

**CENTRAL BANK OF INDIA  
RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**



**REQUEST FOR PROPOSAL  
FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENT  
FOR RURAL/SEMI-URBAN/URBAN/METRO LOCATIONS FOR FINANCIAL  
INCLUSION BY PROVIDING BANKING AND OTHER PERMISSIBLE SERVICES  
THROUGH KIOSKS/NON-KIOSKS**

**Tender Number CO:SBD:FI:BC:2024-25:318 Dated: 29<sup>th</sup> July 2024**

**Last date for Submission of RFP: On or before 20<sup>th</sup> Aug 2024 at 03.00 PM**

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**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Index to RFP document**

Sr.no	Particulars	Page no
1.0	BID SCHEDULE AND ADDRESS	4
1.1	BACKGROUND	6
2	DISCLAIMER	6
3	OVERVIEW	7
4	PURPOSE	8
5	INFORMATION	8
6	DEFINITION & IMPORTANT CLARIFICATIONS	9
7	SCOPE OF WORK/SERVICES	10
8	CODE OF ETHICS	16
9	ELIGIBLE ENTITIES	18
10	BID COST/TENDER FEES	19
11	EARNEST MONEY DEPOSIT (EMD)	20
12	CLARIFICATION TO RFP AND PRE BID QUERIES	21
13	PRE BID MEETING	22
14	APPLICATION PREPARATION AND SUBMISSION	22
15	RFP CLOSING DATE	27
16	REGISTRATION OF RFP RESPONSE	27
17	BID OPENING	28
18	BID EVALUATION PROCESS	28
19	NOTIFICATION	33
20	COST BORN BY BIDDER	33
21	NO LEGAL RELATIONSHIP	34
22	BIDDING ENTITY OBLIGATION	34
23	ACCEPTANCE OF TERMS	34
24	DISQUALIFICATION	34
25	TIME FRAME	34
26	PERFORMANCE LEVEL PENALTY	35
27	PERFORMANCE SECURITY PERFORMANCE BANK GUARANTEE	36
28	GOODS AND SERVICE TAX (GST) AND ITS COMPLIANCE	36
29	AWARD OF CONTRACT	37
30	INDEMNITY, INTEGRITY PACT, NON DISCLOSURE AGREEMENT	38
31	PERIODICITY AND TERMINATION OF CONTRACT	39
32	COMPLIANCE WITH LAWS	39
33	GOVERNING LAW AND JURISDICTION	39
34	TERMS AND CONDITIONS	40
35	BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN	42
36	SAMPLE SERVICE LEVEL AGREEMENT	42
37	OTHERS	42
38	REVIEW AND RENEWAL	42

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

LIST OF ANNEXURES

Sr. No	Annexure No	Name of the annexures in RFP Documents	Page No
1	Annexure-1	Offer covering letter	44
2	Annexure-2	Eligibility Criteria for selection of bidder	45
3	Annexure-3	Bidder profile: Organization snapshot	47
4	Annexure-4	Details of contracts and orders	51
5	Annexure-5	Letter of authorization for submission of proposal	52
6	Annexure-6	Undertaking for non-black listed/Discontinuation of services	54
7	Annexure-7	Conformity with hard copy letter	55
8	Annexure-8	Litigation Certificate	56
9	Annexure-9	Undertaking Cyber Security/IT Policy of the Bank	57
10	Annexure-10	Declaration/ undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India	58
11	Annexure-11	Format of certificate from banks signed by GM/DGM/AGM -FI	60
12	Annexure-12	Format of certificate from Chartered Accountant	61
13	Annexure-13	Certificate for tender	62
14	Annexure-14	Technical Evaluation covering letter	63
15	Annexure-15	Technical Evaluation Scoring Sheet	66
16	Annexure-16	Integrity Pact	68
17	Annexure-17	Non-disclosure Agreement	73
18	Annexure-18	Indemnity Bond	77
19	Annexure-19	Compliance certificate	78
20	Annexure-20	List of services provided at BC points	79
21	Annexure-21	Proposed BC Remuneration to be paid to CBC	81
22	Annexure-22	List of Zonal and Regional Offices	86
23	Annexure-23	Technical specification document	89
24	Annexure-24	BC certification RBI guidelines	91
25	Annexure-25	Pre-bid query format	92
26	Annexure-26	Sample SLA Agreement	93
27	Annexure-27	Performance bank guarantee	111
28	Annexure-28	Letter of Annual Review for corporate business correspondents	114

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**1.0 Bid schedule and address:**

<b>Sr. No.</b>	<b>Description</b>	<b>Explanation</b>
1.	Name of the project	RFP For Empanelment of Corporate Business Correspondent for Rural/ Semi-Urban/ Urban/ Metro locations for Financial Inclusion by providing Banking and other permissible Services through Kiosks/Non-Kiosks for Central Bank of India .
2.	RFP documents availability including changes / modifications / Amendments , if any to be issued	RFP may be downloaded from Banks website <a href="http://www.centralbankofindia.co.in">www.centralbankofindia.co.in</a> from 30/07/2024 to 20/08/2024
3.	Tender Reference No.	CO:SBD:FI:BC:2024-25:318 dated 29 <sup>th</sup> July 2024
4.	Date of uploading the RFP on Bank's website	29 <sup>th</sup> July 2024
5.	Last date and time for receiving Bidder's pre-Bid clarifications in writing	08 <sup>th</sup> Aug 2024
6.	Date and time of Pre-Bid Meeting	12 <sup>th</sup> Aug 2024
7.	Venue for pre- Bid meeting and opening of Bid	Conference Hall, at Ground Floor, Mumbai Main Office Building, Central Bank of India, Fort, M G Road, Mumbai- 400023.
8.	Last date and time for Submission Bids	20 <sup>th</sup> August 2024 at 03.00 PM
9.	Date and Time of Bid opening	20 <sup>th</sup> August 2024 at 04.00 PM
10.	Time and Date of Presentation.	Date of Presentation to be intimated after assessment of technical bid.
11.	Place of Bid submission	Central Bank of India, Financial Inclusion Cell, Social Banking Department, Central office , 2nd Floor, Mumbai Main Office, Fort, M G Road, Mumbai- 400023
12.	Name and address for communication	General Manager, Social Banking Department, Financial Inclusion Cell, Central Office, Central Bank of India, 2nd Floor, Mumbai Main Office, Fort, M G Road, Mumbai- 400023
13.	Bid related queries	Shri Rohit Kumar, Deputy General Manager Social banking Dept. Central Office Fort Mumbai. Email ID: <a href="mailto:socialbankingrfpbc@centralbank.co.in">socialbankingrfpbc@centralbank.co.in</a> Contact: Mobile No.91 9264291742

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

		Landline No.022-61648767
<b>14.</b>	Bid Cost ( Bid Cost is non-refundable )	Rs. 25,000/- ( Rs Twenty Five thousand only ) + GST @ 18% in way of Demand draft in favour of Central Bank of India , payable at Mumbai
<b>15.</b>	EMD ( Refundable )	Rs.10,00,000/- (Rupees Ten Lakh only) in way of Demand draft in favour of Central Bank of India, payable at Mumbai.

*Note:*

- 1) Bids will be opened in the presence of the Bidders' representative who chooses to attend.*
- 2) Any Modification in Bid Schedule will be notified through Bank's website only.*

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**1.1. BACK GROUND:**

Central Bank of India established in year 1911, and nationalized in the year 1969 and today is one of the leading Public Sector Undertaking listed in BSE/NSE.

