

पंजाब एंड सिंध बैंक
(भारत सरकार का उपक्रम)
प्र .का.वित्तीय समवेशण् विभाग,
पांचवा तल, बैंक हॉउस,
21, राजेन्द्र प्लेस, नई दिल्ली -110008
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PUNJAB & SIND BANK
(A Government Of India Undertaking)
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ADDENDUM-11 Dated 31.01.2023

to

Request for Proposal (RFP) for Selection of Vendor as Corporate Business Correspondent and implementation of End-To-End Financial Inclusion Gateway (FIG) Solution

Tender No. : PSB/HOFIUID/RFP/01/2022-23 Date: 26.09.2022



Punjab & Sind Bank
PUNJAB & SIND BANK
Head Office Financial Inclusion Cell
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Addendum-11

With reference to the Request for Proposal (RFP) for Selection of Vendor as Corporate Business Correspondent and implementation of End-To-End Financial Inclusion Gateway (FIG) Solution Tender No. : PSB/HOFIUID/RFP/01/2022-23 Date: 26.09.2022 and Corrigendum dt 13.01.2023, in order to allow wider participation of bidders and prevalent industry practice, please make a note of the following changes:

Existing Clauses

Page No 54 of Corrigendum dt 13.01.2023 - Section 3, Scope of Work - **Business Related Services to be provided - Corporate Business Correspondent Services** - BCA lifecycle Management i.e, appointment, onboarding, KYC, training, operations, cash management, performance management, exit management etc. The bidder should ensure minimum 90% deployment of its Agents in the area mandated within 60 days. Bidder should maintain minimum 95% deployment and functioning of its agents during the contract period for five years. The location of operation shall be decided the Bank and there should be no restriction whatsoever.

and

Page No 72 of Corrigendum dt 13.01.2023, **Section 4.5 Business related Service Level,**

#	Particular	Measurement	Minimum Service Level	Penalty	Monitoring Mechanism
1.	Appointment and Removal of BCA Selected bidder shall appoint/ remove BCA within a period of 30 days from the date of issuance of mandate by the Bank.	Monthly- Per incident	98%	Rs 2,500/- per week per centre /BCA from 31 st day of issuance of the mandates. Bank reserves the right to cancel the contract or invoke PBG if selected bidder / CBC fails to activate / remove BCAs within 60 days from date of Mandate.	Manual and Ticketing tool

ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ
(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)
ਪਰ .ਕਾ.ਵਿਲੀਯ ਸਮਵੇਸ਼ਣ ਵਿਭਾਗ,
ਪਾਂਚਵਾ ਤਲ, ਬੈਂਕ ਹਾਊਸ,
21, ਰਾਜੇਂਦਰ ਪਲੇਸ, ਨਵੀਂ ਦਿਲੀ -110008
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2.	Opening of BCA outlets as per Bank guidelines and agreed timelines	Monthly- Per incident	98%	Rs 5,000/- per week per center from 31 st day of issuance of the mandates. Bank reserves the right to cancel the contract or invoke PBG if selected bidder/ CBC fails to open BCA outlet within 60 days from date of Mandate.	Manual and Ticketing tool
3	Maintenance of AePS, IMPS, NEFT etc and other parameters related to issuer and acquirer transactions like Technical Declines to be as per NPCI/ UIDAI guidelines.	Monthly	99%	For every 0.10% or part thereof drop in service levels, a penalty of penalty of 0.50% of Monthly Payments.	NPCI / UIDAI Reports and Bank System driven reports

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Revised Clauses

Page No 54 of Corrigendum dt 13.01.2023 - Section 3, Scope of Work - Business Related Services to be provided - Corporate Business Correspondent Services - BCA lifecycle Management i.e, appointment, onboarding, KYC, training, operations, cash management, performance management, exit management etc. The bidder should ensure deployment of its Agents in the areas/Zones mandated as per Section 4.5 of the RFP. Bidder should maintain minimum 90% deployment and functioning of its agents during the contract period for five years. The location of operation shall be decided the Bank and there should be no restriction whatsoever.

AND

Page No 72 of Corrigendum dt 13.01.2023, Section 4.5 Business related Service Level

#	Particular	Measurement	Minimum Service Level	Penalty	Monitoring Mechanism
1.	Appointment and Removal of BCA Selected bidder shall appoint/ remove BCA within a period of 30 days from the date provided by the Bank (as per Bank's requirement from time to time) in the mandate	Weekly- Per incident	<u>90%</u>	<u>Rs 2,500/-</u> per week per centre /BCA from 31 st day of the date provided by the Bank in the mandate (as per Bank's requirement from time to time) for appointment/ removal of BCA. Bank reserves the right to cancel the contract or invoke PBG if selected bidder / CBC fails to activate / remove BCAs within 60 days from date of Mandate.	Manual and Ticketing tool

ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪਰ .ਕਾ.ਵਿਲੀਯ ਸਮਵੇਸ਼ਣ ਵਿਭਾਗ,

ਪਾਂਚਵਾ ਤਲ, ਬੈਂਕ ਹਾਊਸ,

21, ਰਾਜੇਨ੍ਦਰ ਪਲੇਸ, ਨਵੀਂ ਦਿਲਲੀ -110008

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ੴ ਸ੍ਰੀ ਵਾਗਿਗੁਰੂ ਨੀ ਕੀ ਫੁਲਕਿ



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2.	Opening of BCA outlets as per Bank guidelines/ requirement of the Bank and agreed timelines	Weekly- Per incident	<u>90%</u>	<u>Rs 5,000/-</u> per week per center from 31 st day of date provided by the Bank in the mandate for opening the outlet. Bank reserves the right to cancel the contract or invoke PBG if selected bidder/ CBC fails to open BCA outlet within 60 days from date of Mandate.	Manual and Ticketing tool
3	Maintenance of AePS, IMPS, NEFT etc and other parameters related to issuer and acquirer transactions like Technical Declines to be as per NPCI/ UIDAI guidelines.	Monthly	<u>99%</u>	For every 0.10% or part thereof drop in service levels, a penalty of penalty of 0.50% of Monthly Payments.	NPCI / UIDAI Reports and Bank System driven reports