



**Addendum to RFP 072017**

**(Request for Proposal for Selection of Service Provider for Business Correspondent Services under Financial Inclusion)**

**Addendum – 1**

**Revised Annexure V: Commercial Bid Format**

1. The Service Provider would be entitled to receive variable charges towards Technology and Supervisor Service in the financial transaction as mentioned below at CSP's.
2. All payments claimed by the Service Provider and accepted by the Bank for payment, after verification, will be credited to the Service Provider's account. A portion of the charges for various activities as mentioned in the RFP, under Annexure-IV and Annexure-V, will be transferred to BCA's account from out of the total payments made to the Service Provider, for which the Bidder is agreeable and offers his express concurrence/Authorization.
3. The Service Provider is required to quote without GST his offer towards technology and supervisory cost per FI transaction per location as per the format of the commercial bid.

Sr No	Type of Transaction	Commission Basis	Indicative QTY per Month (A)	Ticket Size (B)	Rate (C)	Amount In Rs. (per month) (D)	Amount In Rs. (per Year) (E)
1	Cash Withdrawal /Deposit	% of Amount	375	6000	%	A*B*C	A*B*C*12
2	Fund Transfer	Per Transaction	25	NA		A*C	A*C*12
3	Account Opening	Per Instance	30	NA		A*C	A*C*12
	<b>Total</b>						

**TCO = Total of Column E \* 5 Years \* 3000 (No. of BCA's) = Rs. \_\_\_\_\_**

Note:

1. Maximum Commission payable shall be Rs. 45 per transaction for Cash Withdrawal/ Deposit.
2. Number of Transactions/BCA's mentioned is only for the purpose of arriving TCO and may vary on actual.
3. Financial Transaction mean Cash Withdrawal, Cash Deposit transaction and Fund Transfer.
4. Technology services covering all connected activities mentioned in the RFP for FI implementation. The service include supply of software, middleware and other infrastructure, backend FI server storage, switching costs, connectivity charges, centralized terminal management services, facility management, cash handling, transportation, insurance, facilitating enrollment for new schemes, cost of consumables etc.

5. Bidder to include all charges required for providing End-to-End solution for FI implementation. Bank will only pay the charges mentioned above on actual.
6. Quantities indicated above are only indicative and bank does not guarantee/assure minimum quantities to the Bidder for the Technologies. Indicative quantities will however be used for deciding the L1 vendor.

## Clarification to Pre-Bid Queries raised and replied in the meeting held on 06/11/2017.

### RFP 072017 - Responses to Queries for RFP 072017 - Selection of Service Provider For Business Correspondent Services Under Financial Inclusion.

Sr No	Page No, Section	Specification Required by Bank i.e. Original Clause	Remark / Justification by Vendor	Banks Clarification/Reply
1	Page No 7 5.1 Eligibility Criteria SI No 1	Bidder shall have to accept all the clauses of Integrity Pact as mentioned in the document in <b>Annexure - J</b>	Annexure-J is missing.	<b>Refer Annexure – X PRE CONTRACT INTEGRITY PACT</b>
2	<b>Page No 18, 7.18 Scope of Services</b>	All the equipment's/ databases/ applications/ systems installed shall be integrated with Security Incident and Event Management (SIEM) of the Bank.	We request bank to elaborate on SIEM i.e. what kind of access, hardware & software are required in FI infrastructure for integration with SIEM.	The vendor has to ensure integration of various logs generated by equipment/ applications/ databases etc with SIEM.
3	Page No 19, 8.3 <b>Implementation</b>	The Bidder shall be responsible for implementing the services as per the tender reference No 7 & Annexure-II, III of this RFP and making them fully operational within 4 weeks of receiving the purchase order.	We kindly request bank to extend the implementation timelines to 12 weeks from date of receipt of Purchase Order.	The Bidder shall be responsible for implementing the services as per the tender reference No 7 & Annexure-II, III of this RFP and making them fully operational within 8 weeks of receiving the purchase order.
4	Page No 20, 8.7 <b>Penalty for delay</b>	Without prejudice to the bank' right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the CSP for any reason, beyond 5 (five) working days continuously, a penalty @ Rs.500/- Per Day will be levied for each of the Customer Service Point.	We request Bank to extend for non-functioning of the CSP for any reason from 5 Working days to 10 Working days and penalty @ Rs.500 per day should be levied directly from the CSP Commission.	Without prejudice to the bank' right to terminate the agreement, for any defective service or inability to provide the service for any reason or for non-functioning of the CSP for any reason, beyond 10 (Ten) working days continuously, a penalty @ Rs.500/- Per Day will be levied for each of the Customer Service Point.