The organizational structure of the Bank consists of four tiers viz., Central Office (CO), Zonal Offices (ZO), Regional Offices (RO) and Branches. Central Office, consisting of various functional departments deals with mainly policy formulation, setting of targets and monitoring of performance. The Bank has set up Zonal Offices to exercise immediate supervision and control over the Regional Offices, which in turn supervise the branches under their jurisdiction. The Bank has a network of 4517 branches, spread across the length and breadth of the country with presence in all the States and Union Territories. The Bank is having two Sponsored RRBs:

- 1) Uttar Bihar Gramin Bank (UBGB) having Head office at Muzzafarpur in Bihar State with 1027 Branches.
- 2) Uttar Banga Kshetriya Gramin Bank (UBKGB) having Head office at Coochbehar in West Bengal State with 143 Branches.

**2. DISCLAIMER:**

a) This RFP is not an offer by the Bank, but an invitation for responses pertaining to setting up of Kiosk/non-Kiosk Banking project as contained in this document. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the RFP process unless and until a formal agreement is signed and executed by duly authorized officers of the Bank and the finally selected CBC/SP. It may be noted that issuance of RFP does not confer any right to be invited to participate further in the Bank`s Kiosk/ Non-Kiosk Banking initiative and the Bank shall have unfettered rights and discretion in its decision regarding further participation in the same.

b) The CBCs/SPs, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published in the Bank`s website. It is also understood and agreed by the CBC/Service Provider/s that decision of the Bank regarding selection of the CBC/SP will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

c) The Bank reserves the right to amend, modify, vary, add, delete, or cancel, in part or full, any condition or specification of all proposals/orders/responses, without assigning any reason thereof before evaluation of technical bid. Each CBC/Service Provider shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentations and contract negotiation processes.

d) The Bank reserves the right at the time of award of contract to increase or decrease, the scope of work without any change in price or other terms and conditions.

e) Notwithstanding anything contained in the RFP Document, the Bank reserves the right to accept or reject any response and to annul the selection process altogether at its sole discretion and without assigning any reason and reject all responses at any time prior to execution of the service agreement with the CBC/Service Providers who finally shortlisted for empanelment , without thereby incurring any liability to the affected CBC(s)/Service Provider (s) or any obligation to inform the affected CBC(s)/ Service Provider (s) of the grounds for the Bank`s decision.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

f) The Bank reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.

g) It shall be the duty and responsibility of the CBCs/Service Providers to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency of them to participate in this RFP and to provide any and all the services and deliverables under RFP to the Bank.

h) Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by SP/CBC acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

**3. OVERVIEW:**

Central Bank of India is already doing Financial Inclusion activities in Rural / Semi-Urban/ Urban / Metro centers. 33400 villages in rural areas are covered through Business Correspondent model as on 30.06.2024. Bank is having 11906 active BC centers across India. Central Bank of India invites technical bids for empanelment of Corporate Business Correspondents for Rural / Semi-Urban/ Urban / Metro locations for financial inclusion by banking and other permissible services through kiosk/non-kiosk for providing Business Correspondent Services for delivery of Banking and other permissible products and support for Banking and Financial Services in regard to implementation of KIOSK/Non-KIOSK Banking Project at allocated locations across the country.

All branches of the Bank are under Core Banking Solution ‘B@NCS 24’ and all branches of RRBs are under Core Banking Solution ‘FINACLE’. The CBS Server of the Bank is located at CBD Belapur in Mumbai.

**The financial inclusion gateway server (FIGS)** of Bank is located in Mumbai and is interfaced with CBS.

This request for proposal document (‘RFP document’ or RFP) has been prepared solely for the purpose of enabling Central Bank of India to select Corporate Business Correspondent / Service Provider (henceforth called CBC/SP) to setup Banking Services Kiosks/ Non-Kiosks for extending banking services and remittances facilities in under banked/ unbanked pockets or any other locations identified by the Bank at Rural/Semi Urban/Urban/Metro centers .All the centers for BC centers are solely identified by the bank at its own discretion . The CBC/SP will render services on behalf of the Bank, on contract basis, through their outlets using Information and Communication Technology. The Financial Inclusion (FI) programs have a larger objective of offering a variety of financial services ranging from opening of BSBD Accounts with Limited Overdraft, other loan accounts, recovery in NPA accounts, lead generation of loan accounts, Fixed Deposit, Recurring Deposit, Remittances, Micro Pension, Micro Insurance, Mutual Funds,

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

collections, Renewals of identified products etc. or more categorically any other products as approved by NPCI /NABARD/RBI/GOI/DFS/Bank time to time.

Entire country has been divided into following eight clusters.

- I.** North (Uttar Pradesh & Uttarakhand)
- II.** **Northern West** (Chandigarh, Delhi, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab & Rajasthan).
- III.** **Northern East** (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland Sikkim & Tripura).
- IV.** Central (Chhattisgarh & Madhya Pradesh).
- V.** Central East (Bihar & Jharkhand).
- VI.** **West** (Dadra, Nagar and Haveli, Daman and Diu, Goa, Gujarat & Maharashtra).
- VII.** East (Andaman and Nicobar Islands, Odisha & West Bengal).
- VIII.** South (Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Pondicherry, Tamil Nadu, Telangana)

**4. PURPOSE:**

The purpose of Central Bank of India behind this RFP is to seek applications from eligible entities for empanelment of around 15-25 Corporate Business Correspondents/ Service Providers for providing Banking and other permissible services under financial inclusion initiative of the Bank. This numbers may vary depending number of suitable responses as well as requirement of the bank. This RFP has been prepared solely for the purpose of empaneling suitable Corporate Business correspondents to setup kiosk/non-kiosk for extending banking services in Metro/Urban/Semi Urban/Rural centers identified by the Bank across India or selected clusters. The eligibility criteria, the evaluation process and other terms and conditions are set out in this RFP. Bank will enter into contract with the selected CBC/SP on such terms and conditions as contained in this RFP. The Selected CBC/SP will act on behalf of the Bank in respect of the specified services and will not be eligible to claim any benefit except for the fee or commission or commercials as may be agreed. The CBC/SP shall not use the trade mark, logo or any proprietary right of the Bank without its written consent.

The offer for empanelment of Corporate BCs will be technical only. Bank has its approved commercial applicable equally to all Corporate Business Correspondents (CBC) / Service provider (SP). List of services along with its commercials are attached with this RFP as Annexure – 20 and 21

Shortlisted Bidder may also provide services to sponsored RRBs of the Bank if so required by the respective RRB in future under the same terms and conditions and commercials of this RFP.

