

Amendment-1 to "BCS:RFP:02:2021 dated 22.09.2021 Request for proposal for BUSINESS CORRESPONDENT SERVICES - HYBRID OPEX MODEL (KIOSK & MOBILE)- using TABLET
 It is decided to amend the following in respect of the above RFP:

Description	Existing details	Amended details
Clause No 7.15 page no 15	If the performance of any of the BCAs engaged in the project is not Satisfactory (Not performing at-least 25 Financial Transaction in a month) or is in the opinion of the Bank, acting in any manner detrimental to the interests of the Bank, the Bidder shall be required to replace the said person within 15 days of such intimation given by the Bank or any such time limits as stipulated by the Bank, failing which, Bank shall have the right to impose Liquidated Damages of Rs.10000/- per month for each such instances.	If the performance of any of the BCAs engaged in the project is not Satisfactory (Not performing at-least 25 Financial Transaction in a month) or is in the opinion of the Bank, acting in any manner detrimental to the interests of the Bank, the Bidder shall be required to replace the said person within 15 days of such intimation given by the Bank or any such time limits as stipulated by the Bank, failing which, Bank shall have the right to impose Liquidated Damages of Rs.5,000/- per month for each such instances.
Clause 9.9 page no 17	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. 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	Bidders shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. 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.5,000/- per month till the BCA location is functional
Clause 13.5.18 page no 31	In case of temporary / permanent termination of BCA at any outlet, BC 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.	In case of temporary / permanent termination of BCA at any outlet, BC 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.5,000/- per month till the BCA location is functional.
Clause 14.15 page no 33	In the case of failure on the part of the SP to open KIOSK /mobile BC (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	In the case of failure on the part of the SP to open KIOSK /mobile BC (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.5,000/- per month till the establishment of the



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	to other bidders/service provider solely at its discretion.	centers. Bank also reserves its right to offer the centre/s to other bidders/service provider solely at its discretion.
Clause 14.16 page no 33	In the case of failure on the part of the SP to open KIOSK /mobile BC (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.	In the case of failure on the part of the SP to open KIOSK /mobile BC (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.5,000/- 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.
Clause 15.2 Note Point 2 page no 35	The fixed charges, cash handling & other variable charges to be shared between BCA and BC at 80:20 ratio.	The fixed charges, cash handling & other variable charges to be shared between BCA and BC at 75:25 ratio.
Clause 15.2 Note Point 3 d page no 36	To construe BCA as active, BCA should have carried out at least TWENTY FIVE financial transactions through TAB during a month. In case of Tier 6 Locations of North Eastern States, Left Wing Extremist Districts, Island Locations, BCA should have carried out at least TEN financial transactions through TAB during a month. A Penalty of Rs.10,000/- shall be levied per BCA per Month for inactive BCAs.	To construe BCA as active, BCA should have carried out at least TWENTY FIVE financial transactions through TAB during a month. In case of Tier 6 Locations of North Eastern States, Left Wing Extremist Districts, Island Locations, BCA should have carried out at least TEN financial transactions through TAB during a month. A Penalty of Rs.5,000/- shall be levied per BCA per Month for inactive BCAs
Clause 33.9 page No 51	The Part A- Technical Proposal submitted by the bidder will be evaluated based on the Eligibility Criteria as per Clause 3 and its sub clause, Technical Evaluation Criteria (Minimum 60% Marks to be obtained) and functional requirements as per Annexure VII as stipulated in RFP document.	The Part A- Technical Proposal submitted by the bidder will be evaluated based on the Eligibility Criteria as per Clause 3 and its sub clause, Technical Evaluation Criteria (Minimum 50% Marks to be obtained) and functional requirements as per Annexure VII as stipulated in RFP document.



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<p>Clause 36.9 page No 54</p>	<p>Bidders should score minimum 60% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 60% marks in technical evaluation criteria only will be opened.</p>	<p>Bidders should score minimum 50% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 50% marks in technical evaluation criteria only will be opened.</p>
<p>Clause 36.10 Page No 54</p>	<p>Only those eligible bidders whose Technical bids have been found substantially responsive and who have scored minimum 60% marks in technical evaluation would be intimated by the Bank about their responsiveness and about the revised/updated Technical & Functional Specification (if any). In case of normalization and/or revision, they would also be advised to submit fresh "Price Bid" which should either be equal to or less than the prices quoted in the Original Price Bid where there is no upward revision of specifications.</p>	<p>Only those eligible bidders whose Technical bids have been found substantially responsive and who have scored minimum 50% marks in technical evaluation would be intimated by the Bank about their responsiveness and about the revised/updated Technical & Functional Specification (if any). In case of normalization and/or revision, they would also be advised to submit fresh "Price Bid" which should either be equal to or less than the prices quoted in the Original Price Bid where there is no upward revision of specifications.</p>
<p>Clause 38.2 SNo 2 Page No 56</p>	<p>Net-worth as on 31.03.2021</p> <ul style="list-style-type: none"> ▪ Above 35.00 Cr (12 Marks) ▪ 25.01 Cr to 35.00 Cr (10 marks) ▪ 15.01 Cr to 25.00 Cr (08 Marks) ▪ 5.01 Cr to 15.00 Cr (05 Marks) 0.00Cr to 05.00 Cr (03 Marks) 	<p>Net-worth as on 31.03.2020</p> <ul style="list-style-type: none"> ▪ Above 35.00 Cr (12 Marks) ▪ 25.01 Cr to 35.00 Cr (10 marks) ▪ 15.01 Cr to 25.00 Cr (08 Marks) ▪ 5.01 Cr to 15.00 Cr (05 Marks) 0.00Cr to 05.00 Cr (03 Marks)
<p>Clause 38.2 Table Total Page No 57</p>	<p>Minimum Marks to be obtained to be qualified in Technical Bid - 60</p>	<p>Minimum Marks to be obtained to be qualified in Technical Bid - 50</p>
<p>Clause 38.2 Note Point 2 page No 57</p>	<p>Bidders should score minimum 60% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 60% marks in technical evaluation criteria only will be opened.</p>	<p>Bidders should score minimum 50% marks out of 100 marks as per scoring matrix to become eligible for participating in the Commercial Bid. In other words, Commercial bid of those bidders who secured minimum 50% marks in technical evaluation criteria only will be opened.</p>




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Clause 54.16 page no 67	The successful bidder/s have to implement the solutions in the clusters in all identified locations within 45 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 is functional.	The successful bidder/s have to implement the solutions in the clusters in all identified locations within 45 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 5,000/- per month till the BCA location is functional.
Annexure-XVII A to H Page No 102 to 109	The fixed charges, cash handling/variable charges & other charges to be shared between BCA and BC at 80:20 ratio.	The fixed charges, cash handling/variable charges & other charges to be shared between BCA and BC at 75:25 ratio.

Physical submission of Bids will not accepted/evaluated

All the other instructions and terms of the above RFP remain unchanged. Please take note of the above Amendment while submitting your response to the subject RFP.

Date: 01.10.2021
Place: Bengaluru


Deputy General Manager
