In exceptional circumstances wherein the delay is not due to the Business Correspondent, case shall be evaluated and no penalty will be levied.  Additionally, 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."
37	17	E.Other Important Points	iv.Bidder will need to integrate their agent on-boarding systems with the new DSB Application built by the Company.	Since PSB alliance is already building robust technology plat form we request agent onboarding/management module also to be provided by PSB alliance Tech platform, This will enable uniformity in agent data managed by multiple vendors & all the agent data is available with PSB alliance	PSB Alliance will provide the onboarding/ management module to all selected Bidders
38	17	C. Service area & timings	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 may kindly be reduced to 2-5to 3Km for ensuring completion of tasks within TAT.	Service Area of catering of every Correspondent/ Agent will ordinarily be up to 5km for Metro & Urban Areas and 5-10 km for Semi-Urban & Rural areas

Response to Queries					
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39	18	8. ELIGIBILITY CRITERIA	Table Point no.2 The Vendor should have a positive Net worth in the last 3 financial years (2018-19, 2019-20 & 2020-21)	Considering the value of the project, we suggest to stipulate minimum Rs.15 Cr Networth in each reference year.	Revised clause reads: "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
40	19	8. ELIGIBILITY CRITERIA	7.The Bidder on their roles should at least have 2000 employees (Including Agents / supervisors). Excluding Trainees	Agents will not be on company roles, we request you to kindly relook into this clause. PSB alliance may consider on role employees above 1000 and agents above 10000.	Revised clause reads: "The Bidder on their roles should at least have 1000 employees/ Agents/ Business Correspondents Excluding Trainees"
41	19		Table Point no.4 The Bidder should be in business of providing Business Correspondent or Banking Agent or Doorstep Banking Services for Scheduled commercial banks / Financial Institutions / NBFC's for at least 3 years as on the date of submission of the response.	Kindly allow self declaration backed by a Letter from the Bank/Fis/NBFCs only instead of Agreement copy since it may require several papers & attestation. Also, kindly provide a Draft letter to be obtained from the abovemetioned organizations.	Please be guided by the RFP

Response to Queries					
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42	19		Table Point no. 6 The Bidder should have a minimum of at least 2 active engagements in providing Business Correspondent or Banking agent or Doorstep Banking Services for Banking / Financial Services clients in India with a pan India presence of at least 1000 branches each. Out of the 2 clients one should be a Scheduled commercial Bank.	We would request to stipulate 1000-5000 Banking outlets of SCBs instead of 1000 Branches of SCBs.	Please be guided by the RFP
43	28	18. BID PRICE	iv. All eligible Correspondents will have to participate in the reverse auction for all Regions and all categories.....The minimum agent requirement for each Region and category will be provided well in advance to the eligible Bidders before the reverse auction process so that....	1. We would request to kindly withdraw the clause of selection of L1 vendor through Reverse Auction since it may lead to non competitive price war between the vendors without any consideration for service delivery cost. As a result, the project may suffer abruptly at any point of time. We suggest PSB alliance can onboard vendors based on their financial strength & PAN india Presence as CBC, Since delivery cost per request is measurable PSB alliance can pay predefined rates as per Metro, Urban, Semi Urban & Rural. Rates can be revised annually.	Please be guided by the RFP
44	33	30. EVALUATION OF PRICE BIDS AND FINALIZATION	( v) For each Region, (North, South, East including North East, West & Central) two Correspondents will be selected for all centres in that Region:	Kindly clarify whether two separate Correspondents would be selected or the same Correspondent can bid and serve both Region/Categories( i.e. MU & USU) as specified in Annexure-E	Yes, It can be same or separate