**5. INFORMATION:**

The information contained in this RFP document issued for the eligible and interested CBCs/SPs, is provided on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. The purpose of this RFP document is to provide the CBC/SP (s) with information to assist the formulation of their proposals. This RFP document does not purport to contain all the information that a CBC/SP may require. Each CBC/SP should



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and wherever necessary they should obtain independent advice from appropriate sources. The Bank and its employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. The Bank may, in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**6. DEFINITIONS AND IMPORTANT CLARIFICATIONS:**

Words used in this Request for Proposal shall have the meanings assigned to them hereunder unless used in a context totally contrary:

1. “Bank” means Central Bank of India
2. “Bid” means the offer made by the Bidder in response to this RFP.
3. “NBFC” means Non-Banking Finance Company.
4. “Bidder” means any person / entity who bids for offering services as a Corporate Business Correspondent/ Service Provider for the Bank pursuant to the terms of this RFP
5. Bidder and Central Bank of India shall be individually referred to as ‘Party’ and collectively as ‘Parties’
6. “Eligibility Criteria” means the criteria required to be satisfied by the Bidder in order to be engaged as a Corporate Business Correspondent/Service Provider and as per guidelines of RBI and more particularly described to in this RFP.
7. “RBI” means Reserve Bank of India.
8. NABARD stand for National Bank for Agriculture and Rural Development.
9. IBA stands of Indian Bank Association
10. RSETI means Rural Self-Employment Training Institute .
11. RRB stands for Regional Rural Bank more particularly RRBs sponsored by Central Bank of India .
12. “Services” means the services to be provided by the Corporate Business Correspondent/ Service Provider pursuant to the terms of the Service Agreement.
13. “Service Provider (SP)” means any person /entity with whom the Bank enters into agreement for providing services in the capacity of Corporate Business Correspondent for Financial inclusion using Kiosks/Non-Kiosks Banking Solution.
14. “UIDAI” means Unique Identification Authority of India.
15. “NPCI” means National Payment Corporation of India.
16. “ITeFI” means IT enabled Financial Inclusion.
17. “BSBDA” means Basic Savings Bank Deposit Account.
18. “SLA” means Service level agreement.
19. “CSP” means Customer Service Point.
20. “IPR” means Intellectual Property Rights.
21. “NFIQ” means NIST Finger-print Image Quality.
22. “NIST” means National Institute for Standards and Technology.
23. BCA” means Business Correspondent Agent.
24. “IDRBT” means Institute for Development and Research in Banking Technology.
25. “STQC” means Standardization Testing and Quality Certification.
26. “SDK” means Software Development Kit.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

27. “CBC” means Corporate Business Correspondent.
28. Vendor/Service Provider/CBC/Bidder have the same meaning in this RFP.
29. The words used as “Employees of bidder” wherever used in the RFP should be read as the Employees of bidder/ BC agents appointed by bidder.
30. “AEPS” means Aadhaar Enabled Payment System
31. “Kiosk” means fixed service points with a laptop, biometric scanner, camera, printer and debit card reader as per specification for Micro ATM version. 5.1. 1
32. “Non-kiosk” are mobile service points with a Hand-held device as per specification for Micro ATM version 1.5.1.specified by UIDAI. The basic difference between kiosk and Non-kiosk is that kiosk model is a static customer service point and Non-kiosk is a mobile customer service point.

**7. SCOPE OF WORK/SERVICES: (As per Annexure-20)**

- a) Bank intends to provide banking services in unbanked area / pockets or at any other identified locations of Rural/Semi-urban/Urban/ Metro areas which are predominantly inhabited by people having no / difficult access to banking services or to provide convenient touch points for customers by setting up of biometric supported Kiosks/Non-Kiosks at BC outlets / Centers across India. Through this Kiosks/Non-Kiosks, Bank is also focusing on providing convenient remittance facilities especially to the migrants in Rural/Semi-Urban/ Urban/ Metro areas. The number of BC outlets /centers may be increased /decreased as per requirement of the Bank in view of allotment of areas of coverage allotted to the bank or for Business exigencies or for any other unexpected reasons. The Kiosks/Non-Kiosks shall be exclusively used for banking and other permissible and legal services and not for any other purpose.

Broadly the scope of activities shall include

- (i) Identification and enrollment of customers/borrowers.
- (ii) Creating awareness about savings and other products.
- (iii) Processing and submission of applications to banks.
- (iv) Opening accounts & collection/payment of small value deposits.
- (v) Sale of micro insurance/mutual fund products/pension products/other third party Products.
- (vi) Receipt and delivery of small value remittances/other payment instruments.
- (vii) Providing balance enquiry/mini statement and other account information.
- (viii) Pass book printing / Statements.
- (ix) Recovery of NPA /SMA accounts.
- (x) Collection in Loan Accounts.
- (xi) Lead generation for loan & advances.
- (xii) Aadhaar seeding/mobile seeding.
- (xiii) Leads and Handholding Farmers for Renewals of CKCC Loan accounts.
- (xiv) Conversion / Up-gradation of inoperative accounts including DEAF accounts.
- (xv) All other products and services as per list of services (Annexure-20).
- (xvi) Any other product/service as required by the Bank.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

The CBC/SP will be undertaking activities within the normal course of the bank's banking business, but conducted through banking service Kiosks/Non-Kiosks at places/locations identified by the Bank. CBC/SP shall act prudently and shall exercise all due diligence in carrying out its duties and obligations under the Service level Agreement.

Some of the works are being described as under for better understanding of scope of work:

- **Opening of accounts:**

The BCA shall be required to open Current Accounts, Saving accounts, BSBD Accounts, Recurring deposit Accounts, Fixed deposit Accounts, PPF / SUKANYA SAMRIDHI Scheme or any other accounts as desired by the Bank from time to time at the Kiosks/ Non-Kiosks model. The BCA shall be required to complete documentation for opening accounts. These accounts will be opened through laptop/ Tablet at Kiosks/ Non-Kiosks. BCA shall submit hard copies of the account opening format along with KYC documents & photograph to the link branch of the Bank to which Kiosks/Non-Kiosks will be linked.

- **Remittances:**

BCA shall accept request of customers of the Bank/ other banks through AEPS/ IMPS/ NEFT etc. for remittance to accounts in banks branches at other centers or other Banks and complete the transaction at Kiosks/ Non-Kiosks

- **Cash handling and Insurance:**

All receipt and payment transaction shall be made through the settlement account of BCA. The BCA shall be required to open settlement account with the base branch. The responsibility of cash insurance for cash in hand with the BCAs and cash in transit (between BC Point and the branch) will be the responsibility of the CBC/SP and bank will not be in any way liable for any mishap or cash loss after the cash is taken from the branch.

- **Transactions Authentication:**

All transactions including that for SHGs requiring dual signature authentication shall be required to be authenticated through audit trail of the operator and biometric identification of the customer through Aadhaar or any other means agreed to with the bank. The customer shall be provided with print receipts of the transaction done by the customer.

**Identity Card:**

The Business Correspondent Agent (BCA) shall also be issued identity card along with photograph with unique personal identification number and the name and address printed on it by the CBC duly authenticated by the base branch. The identity card shall be required at the time of transaction/ remittance.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**b) No of Kiosk / Non-Kiosk:**

Presently Bank is having 11906 active BC centers and it is expected that Bank will in due course appoint BCs at additional locations across India. However, this number may vary as per the banks requirements and is not binding on the bank.

Bank at its sole discretion fix upper cap for each empaneled / shortlisted CBC/ SP. The maximum number of BC locations to be allocated to a CBC depends on its presence in the Zone, State, capabilities and performances. Bank may at its discretion allot BC Locations anywhere in the country, may also allot lesser number of BC Locations and the empaneled CBC will be bound to accept the locations allotted by the bank. In any case Bank will not exceed 3500 locations to any of the single empaneled CBC /SP. However in exigencies and on sole discretion of the bank the upper limit for all or specified CBC/SP can be increase/decrease.

**c) Link Branch/Base Branch:**

Each of the Kiosks/ Non-Kiosks will be attached to a base branch where the Business Correspondent Agent (BCA) shall submit the Account Opening Forms and documents etc. The details of branch network of the Bank in various centers are given on Bank's website [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

**d) Location of Kiosk/ Non-Kiosk:**

The Kiosks/ Non-Kiosks should be located at any location as per sole discretion of the bank and there shall not be any distance restrictions from the base Branch. The premises and other infrastructure like power, water, furniture/printers/ other machines etc. should be owned/ leased /occupied by the bidder/ CBC/ BCA till the validity of the agreement.