5	Page No 20, <b>8.7 Penalty for delay</b>	Delay in appointment of BC agent for more than one month for any of allotted SSA will attract penalty of Rs.10,000 per SSA.	1. Since Rs.10,000 per SSA is too high ,we request Bank to reduce penalty to Rs.1000 per SSA.  2. Request Bank to consider the same on case to case basis where there will be genuine reason for delay.	Delay in appointment of BC agent for more than one month for any of allotted SSA will attract penalty of Rs. 5000 per SSA.
6	Page No 23 <b>Service Category Key 2 &amp; 3 Mentioned in table</b>	During contract period, the penalty would be recovered from the vendor from the monthly charges.	Request Bank to Penalize BC agents( i.e. by deducting directly from BC agents Commission and not from corporate BC commission) for any performance related to BC availability and BC Cash Settlement	No Change in RFP terms
7	Page No 41 <b>Annexure V Commercial Bid Format</b>	Commercial Table structure shows only the Variable commission and there is no Fixed cost Component	As we are providing complete end to end technology services, hence fixed component is necessary to incorporate in the commercial bid Format without which the project is not viable for implementation. We kindly request bank to include the Fixed component where the 100% fixed charges are payable to Corporate BC/Service Provider only. BC Agents will not get any share on the Fixed component.	No Change in RFP terms.
8	Page No14 <b>6.18 Masked Commercial</b>	The bidder should submit a copy of the actual price bid being submitted to the bank by masking the actual prices as part of technical bid. This is mandatory. The bid may be disqualified if it is not submitted.	We would like to kindly request you to explain what you define as a mask bid, as providing a wrongly prepared masked price bid may lead to disqualification.	The mask bid is the format of commercial bid but without prices.  It is to be submitted at the time technical bid.
9	Page No 9 <b>6.3 Earnest Money Deposit</b>	The Bank may accept Bank Guarantee (Valid for 180 days) in lieu of EMD for an equivalent amount issued by any Public Sector Bank other than Bank of Maharashtra or any scheduled commercial bank acceptable to Bank of Maharashtra. In case of Bank	We are banking with Cosmos Co-operative Bank Ltd. for our banking needs, we request you to please clarify whether the EMD can be paid through BG issued by Cosmos Co-operative Bank Ltd.	The Bidder has to seek prior permission of Bank of Maharashtra if the EMD in the form of BG is not from public sector Bank, before bid submission.

		Guarantee from other than Public sector banks prior permission of Bank of Maharashtra is essential.		
10	Page No 16 7.2.4 Scope of Service	The solution provided by the TSP/ Service Provider shall have a Key Management System for secure transfer of data / messages across the eco-system with proper encryption.	We kindly request you to clarify whether the bank is going to issue Smart Cards to account holders.	No Bank is not going to provide smart cards to account holders
11	Page No 16 7.3 Scope of Service	FI Server of the Service Provider to seek biometric / PIN authentication from Bank's FI Gateway.	We request you to please clarify whether the Bank has its own financial inclusion gateway for the seeking biometric / PIN authentication service as the quoted pricing for the solution may vary.	Clause is self-explanatory.
12	General Query	We request you to please clarify whether the bank would allow the bidder to take one time charges / deposits from the BCs for selection and appointment as we have noted that some of the Corporate BCs do charge such fees while appointing BCs.	We recommend that the prospective FBCs should not be charged any appointment charges, as the FBCs belong to a very humble background and as it is the FBCs will earn the bidder.	Refer Scope of Service in RFP
13	General Query	Will the bank permit the appointed BC to do some work other than the routine banking work?	We expect the BC to be totally dedicated to perform activities as prescribed by the bank	Refer Scope of Service in RFP

**All other terms and conditions of the RFP document remain unchanged. Please treat this clarification as an integral part of the RFP documents issued.**