Response to Queries					
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45	37	39. MANPOWER, TRAINING AND MONITORING OF SERVICES	a Agents should have passed minimum educational qualification of 12th standard.	We request you to kindly consider S.S.L.C as minimum educational qualification since we are finding resource scarcity in Gig market.	Please be guided by the RFP
46	38	39. MANPOWER, TRAINING AND MONITORING OF SERVICES	xiv. The Bidder should be able to create a central monitoring facility which will monitor delivery of all financial transaction and/ or non-financial transaction by Agents. They shall also ensure that services are attended within the stipulated time or as advised by the customer. MIS will also be provided to them at Company's specified format only	We believe PSB alliance technology will provide necessary monitoring mechanism/MIS through their technology partner. BC's building real time monitoring mechanism needs again integration with PSB alliance tech partner.	Yes
47	38	40. OTHERS	i. Following documents of the Agents shall be furnished by the Bidder at the time of execution of SLA with the Company.	This clause may kindly be withdrawn since Agent deployment would happen only after execution of SLA & agent onboarding, deboarding is a continuous process and the same will be ensured by uploading documents in designated agent onboarding portal.	Please be guided by the RFP
48	39	Point 40 ii	Selected Bidder shall immediately inform the Company and the customer upon any change in the DBA responsible for Service delivery.	We believe the same is handled through DSB technology itself & real time MIS is available to all the stakeholders. Hence request you to consider removing this clause.	Please be guided by the RFP

Response to Queries					
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49	41	Point 44 vi, Penalty Clause	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	<p>Request to consider following exceptions:</p> <ol style="list-style-type: none"> <li>1. In case of delay due to Bank Branch. Agent should have an option to punch the time on reaching the Branch.</li> <li>2. In case of delay due to non availability of the customer at the lat-long selected by the customer or if the customer is not ready with the document. Agent should have an option to punch the time on reaching the Branch.</li> <li>3. In case of Bad weather conditions</li> <li>4. In case of technical issue in the DSB application</li> <li>5. In case of technical issue in Bank application for Cash transaction and Jeevan Pramaan app for Life Certificate.</li> </ol> <p>5.We request you to kindly consider restricting over all penalty to 2% pay out for every 10% of non complaine ( excluding Bank side and other cases beyond control of Agent/Vendor) subject to a maximum of Rs. 15000/-".</p>	<p>Please be guided by the RFP Bidder to note that in exceptional circumstances wherein the delay is not due to the Business Correspondent, case shall be evaluated and no penalty will be levied.</p> <p>However, Bidder to note that in cases where the agent gets delayed and reaches the customer after the serviceable window 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.</p> <p>Further, 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.</p>

Response to Queries					
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50	43	48. COMPLIANCE IN OBTAINING APPROVALS/PERMISSIONS/LICENSES:	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.	We request you to kindly remove Operator. All BC employees will be complied for the same.	Revised clause reads: "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."
51	44	50. PAYMENT TERMS AND PAYING AUTHORITY	. Bills raised by the selected bidders would be payable by the Company on receipt of invoice along with supporting MIS. Payment will be effective from the date the Correspondents takes over the job of Door Step Banking. The bills pertaining to each month, for all Services rendered during each month, shall be submitted to the Company within 20 days of the succeeding month. While submitting bills, the Correspondents has to confirm that payment to employees/agents/Agents engaged in Door Step Banking Service activity has been made in conformity with Central Govt. Minimum Wages Act. Final payment shall be released subject to deductions of penalties, if any.	1. We believe PSB alliance technology will provide online billing MIS through which vendors can submit invoice before 5th of every month for previous month. 2) Since we need to pay agents before 10th we request you to kindly specify time lines for invoice payment post bills submission. 3) we request you to remove Minimum Wages act since it is not applicable for agents.	1. Bills will have to be submitted by Bidders separately to PSB Alliance and not through the DSB system. Post submission, PSB Alliance will verify the facts before payment of invoice. 2. Please be guided by the RFP 3. Please be guided by the RFP

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
52	44	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 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	Agents are not on role employees of BC, Hence insurance companies won't provide Fidelity if there is no employee-employer relationship. All the cash is provided by BC & PSB alliance or Banks will not have any cash risk. Required Transit insurance will be obtained by BC Partners.	Revised clause reads: "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 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."
53	47	54. DELAY IN THE CORRESPONDENT'S PERFORMANCE	ii. If at any time during performance of the Contract, the Correspondents should encounter conditions impeding timely delivery and performance of Services, the Correspondents shall promptly notify the company in writing.	Kindly consider intimation of such incidents through system on realtime basis instead of depending on emails so that a trailing log is captured and can be verified at the time of raising of Invoice or processing of payment.	Please be guided by the RFP