**e) Technology Infrastructure:**

The bidder should have its own hardware for Kiosks/ Non-Kiosks that shall have connectivity with Financial Inclusion Gateway Server (FIGS) located at Mumbai. The FIG Server is interfaced with CBS Server of the Bank. The bidder shall be required to incorporate new standards i.e. Micro ATM standards version 1.5.1 with respect to Kiosks/ Non-Kiosks as prescribed by UIDAI, IDRBT, NPCI, Government of India, and Reserve Bank of India etc. for compliance of devices. The Kiosks/ Non-Kiosks solution should support inter-operability.

The Bidder / vendor should also take adequate care for using hardware / software that will not become end of sale within 24 months of supply and end of support / end of life during the period of contract. Proper maintenance of hardware / software shall be made for uninterrupted services at BC outlets.

**f) Kiosks/ Non-Kiosks Setup:**

Typically Kiosks/Non-Kiosks should have a Laptop / HHD, Biometric Scanner, Passbook printer, Thermal printer, IRIS scanner, Face authentication, FIR enabled finger biometric scanner(LI), EMV card scanner, Camera, Printer, Debit Card reader with PIN/ Aadhaar base (as per

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

specification for micro ATM version 1.5.1 by UIDAI). The Kiosks/ Non-Kiosks shall have connectivity with Financial Inclusion Gateway Server (FIGS) .The transactions shall be online on a real-time basis and the customers should receive immediate verification of their transactions through visuals (screen based) or other means (debit or credit slip).

The devices procured should have standardization testing and quality certification (STQC). Bidder shall need to ensure availability of SDK for the device and should be able to support development to interface with FI Gateway Server with the SDK.

All devices/ equipment so provided should be (L1) UIDAI specifications compliant and compliant with UIDAI registered devices (RD) services and any violation of the RD services guidelines and penalty so charged to the bank for such violation shall be recoverable from the selected bidder/ vendor. Bank may at its discretion block transactions originating from non-Registered Devices; however the prime responsibility that all devices are registered as per UIDAI norms will be that of the selected bidder/vendor.

The finger print device specifications (Biometric Specification) are given as under: FIR enabled finger biometric scanner (LI),

<b>Parameter</b>	<b>Specification</b>
Minimum Platen Area	12.8mm (w) x16.5 mm (h)
Resolution	Minimum 500DPI with 5% margin on the lower side
Grey Scale/ Image type	8 bit, 256 levels
Template Standards	ISO 19794-2

**g) Monitoring Tool, Helpdesk and Grievance Redressal Mechanism.**

The Bidder must have the following facilities:

- i) Real time on-line BC monitoring tool with dashboard
- ii) On line helpdesk facility for the BC agents.
- iii) Robust grievance redressal mechanism with effective escalation matrix.

**h) Manpower: Business Correspondence agents (BCA )**

**(i). Qualification: As per UIDAI guidelines the minimum qualification criteria for an Authentication operator (BCA) in the Aadhaar ecosystem is as under:**

- BCAs should have passed minimum educational qualification of 12<sup>th</sup> standard (Intermediate / Senior Secondary). “ Or”
- Matriculation ( 10<sup>th</sup> Pass ) + 2 years ITI “or”
- Matriculation ( 10<sup>th</sup> Pass ) + 3 years polytechnic Diploma

(The qualification is as per latest UIDAI guidelines / requirement, If any modification in guidelines the same shall be modified accordingly)

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

(ii). Full KYC is to be done before enrollment of BCA. Aadhaar E-KYC is done before on boarding of BCA.

(iii). Age of the BCA should not be more than 60 years on the date of initial appointment and would not continue beyond 65 years of age. In any circumstances, Minor shall not be appointed as BCA.

(iv). BCA should be without any criminal background, conversant of local dialect hailing from any of the villages of the area of operation. If candidates are not available from the area of operation, suitable candidates from nearby villages, preferably within 10 KM may be engaged with approval of Bank.

(v). BCA should not be a Banks officer / employee or a relative having the same meaning under section 6 of the companies act 1956 as amended in 2013 or such person ( S) “relative “ with reference to any person means anyone who related to others , if

- They are members of Hindu undivided Family.
- They are husband and wife , or
- One person related to other in such manner as may be prescribed vide Rule 4 of the companies ( specifications and of Definitions details), Rule 2014 Definition of relative further expanded as under  
Father (including step father ) , / Mother (including step mother)/ Son ( including step son ) /Sons wife / daughter / Daughters husband /Brother( including step Brother) / Sister ( including step sister ).

(vi). The BCA/ Kiosk Operator to be of acceptable repute and to have satisfactory market standing.

(vii). He should have sufficient cash as working capital to meet cash requirement at Kiosk outlets and should be able to handle cash efficiently. Handling cash includes withdrawal of cash from his bank account through link branch / ATMs, etc., deposit net cash received at Kiosk Outlet obtaining proper cash insurance etc.

(viii). Due diligence carried out by the CBCs in respect of sub-agents / BC Agents proposed to be appointed especially in the areas of reputation and other risks involve.

(ix). Ability to handle operations leveraging technology.

(x). BCA should not be a defaulter to any Bank / Financial Institution. CIBIL report for proposed BCA should be generated / obtained by CBC and to be ensured that the proposed BCA is not a defaulter to any Bank/ Financial Institution.

(xi). The proposed BCA should not be affiliated to any political party. Past dealing if any of the proposed BCA should be satisfactory.

(xii). Police verification Report must be arranged in respect of each BCA found suitable.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

(xiii). While appointing BCA, woman candidates has to be given preferences so that reasonable participation of woman shall be ensured.

(xiv). The bidder shall have to deploy Banking correspondent Agents (BCA) to render uninterrupted banking services. As directed by RBI, the customer service points manned by BCAs need to provide services 4-5 hours a day from a fixed location. The Kiosks/ Non-Kiosks should not be managed by manpower of any franchisee. The service provider should maintain sufficient trained manpower at all major centers to ensure uninterrupted service in case of temporary absence of permanent incumbent.

(xv). The Bidder / CBC shall have to appoint at least one supervisor over 40 BCAs each to supervise BC activities on daily basis subject to minimum one supervisor per Regional office for Central Bank of India and monitor their activities and help them out in any problem. Selected bidder/ vendor / CBC to provide details of such supervisors along with each monthly invoice and the bank may at its discretion carry out random verification for the same.

**i) Training & Certification of BC Agents:**

**BC CERTIFICATION:** All the BCAs deployed by the CBC/TSP will have to complete training for BC Certification course of IIBF and pass the exam and submit BC Certificate issued by IIBF as per Reserve Bank of India/ IBA guidelines, details as per Annexure-24. In case of failure to comply with the guidelines and the dates specified the TSP will be liable for penalty of Rs. 500.00 per month or part thereof per BC deployed who has not qualified the certification course within the stipulated timeline of 6 month and till the time of such completion of training and certification, irrespective of the fact when examination is held. In this regard timeline given by IBA/RBI shall be adhered.

Further in case of any penalty or punitive action by RBI or any other Statutory Authority in the matter will be the responsibility of the CBC/ TSP and any claim by the bank in this regard will have to be compensated by the CBC/TSP within one month. For delay in compensation interest @ 1% per month or part thereof will be payable.

As per revised guidelines of India Bank Association vide no SB/MBR/BC/1090/ dated 24.05.2024 following institutions are providing training to BCAs for

- a. Bankers institute of Rural Development ( BIRD)
- b. The National institute of Entrepreneurship and small business Development ( NIESBUD) , Ministry of skill development and Entrepreneurship ( MoSDE) .
- c. National Institute of Bank Management ( NIBM).
- d. Indian Institute of Bank Management (IIBM) and
- e. The Banks, at their discretion may also provide mandatory training to BCA duly adhering to the training structure / modules designed by the coordination committee.

Bank may engage the services of RSETIs to provide the requisite training to BCAs.

The CSP/CP willing to get training through bank RSETIs have to pay requisite fee for each BCAs trained through our Banks RSETIs .

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**CERTIFICATION OF AADHAR AUTHENTICATION OPERATORS:** BC has to complete required training for Aadhaar Authentication Operator as per UIDAI guidelines. Certification of Authentication Operators in Aadhaar ecosystem within the framework of training, Testing Certification Policy dated 02.01.2023 of UIDAI informed vide letter No HQ.27/06/2022/TNG-TST-HQ UIDAI Ministry of Electronics and Information Technology dated 21.03.2023

**8) Code of Ethics –Security Breaches:**

i) . The Bidder shall have to ensure that the BCA, its employees, agents/ sub agents are specifically prohibited from charging any fee / Service Charges / commission etc. to the customers for services rendered by them on behalf of the Bank. The BCA shall acknowledge that only Bank is permitted to collect any fee/ service charges/ commission etc. from the Customers and in the event the Bank communicates its decision to the BCA to collect such fee/ service charges/ commission from the Customers, then the same shall be collected by the BCAs on behalf of the Bank through the IT enabled transaction at Kiosks/ Non-Kiosks for which machine printed receipt has to be given to the customer from whom such fee/ service charges /commission etc. collected .

ii). The products and processes shall be approved by the Bank and BCA shall not introduce any product/ process without the approval of the Bank.

iii). Financial services offered by the BCA shall not be tied to the sale of any product of bidder.

iv). The bidder shall be responsible to have necessary Business Continuity Plan (BCP) in place to ensure uninterrupted Service in case any of the employees engaged by the bidder, leaves their services for whatsoever reason and shall be informed to bank to safeguard the bank's interest and shall indemnify the Bank against any loss incurred by the Bank due to non-functioning of the Kiosks/Non-Kiosks.

v). **Confidentiality:** Any data generated directly or indirectly, or procured by the BCA in performing their respective obligations in terms of this Agreement, including, without limitation, Customer names, addresses, transaction details and other such information (Customer Information), shall be and remain during the term of this Agreement and thereafter the property of the Bank and shall be kept confidential and the CBC/ BCA shall have no rights or interest in the Customer Information and shall promptly provide all Customer Information to the Bank in the form in which such data is maintained by the BCA, if the Bank so elects, destroy the Customer Information. The CBC/SP will not use the Customer Information and shall ensure that the BCA or its employees do not use the Customer Information for any purpose other than that of providing the Services, nor Customer Information, or any part thereof, will be disclosed, sold, assigned, leased, licensed or otherwise disposed of to third parties by the BCA, or commercially exploited by or on behalf of the BCA, their affiliates, their employees or agents. The CBC/SP will ensure that the BCA shall not possess or assert any lien or other right against or to the



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Customer Information. The furnishing of or access to such Customer Information by the BCA will not grant to the BCA any express or implied license to or interest in the Customer Information. The CBC/SP hereby waives any interest, title, lien or right to any such Customer Information and shall obtain such waiver from BCA. The Customer Information shall be used and handled in accordance with its obligations under this Clause, all data privacy and protection laws and regulations as well as the Bank's data privacy requirements as set forth hereinabove. The CBC/SP shall be fully responsible for any breach of data confidentiality of customer related information. This liability shall be applicable even after the contract expires and gets terminated.

**vi).** The CBC/SP shall execute a non-disclosure and integrity pact.

**vii).** The CBC/SP shall have to ensure, that they will disclose forthwith, instances of security breaches, if any, to the bank without delay.

**viii).** The CBC/SP shall ensure that they shall not demand, collect / recover any commission / service charges or other monies from the Customers introduced by them to the Bank under this arrangement.

**ix).** The CBC/SP shall act prudently and shall exercise all due diligence in carrying out its duties and obligations under this agreement.

**x).** The CBC/SP shall ensure that it shall treat all the borrowers/ customers with dignity and respect and follow cardinal principles of the Bank/RBI, follow ethical policies.

**xi).** The CBC/ SP is fully aware that public shall have the freedom to use Banking facilities by approaching the Bank directly even though facilities of Kiosks/Non-Kiosks are available in the locality. Hence the CBC/SP shall not directly or indirectly convey or create an impression among public that the Bank cannot be approached other than through Kiosks/Non-Kiosks.

**xii).** The Bank shall be within its rights to enter into similar arrangement with any other persons / organizations for CBCs/SPs.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**9. ELIGIBLE ENTITIES:**

RFP is open to all entities which meets the eligibility criteria as given in **Annexure-2** of this document. The following entities can participate in the RFP:

Entities should have capability, capacity, market standing, sound corporate management, sound financials and footprint in the proposed area of operation. Track record as CBC would have weightage. Aspirants should be from the categories permitted by RBI

- a) NGOs/MFIs set up under Indian Societies/Trust Acts and Section 25 of Companies Act.
- b) Co-Operative Societies registered under Mutually Aided Co-Operative Societies Act (MACS) or the Co-Operative Societies Acts of States/ Multi State Co-Operative Societies Acts
- c) Post Offices
- d) Companies registered under Indian Companies Act with large and wide spread retail outlets excluding Non-Banking Financial Companies (NBFC- Deposit Taking). Preference to be given to companies, whose network is largely in rural areas and are willing to cover the unbanked areas
- e) Primary Agricultural Credit Societies (PACS).
- f) Customer Service Centers (CSCs)
- g) Authorized Functionaries of well-run Self Help Groups (SHG) linked to Banks.
- h) LLP, Partnership Firm
- i) The non-deposit taking NBFCs ( NBFCs-ND) can also participate as bidder for BCs By providing supporting documents required as proof i.e. certified copy of the Certificate of incorporation and certificate of commencement of business along with CIN, DIN subject to following conditions:
  - It should be ensured that there is no co-mingling of bank funds and those of the NBFC-ND appointed as BC.
  - There will be a specific contractual arrangement between the Bank and the NBFC-ND to ensure that all possible conflicts of interest are adequately taken care of.
  - Banks will ensure that the NBFC-ND does not adopt any restrictive practice such as offering savings or remittance functions only to its own customers and forced bundling of services offered by the NBFC-ND and the Bank do not take place.
- j) Any bidder from a country which shares a land border with India will be eligible to bid in this RFP only if the bidder is registered with Department of Promotion of Industry and Internal Trade (DPIIT). Bidder for the purpose of this RFP (including the term ‘Business Correspondent’, ‘Service Provider’, ‘Applicant’, or ‘bidder’) means any firm or person or company, including any member of a consortium or joint venture, every artificial juridical person not falling in any of the descriptions stated hereinbefore, including any agency Branch or office controlled by such person, participating in a bidding process. Bidder from a country which shares a land border with India” for the purpose of this RFP means:
  - i) An entity incorporated, established or registered in such a country; or
  - ii) A subsidiary of an entity incorporated, established or registered in such a country or

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- iii) An entity substantially controlled through entities incorporated, established or registered in such a country or
- iv) An entity whose beneficial owner is situated in such a country or
- v) An Indian agent of such an entity or
- vi) A natural person who is a citizen of such a country or
- vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- k) The beneficial owner for the purpose of j) above will be as under:
  - i) In case of a company or limited liability partnership, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more judicial person, has a controlling ownership interest or who exercises control through Controlling ownership interest” means ownership of or entitlement to more than twenty five percent of shares or capital or profits of the company. Control shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholdings or management rights or shareholders agreements or voting agreements.
  - ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
  - iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
  - iv) Where no natural person is identified under para ii. above, the beneficial owner is the relevant natural person who holds the position of senior managing official
  - v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- l) An agent for the purpose of para j (v) above is a person employed to do any act for another, or to represent another in dealings with third person.
- m) The Bidder shall also submit a Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India along with its application/proposal (Annexure-10) duly signed by the Bidder and witnessed by two persons. The Certificate shall be stamped as applicable in the State where it is executed. Applications submitted without such certificate, as per the format (Annexure-10) provided in RFP, shall not be considered and would be out rightly rejected.
- n) No consortium will be allowed as eligible entities.