Response to Queries					
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54	48	56. FIDELITY AND SECRECY	a) Fidelity Insurance Policy for the personnel of the bidder carrying cash;	Agents are not on role employees of BC, Hence insurance companies won't provide Fidelity if there is no employee-employer relationship. All the cash is provided by BC & PSB alliance or Banks will not have any cash risk. Required Transit insurance will be obtained by BC Partners.	Revised point reads: "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 vehicle insurance for agents"
55	48	56. FIDELITY AND SECRECY	d) Vehicle Insurance	During onboarding of agent Vehicle documents along with insurance will be verified by BC partners. But ensuring agent is going by same vehicle might not be practically possible on day to basis. Request you to amend clause accordingly.	Revised point reads: "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 vehicle insurance for agents"

Response to Queries					
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56		General	ii All requests should be completed within the committed timeslot requested by the customer while placing service request. If the Services are not completed within the committed timeslot, the service request will be considered as Default and penalty will be levied as specified.	There are some compelling reasons of delay beyond the control of the Service Provider viz. delay from Bank end, customer not available at the time opted, technical issue,bad weather,Bandhs etc. So, some exception clause should be considered.	Penalty will be imposed for all reasons attributable to the Bidder or agents onboarded by the Bidder. However, Bidder to note that in cases where the agent gets delayed and the service request is not serviced/ completed, penalty will be imposed and no service charge will be paid for that particular request.
57	7	viii	The eligible Bidders desirous of providing Services to the Banks/Company are invited to submit their technical and indicative commercial proposal in response to this RFP.	Kindly confirm that the indicative commercials will have no impact on the shortlisting decision of PSBA.  If PSBA intends to consider or apply any filtering based on indicative coomercials, request to share the same.	Please be guided by the RFP
58	9	11	Performance Bank Guarantee The selected Bidder shall be required to provide a Bank Guarantee to the Company, issued by any scheduled commercial bank, valid for the tenure of 3 years plus a claim period of 12 (twelve) months from the date of execution of the contract / SLA as per Annexure P-1.	Request PSBA to provide the applicable PBG amount by giving an example. Is the PBG amount calculated based on the combination of regions such as Central, Eastern, North Eastern, etc. and MU or RUSU?  Will only one amount per region apply irrespective of the number of MU and RUSU allocated to a Bidder?	Please be guided by the RFP

Response to Queries						
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response	
59	9	16	Delivery Schedule / Timeline Within two weeks from the date of signing of Service Level Agreement.	Since the allocation of MU /RUSU locations would be confirmed only at the SLA signing stage and since a defined recruitment, on-boarding and training process needs to be followed before assigning the agents on-field, we request PSBA to allow at least <b>4 - 6 weeks</b> time to start the project.	Revised clause reads: "Delivery Schedule / Timeline Within four (4) weeks from the date of signing of Service Level Agreement."	
60	14	a)-iii	Funds transfer (will be rolled out later)	Should the cost for this service be included in the commercials?  Is PSBA open to consider the additional charges as and when the servie is rolled out?	Yes	
61	14	c)	c) OTHER SERVICES	Kindly confirm that no software application or technology is epxcted from the Bidder in provising the services mentioned in this section.	Please be guided by the RFP	
62	14	7. SCOPE OF WORK	B. Service type (to be rendered through Doorstep Banking Agents) a) Financial Transactions b) Non-Financial Transactions	Please share the current flow of services requirement Pincode and month wise	Requisite details will be shared with the selected bidder	
63	15	B-Service Delivery, ii	The Selected Bidders are required to deploy trained workforce, space, hardware, software, application etc. ensuring complete compliance of RBI and other statutory bodies' guidelines in this regard for providing services.	Please respond with complete list of Software, Application expected from the Bidder. As per our understanding bidder has to provide required device and backend software for door step banking will be provide by PSB Alliance. Please confirm.	Please be guided by the RFP The Selected Bidders will provide Agents the required infrastructure viz: hand held devices / mobile device, finger print scanners, vehicle, printer etc. for provision of Services to the customers.	