**10. Bid Cost / Tender Fee:**

Application Money of Rs.25000/-+ GST 18% (i.e. Rupees Twenty five Thousand only plus GST 18% ) by way of Demand draft favoring Central Bank of India, Payable in Mumbai, which

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

is non-refundable, must be submitted separately along with RFP response. The Bank may at its discretion reject any bidder where Bid cost/ tender fee has not been furnished with the RFP response.

**11. EARNEST MONEY DEPOSIT:**

Bidder is required to pay Rs.10 lakh (Rs. Ten Lakh only) as refundable Earnest Money Deposit in the form of crossed Demand Draft from a scheduled commercial Bank in favor of ‘Central Bank of India, Payable at Mumbai at the time of submission of bid. Cheque will not be accepted. No interest shall be paid on Earnest Money Deposit.

Bids without Earnest Money deposit and tender Fee shall be rejected forthwith. In case the Tender Fee and Earnest Money deposit drafts are returned unpaid for any reason whatsoever the concerned bids may be out rightly rejected.

EMD amount will be returned to the unsuccessful bidders along with intimation by the bank that their bid has not been successful and EMD amount will be returned within 30days from the date of conclusion of RFP Process.

For the successful bidder the EMD amount will be converted to an interest free security deposit till the tenure of the contract and refunded only after expiry/termination of the contract within 3 months of such expiry or intimation regarding termination of contract.

**The EMD made by the bidder will be forfeited if:**

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” issued by Bank.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

**EXEMPTION OF EMD AND TENDER FEE:**

Micro & Small Enterprises (MSE) units and Start-ups having DPIIT recognition are exempted from payment of EMD and tender fee. The exemptions are only applicable for the services offered by the bidder himself and not for providing services, rendered by other companies.

Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

Bidders may please note:

- i. NSIC certificate/ Udyog Aadhar Memorandum/Udyam Registration Certificate should cover the items tendered to get EMD/tender fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- ii. “Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with their application.
- iii. Start-ups having DPIIT recognition which are not under the category of MSE shall not be eligible for exemption of tender fee.
- iv. Bidder who solely on its own fulfills each eligibility criteria condition as per the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee.
- v. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without tender fees / EMD will be summarily rejected and no queries will be entertained.

**12. CLARIFICATION TO RFP AND PRE-BID QUERIES:**

The bidder may request for clarification on any clause of RFP document on or before 08 Aug 2024 up to 03:00 P.M.

The Bank reserves the right to seek clarifications from the Bidders. For the purpose of clarification of doubts of the bidders on issues related to this RFP, bidders may submit queries to the Central Bank of India on or before **08.08.2024** as indicated in the RFP preferably through email on designated email ids. [socialbankingrfpbc@centralbank.co.in](mailto:socialbankingrfpbc@centralbank.co.in) the queries shall be submitted in forms stipulated and enclosed under **Annexure- 25**

Queries not received in the form and queries without the relevant details will not be taken up for response. It may be noted that no queries of any bidder received after the scheduled date shall be entertained.

At any time before the submission of proposals, the Bank may amend the RFP by issuing an addendum and hosting it on the Bank’s website. The addendum will be binding on all the bidders. To give Bidders reasonable time to take an amendment into account in their proposals, the Bank may, if the amendment is substantial, extend the deadline for submission of the Proposals.

Recipient of the document are required to direct all communications for any clarification related to this RFP, to the designated Bank official and must communicate the same in writing to the e-mail address [socialbankingrfpbc@centralbank.co.in](mailto:socialbankingrfpbc@centralbank.co.in) All queries relating to the RFP, technical or otherwise, must be in writing only. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified. However, the Bank will not answer any communication reaching the bank later than **15.00 hours IST on - 08.08.2024.**

The Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Bidders after the RFP closes and all such information and material provided must be taken to form part of that Bidding entity’s response. Bidders should invariably provide details of their email **address** (es) as responses to queries will be provided to all Bidders via e-mail.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

The Bank may in its sole and absolute discretion engage in discussion with any Bidding entity (or simultaneously with more than one Bidding entity) after the RFP closes to clarify any response.

**13. PRE-BID MEETING:**

The Bank plans to hold a pre-bid meeting on 12.08.2024 at **3:00 p.m.** at Conference Hall, at Ground Floor, Mumbai Main Office Building, Central Bank of India, Fort, M G Road, Mumbai-400023, to bring utmost clarity on the scope of work and terms of the RFP being floated. The Bidders are expected to use the platform to have all their queries answered. The Bidders are expected to mention all the required queries in the format provided to them before the pre-bid meeting.

Bank will allow maximum 2 **representatives from** each Bidding entity to participate in the pre-bid meeting. Meeting may be conducted in physical or in Video conference mode or in hybrid mode as per banks discretion.

Bidder/ Applicant shall verify that their eligible entities as per Point No 9 (Eligible Entities) and fulfilling the eligibility criteria as per Annex – 2.

**14. APPLICATION PREPARATION AND SUBMISSION:**

**The RFP document will be available on the Bank's web-site [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in) till last date of submission. No hard copy of RFP document will be provided.**

In preparing their proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal While preparing the Proposal, the Bidder must give particular attention to the following:

- The data should be furnished strictly in accordance with the formats specified / applicable among those mentioned in annexures attached to RFP.
- All monetary numbers should be in Indian Rupees. Denomination in INR Crore is preferred for large numbers.
- Annual numbers for Indian operations should be for financial year ending March 31, 2024 unless otherwise specified.
- Submission of the data in wrong type of formats will result in Proposal being deemed non-responsive.
- Any bid submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted in writing by the Bank.
- The offer will be technical for empanelment of Corporate Business Correspondents.
- Bank has its approved commercial applicable equally to all CBC.
- The Technical Proposal should be complete in all respects and should contain all information as specified in the RFP.
- All the relevant pages of the proposal are to be numbered and signed by an authorized signatory on behalf of the Bidder firm /Company. The number should be unique serial

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

number across the document. The Bidder should provide documentary evidence of the authorized signatory for the purpose of this RFP.

- The RFP response shall be in the English language only. The contact name, email ID and telephone numbers (mobile & landline) of the Bidder firm shall also be indicated on the sealed cover.
- All Schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company /firm. Letter of authorization from competent authority be produced along with the proposal.
- Enclosures/annexure shall be serially numbered with rubber stamp of the participating Applicant. The person or persons signing the Application shall initial all pages of the Application.
- The Application shall be typed or written in indelible ink and shall be signed by the Applicant or a person or persons duly authorized to bind the Applicant to the Contract.
- Any inter-lineation, erasures or overwriting shall be valid only if these are initialed by the person signing the Application.
- The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.
- The Application document/proposal shall be spirally bound and submitted in an orderly and neatly bound manner.
- Bidders have to submit RFP in hard copy format in original along with one set of photocopy and 2 soft copies by means of Pen Drive. The documents in the Pen Drive should be in no other format other than the MS Word.
- The Bank is not responsible for any assumptions or judgments made by the Bidders for arriving at any type of sizing or costing. The Bank at all times will benchmark the performance of the Bidder to the RFP documents circulated to the Bidders and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents.
- The Bidders at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, time frame for implementation etc. as mentioned in the RFP document circulated by the Bank. Bidder shall be fully responsible for deviations to the terms & conditions, project schedule etc. as proposed in the Technical Evaluation criterion in the RFP.
- It is informed that from the time the Proposals are opened to the time the Bidders are Shortlisted, the Bidder should not contact the Bank or any officials of the bank on any matter, except to seek clarifications correspond to the queries of the bank in writing or email. Any effort by the bidders to influence the Bank in the examination, evaluation, ranking of proposals, and recommendation for award shall result in the rejection of the Bidders Proposal.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- **Erasures or Alterations** – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP.
- The two separate sealed envelopes containing the Eligibility Criteria (as per Annexure-2) including supporting documents) & Technical Proposal must be submitted in separate covers to the Bank directly as under:
  - i) Eligibility Criteria as per Annexure –2 along with supporting document, as listed in (A) below.
  - ii) Technical Evaluation covering letter (Annexure-14) along with bidders profile and organizational snapshot for technical evaluation (Annexure-3) and other supportive documents as listed in (B )below.

The applications containing relevant details with a covering Letter shall be submitted in a single sealed envelope containing both the above sealed envelopes super scribing "APPLICATION FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENT : RFP TENDER REFERENCE NO. CO: SBD: FI: BC:2024-25: 318 dated 29<sup>th</sup> JULY 2024.

**A) The below given Annexure should accompany with the eligibility criteria:**

- The Covering letter specimen as given in annexure-1.
- Tender Fee and Earnest Money Deposit.
- Company profile, performance and achievement in setting up of banking service Kiosks/Non-Kiosks.
- Profile of Directors.
- Articles of Association and Memorandum of Association.
- Audited Balance Sheet and Profit and Loss Account of the bidder as well as parent/holding Company for latest three years.
- All other supportive documents for respective eligibility criteria.

**B) The below given Annexure should accompany with the technical proposal:**

- Technical Evaluation covering letter (Annexure-14) along with bidders profile and organizational snapshot for technical evaluation (Annexure -3) duly signed by the authorized signatory.
- Certificate from existing banker to support technical information
- Company Secretary/Chartered Accountant Certificate with regard to manpower Employed/agents engaged by the company at Kiosks/Non-Kiosks and Net worth of the Company.
- A copy of board resolution along with the copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the application document.



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- All other Annexures and information's, supportive documents shall be part of technical proposal.

**OTHER RFP REQUIREMENT:**

- a) The Bank reserves the sole and exclusive right, at its absolute discretion, to amend, modify, delete, make revisions or effect any change in the RFP before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions of the RFP and its subsequent addendums, if any, as it deems necessary in its sole discretion. The Bank will inform all Bidders about changes, if any at the earliest.
- b) The Bank may revise any part of the RFP, by providing a written addendum to all the short-listed Bidders at any stage till the award of the final contract. The Bank reserves the right to issue revisions to this RFP at any time before the award date.
- c) The Bank reserves the right to extend the dates for submission of responses to this RFP.
- d) **Right to Alter Quantities**-The Bank reserves the right to alter the requirements specified in the RFP. The Bank also reserves the right to add or delete one or more items from the list of items specified in the RFP. The Bank will inform all Bidders about changes, if any at the earliest. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices would be proportionately adjusted with such additions or deletions in quantities.
- e) Since some of the payment terms warrant monthly payouts from the Bank vis-a-vis quarterly SLA monitoring, it is to be noted that any such monthly payments will be released and penalties if any, as defined by SLAs, shall be adjusted in the payment for the last month of the quarter. Balance penalties, if any shall be levied in the payment for the subsequent months.
- f) If the Bank is not satisfied with the technical specifications in any offer and observes major deviations, the technical bids of such Bidders will not be short-listed. No further discussions shall be entertained with such Bidders in respect of the subject technical bid.
- g) The Corporate Office of Central Bank of India is floating this RFP. The successful Bidder would be entering into contract with Central Bank of India. However, the successful Bidder(s) shall install and commission equipment / instruments, in terms of this RFP, at allotted locations.
- h) The Bidder is responsible for managing the activities of its personnel. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by the Bank. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the Bidder, for any assignment under the Contract to be issued under this RFP. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of Bidder shall be paid by Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Bidder's employee, agents, contractors, and subcontractors, etc. The Bidder shall hold the Bank, its successors, assignees and administrators and its directors and officials, fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

action of Bidders' employees, agents, contractors, subcontractors etc. However, the Bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

- i) The Bank shall inform the Bidder of all known breaches and claims of indemnification and the Bidders shall be required, at the Bidder's expense, to remedy the breaches, defend, manage, negotiate or settle such claims. The written demand by the Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the Bidder and Bidder shall be liable to pay on demand the actual amount of such loss / damages caused to the Bank including but not limited and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by the Bank on the Bidder towards breaches, claims, etc. the Bank shall provide the Bidder with details of such demand levied by the Bank. For the purposes of this section, the indemnity may be restricted to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. Indemnity would be limited to court or arbitration awarded damages and all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs pertaining thereto and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.
- j) The Bidder's representative and local office at Mumbai will be the contact point for the Bank. The delivery and installation status of equipment should be reported on a weekly basis.
- k) Technical Inspection and Performance Evaluation** - The Bank may choose to carry out a technical inspection/audit and performance evaluation of products offered by the shortlisted Bidders. The Bidder would permit the Bank or any person / persons appointed by the Bank to observe the technical and performance evaluation/ Benchmarks carried out by the Bidder. Any expenses (performing the benchmark, Travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidders by the Bank.
- l) The bidder needs to comply with the cyber security norms along with ISO/ISMS policies implemented by the bank. No freeware to be used by the vendor.
- m) Bidders should have their own employees for execution of Projects. However, Bidder will be fully responsible for the service of the service provider/s. The Bank will not make any reference to them. In case of any deficiency in service, damages will be debited to Bidder's account. While deploying employees/personnel/BC Agents for execution of this contract, bidder/vendor should ensure that the due diligence and verification of antecedents of such personals is completed and is available for the scrutiny of the Bank.
- n) The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub-contractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- o) Monitoring and audit:** Compliance with security best practices may be monitored by periodic computer security audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. The DC/DR sites of the vendor will be inspected by bank officials periodically. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the Bank's representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the Bidder.
- p)** The Bidder / vendor should have a well-documented Business Continuity Plan and Disaster Recovery Plan and also security and control practices.
- q)** Bidder / vendor shall comply with the Banks internal audit (including IS Audit) requirement as well as third party external auditors for conducting periodical audit.
- r)** Vendor should carry out patch management activities, including Operating System (OS) hardening for the infrastructure deployed as well as changes required in hardware and software for closure of audit reports without any extra cost to bank. Bidder / vendor has to perform VAPT audit for all application/server/interfaces on half yearly basis without any cost to the Bank and comply all observation within 30 days.
- s) Visitorial Rights:** The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI)/UIDAI shall have the right to visit any of the successful Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The successful Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.
- t) Subcontracting:** The CBC/SP shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the CBC/SP under the contract without the prior written consent of the Bank.
- u)** The Bidders will allow bank officials or their authorized representatives to visit their offices/locations for verification and audit purposes.