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
64	15	B-iii	The Banks/Company may open new centres or change / close centres in any region / state for any categories like metro / urban/ rural / semi-urban. The Selected Bidder will need to provide services to any such newly opened / changed / modified centres.	Please allow the Bidder an option to agree with newly opened / changed / modified centres assigned by the Bank/PSBA based on the feasibility of servicing the stated centres.	Please be guided by the RFP
65	15	B-iv	In the event the services of a particular Selected Bidder are not satisfactory then the Company reserves the right to terminate the Services of such a Selected Bidder and assign the regions to another Selected Bidder willing to take up the additional regions.	Kindly provide clear quantification for treating the services as "not satisfactory"	Please be guided by the RFP
66	16	xi	The payment /deposit of cash of customer shall be made by debit /credit of Customer's account and credit/debit of Correspondents account maintained for this purpose. Settlement of cash transaction shall be transaction wise. No advance shall be provided by the Company for undertaking financial transactions.	Please clarify an average monthly amount of cash to be made available by the Bidder to the agents at each of the centres.	Requisite details will be shared with the selected bidder
67	17	C. Service area & timings	ii All requests should be completed within the committed timeslot requested by the customer while placing service request. If the Services are not completed within the committed timeslot, the service request will be considered as Default and penalty will be levied as specified.	Request to give minimum service commitment per centre per month so agent has regular sustainable income to work dedicated for PSB Alliance and maintain defined SLA.	Number of Requests per day depends on the Requests raised by customers. Hence, minimum service commitment cannot be defined.

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
68	18	8. ELIGIBILITY CRITERIA, 2	Average Annual Turnover / Revenue for last 3 financial years (2018-19, 2019-20 & 2020-21) as per audited Balance Sheet: > Rs. 150 Crores.	Request PSBA to reduce the average annual turnover requirement to <b>Rs.50 crore</b> so as to allow Bidders having niche capabilities, and better network in certain regions and centres. <b>Request to accept credential for parent company of bidder entity having 100% stake</b>	Revised clause reads: "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
69	19	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.	Request to accept prior experience where in any one or more services under this RFP have been provided by the Bidder since each Bank / FI will have it different need and focus for agent services. Request to consider experience in <b>7 states</b> for meeting this criteria.	Revised clause reads: "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."
70	19	6	The Bidder should have a minimum of at least 2 active engagements in providing Business Correspondent or Banking agent or Doorstep Banking Services for Banking / Financial Services clients in India with a pan India presence of at least 1000 branches each. Out of the 2 clients one should be a Scheduled commercial Bank.	Request to consider experience of 100% subsidiary or vice versa for meeting this criteria.	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

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
71	28	18. BID PRICE, iv	All eligible Correspondents will have to participate in the reverse auction for all Regions and all categories. Correspondents will have to provide the necessary documentary confirmation with respect to the minimum number of agents present on their roles / through tie-up arrangement as required by the Company for each state. The minimum agent requirement for each Region and category will be provided well in advance to the eligible Bidders before the reverse auction process so that necessary tie ups and arrangements can be made by the Bidders.	<p>1. We understand that the Bidder will need to quote single price for each category (MU and RUSU) per Region (e.g. Central, Western, Eastern, etc.). Please confirm whether this understanding is correct.</p> <p>2. We understand that the Bidder can quote differential pricing for each category (MU and RUSU) under each Region (e.g. Central, Western, Eastern, etc.). Please confirm whether this understanding is correct.</p> <p>3. We understand that the Bidder cannot quote for a only a single State/UT. Please confirm whether this understanding is correct.</p> <p>4. Request to take the necessary documentary confirmation with respect to the minimum number of agents present on their roles / through tie-up arrangement as required by the Company for each state from the selected bidder after reverse auction.</p>	<p>1. Different quote for every category.</p> <p>2. Yes</p> <p>3. Yes</p> <p>4. Please be guided by the RFP</p>

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
72	41	44. PENALTY CLAUSE	<p>vi. The calculation of penalty for service delivery will be as follows:</p> <p><b>Service Description:</b> Closure of customer request within the timelines committed to the customer for that particular service</p> <p><b>Compliance:</b> 99%</p> <p><b>Penalty:</b> 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.</p>	Request relaxation on penalty clause and please amend as "1% of the total monthly pay out for every 5% of non-compliance subject to a maximum of 10% of the total monthly pay out for that particular month"	<p>Revised penalty clause reads:</p> <p>"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."</p> <p>Additionally, Bidder to note that in cases where the agent gets delayed and reaches the customer after the serviceable window 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."</p>
73	46	ix	However, indemnity would cover damages, loss or liabilities suffered by the Banks/Company arising out of claims made by its customers and/or regulatory authorities.	<p>The damages mentioned are in nature of consequential loss and therefore should be excluded from indemnity obligations of the Bidder.</p> <p>Since the Banks (and in turn PSBA) are contracting with end-customers / obligated to regulators, they should bear the responsibility of any deviations/deficiency in service.</p>	Please be guided by the RFP

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
74	49	59-i	Notwithstanding the Banks/Company's right to cancel the Contract, liquidated damages at Rs. 1,00,000.00 (Rs. One Lakh only) will be charged for every week's delay or part thereof maximum up to 10,00,000/-, if the Correspondents fails to sign the Contract within 15 working days or fails to commence operations at the respective centres within 15 days from the signing the Contract.	We request PSBA to waive-off completely or substantially reduce these liquidated damages since the delays may not necessarily be solely attributable to the Bidder e.g. time taken by PSBA/Banks to complete the contract signing process. Request Bank to increase the deployment timing from 15 days to 60 working days to commence operations at the respective centres Kindly clarify whether there will be separate contracts to be signed with each participating bank or a single contract with PSBA (which will sign on behalf of all banks)	Please be guided by the RFP. Single contract needs to be signed with PSB Alliance
75	52	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.	Kindly remove this clause since it not applicable to doorstep agent services.	Point stands deleted
76	52	vi	In the event of failure of the Correspondents to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Company at its sole discretion may make alternate arrangement for getting the Services contracted with another service provider.	Please quantify the definition of "failure to render the Services" since there would be multiple locations in different regions involved and criteria of failure would defer for each such instances.	Please be guided by the RFP

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
77	61	NA	Annexure E	The unit rate for indicative commercials has not been mentioned. Please clarify whether it is per service per agent or is it per service request.	No. of service requests
78	8	General	Last date and time for Bid submission : <b>By 3.00 PM on 06.02.2023</b>	We request bank to extend the bid submission date at least 2 weeks from the date we receive prebid responses/clarifications from the Bank	Revised timelines are: "Last date and time for Bid submission By 3:00PM on 13.02.2023 (Monday) Opening of Bids By 3:30PM on 13.02.2023 (Monday)"
79	13	7 - A - 2	Financial Transactions Cash Deposit/Cash Withdrawal	Please explain the process of Cash Deposit/Cash Withdrawal on agent perspective	Requisite details will be shared with the selected bidder
80	14	7 - B - c - viii	Micro financing	Please explain Scope of Work on agent perspective	Requisite details will be shared with the selected bidder
81	14	7 - B - c - ix	Cross selling activities viz. authorised micro insurance, life and general insurance, pension products and other third-party products subject to SEBI and IRDA guidelines.	Please explain Scope of Work on agent perspective	Requisite details will be shared with the selected bidder
82	14	7 - B - c - x	Recovery in respect of NPA accounts, only after complying with RBI instructions.	Please explain Scope of Work on agent perspective	Requisite details will be shared with the selected bidder
83	16	7 - B - xi	The payment /deposit of cash of customer shall be made by debit /credit of Customer's account and credit/debit of Correspondents account maintained for this purpose. Settlement of cash transaction shall be transaction wise.	When will the Debit/ Credit be made in the Correspondents account	Please be guided by the RFP

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
84	28	18- iii	For each Region, (North, South, East including North East, West & Central) a Correspondent will be selected for all centres in that Region	Please confirm if there are 5 or 6 Regions	There are 5 regions: 1. Central 2. Eastern including North-Eastern 3. Northern 4. Southern 5. Western
85	28	18- iv	The minimum agent requirement for each Region and category will be provided well in advance to the eligible Bidders before the reverse auction process so that necessary tie ups and arrangements can be made by the Bidders.	When will this information be provided	Please be guided by the RFP. The minimum agent requirement for each Region and category will be provided to the eligible Bidders before the reverse auction
86	28	18- v	All eligible Bidders meeting the specified criteria will participate in all categories across all Regions. The Company before the reverse auction process may at its sole discretion put a limit on the number of regions / categories that a Bidder may be allowed to Bid.	Please clarify	Please be guided by the RFP
87	37	37- vi	The Bidder will pass on to the Company, all fiscal benefits arising out of reductions, if any, in Government levies.	What if there are increase in govt levies	Bidder to bear the cost
88	47	54- i	Services shall be made by the Correspondents within the timelines prescribed.	What are the timelines	Please be guided by the RFP
89	55	ANNEXURE - A	Earnest Money Deposit of Rs. 3,00,00,000 / Security Deposit for a sum equivalent to Rs. 10,00,000	Amount should be Rs.5 Lacs	It is clarified that EMD is of INR 5,00,000 (Rupees Five Lakhs) Performance Bank Guarantee is as defined in the RFP

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
90		General		What are the charges payable in case a lead is shared with the agent but the customer is not available or documents are not kept ready when the customer reaches customer's place	Penalty will be imposed for all reasons attributable to the Bidder or agents onboarded by the Bidder. However, Bidder to note that in cases where the agent gets delayed and reaches the customer after the serviceable window 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.
91		General		Please explain how sites/Zone will be distributed, will successful agency be allowed to select zones or PSB will allocate	Please be guided by the RFP
92		General		Bank has not mentioned TAT for activities, kindly help with same	Requisite details will be shared with the selected bidder
93		General		PSB has asked for multiple activities like insurance sales, collection, etc, but these will require additional compliance and portal requirements who will be providing same	Please be guided by the RFP
94		General		PSB has not mentioned minimum commitment for per site, request same to be considered as fixed minimum per site for specific quantity of transactions and post same on per transaction basis. Also request PSB to consider inflation based increment in pricing per annum for various locations	Number of Requests per day depends on the Requests raised by customers. Hence, minimum number of requests per day for the agents cannot be defined.

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
95		General		PSB is asking for contract for 3 years, For software part PSB had given timeline for a specific period for implementation. Will this contract start post when the new systems is implemented please clarify	No. The project will be started immediately
96	14	c) OTHER SERVICES	c) OTHER SERVICES	These are altogether different services like collection in loan accounts , distribution of coins, recovery of NPA accounts which will require different skill sets and request PSB for different individual rates for same	Please be guided by the RFP
97	15	c) OTHER SERVICES	g) In case of Cash Deposit/ Cash Withdrawal services, entire responsibility of cash management, security, insurance (Cash/ Fidelity etc.), Cash Van (if required for movement of cash) etc. reside with the Correspondents. The Services may be amended or new services introduced from time to time as per Company's requirement at its sole discretion.	These are different requirements and will request same to be done with separate commercial line item	Please be guided by the RFP
98	17	Para 7(4)	Submission on the app	Please clarify that bank level application & technical requirements for lead / request Capturing , Submission to the bank & further process if any.	Requisite details will be shared with the selected bidder
99	15	Para 7 (B)	Cash Withdrawal and deposit	The Service include AEPS Transaction as BC or the transaction would be only through bank branch	Transaction will be through AEPS as BC

Response to Queries					
#	RFP Page #	RFP Clause No.	Existing Clause	Query/ Suggestion	Response
100		Settlement Account para 39(b)		Please explain the process of settlement of the deposit and withdrawal request services to be delivered.	Requisite details will be shared with the selected bidder
101	77	ANNEXURE-O, Sr. No. 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)	Request to kindly amend the clause as "Average Turnover should be reduced to 100 crore for each of three financial year." Further we request you to kindly amend the clause as "Net Worth should be Positive in current financial year."	Revised clause reads: "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
102	19		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.	Annexure Q is not incorporated in the RFP. We request you to kindly amend the clause as "The Bidder should be providing DBS/Banking Correspondence or Banking Agent for Scheduled commercial banks / Financial Institutions / NBFC's in at least 12 states or above as per Annexure Q attached as a separate sheet."	Revised clause reads: "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."  Annexure Q is attached as a separate attachment.