**15. RFP CLOSING DATE:**

RFP Response should be received by the Bank at the Financial Inclusion Cell, Social banking Department, 2<sup>nd</sup>Floor, MMO building, Central Bank of India, Fort, Mumbai-400023 not later **20th August 2024 at 3PM.**

**16. REGISTRATION OF RFP RESPONSE:**

Registration of RFP response will be affected by the bank by making an entry in a separate register kept for the purpose upon Bank receiving the RFP response in the above manner. The registration must contain all documents, information, and details required by this RFP. The submission should be in the format outlined in this RFP. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Fax/E-mail mode, the RFP is liable to be summarily rejected. All submissions, including any accompanying documents will become the property of the Bank. The Bidding entity shall be deemed to have licensed and granted all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

**Following officers have been authorized to accept the tender documents and register the same:**

S.N	Name	Designation	Mobile	Email ID
1	Mr. Akash Shrivastava	Chief Manager	9713098920	socialbankingrfpbc@centralbank.co.in
2	Mrs. Kamini Bhor	Senior Manager	8830744745	

**17. BID OPENING:**

The bidders who would want to be present at the time of opening of bids may send their representatives on the given date and time. Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so. A copy of the authorization letter should be in this regard be brought for verification and kept as for record by the Central Bank of India. Any Change in time and Place will be communicated vide Notification or Addendum through posting on the Banks Website will be Final and No separate information will be given to each Applicant/Bidder in this regard.

**18. BID EVALUATION PROCESS:**

Bids received will be evaluated on **the basis of eligibility criteria and technical** parameters.

- a) The bidder not complying with any of the eligibility conditions will not be considered for further evaluation and the bid will be rejected outright.
- b) The parameters for eligibility criteria are given in Annexure-2
- c) Score sheet for technical evaluation is given as Annexure-15

**i) Rejection of Bids:** The bank reserves the right to reject the Bid if,

- All Applications of Un-exempted Bidders without tender Fee and EMD Amount.
- The Bid is incomplete as per the RFP requirements.
- Any condition stated by the Bidder is not acceptable to the Bank.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representative(s) of the Bidder.
- Required information is not submitted as per the format given.
- Any information submitted by the Bidder is found to be untrue / fake/ false.
- The bidder is found to have not fulfilled any of the eligibility criteria.
- The Bidder does not provide within the time specified by the Bank, the supplementary information / clarification sought by the Bank for evaluation of the Bid.
- The bank shall be under No Obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever.
- The bank may abort the entire process at any stage, thereby without incurring any liability on any count and without any obligation to inform the affected Bidder(s) of the grounds for Bank's action.
- Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

**ii) Proposal Validity:**

- All proposals shall be valid for a period of 180 days from the last date of submission mentioned in "Calendar of Events".
- The Bank will make its best effort to complete the process within the specified period. However, should the need arise; the Bank may request the Bidder to extend the validity period of their proposals. Bidders, who do not agree, have the right to refuse to extend the validity of their proposals. Under such circumstances, Bank shall not consider such proposals for further evaluation.
- Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.
- The bank may at its sole discretion appoint or take the help of professional consultant to help the bank in evaluation process.
- Bank may call for any additional information as may be required.

**iii) Scrutiny of Bids :** Scrutiny of Bids will be done in the stages and Various stages of technical evaluation are presented below:

- Matching the clear eligibility criteria as indicated in Section.
- Short-listing of the qualified bidders based on the eligibility criteria.
- Arriving at the score after technical evolution.
- Invitation to Eligible / qualified bidders for Presentation.
- Arriving at the final score after technical evolution and presentations.

**iv) Eligibility Criteria Compliance:** Central Bank of India will first scrutinize the eligibility of the bidders as per "Eligibility criteria" section mentioned in the RFP based on the documents submitted.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

The Bidder is required to meet the following eligibility criteria and provide adequate documentary evidence for each of the criteria stipulated below:

**ELIGIBILITY CRITERIA COMPLIANCE TABLE**

Sl. No.	Eligibility Criteria	Complied ( Yes/No)
1	Bidder should be a LLP, PARTNERSHIP FIRM, NGO/MFI/ COOPERATIVE SOCIETY/NBFC-ND/ Registered Company in India under Companies Act1956 / 2013 more particularly eligible entities as per RFP.	
2	The Service Provider should have GST registration certificate, E.S.I.C., P.F. and or applicable Labour Law/ registration/Licenses.	
3	The memorandum / byelaws / constitution of applicant should permit to undertake the Business Correspondent Business.	
4	Bidder Should not be a defaulter of any Bank/ Financial Institution	
5	Promoters should not be featured in CIBIL/RBI Defaulter list	
6	Bidder should have implemented the Kiosks/Non-Kiosks Based Banking Service Solution in at least one Public Sector Bank in India for last three Financial Year (FY) as on 31.03.2024 OR Bidder should have implemented the Kiosks/Non-Kiosks Based Banking Service Solution in at least two Private Sector Bank in India for last Five Financial Year (FY) as on 31.03.2024	
7	Bidder should have established minimum active 1000 banking outlets under ITeFI across India for extending banking services as on 31.03.2024	
8	Bidder should be in business for at least 3 years prior to date of application.	
9	Bidder should have positive net worth for last three financial years with minimum net worth of Rs. 2.00 Crore as on 31 <sup>st</sup> March 2024 as per Audited Balance Sheets.	
10	Bidder should have average minimum annual turnover of Rs.10.00 crore for last three financial years as per audited Balance Sheet.	
11	Bidder should have net profit for last 3 Financial Years and should have average Net profit of Rs 50.00 lakh for last three financial years as per audited Balance Sheets.	

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

12	The bidder should not be blacklisted by RBI/IBA/other Banks at least preceding 3 years. Bank has sole right to terminate the agreement with immediate effect if any such case is found. The services of bidder should not have been discontinued by any Bank on account of non-performance/ poor performance	
13	Bidder should have presence in minimum three states in India.	
14	The company and its promoters shall not be affiliated to any political party.	
15	The organization/ Directors / promoters should not have any criminal record.	

The offers of the bidders who fulfill all the above eligibility criteria will be taken up for further scrutiny i.e. Technical Evaluation.

**v) Technical evaluation (70 Marks):** The evaluation shall be based on Technical Competence, Management and Corporate Governance, Financial Strength and Human Resource Management and the Functional Competence.

The Bid submitted by the bidders under the RFP will be evaluated by a committee of the Bank. If required the Bank may engage the services of external consultants for evaluation of the bid. The Technical Proposal of the bidders shall be evaluated as per the below criteria (Maximum 70 marks)

- |  |           |
|--|-----------|
| 1. No of BC outlets:   | 10 marks. |
| 2. No of States Covered:<br>(Operation in Number of states)  | 10 marks  |
| 3. Average Net worth:  | 10 marks  |
| 4. Average turnover:   | 10 marks  |
| 5. Average Net Profit:   | 10 marks  |
| 6. Support parameters :<br>(Number of Certified, experienced engineers working Dedicatedly on FI technology) | 5 marks   |
| 7. Support parameter :<br>(Personnel/ employee on Pay Roll)  | 5 marks   |
| 8. Experience as CBC solutions:  | 5 marks   |
| 9. No of PSB/RRB/Private Banks(Tie-up):  | 5 marks   |

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Note:** Technical evolution sheet is attached as Annexure 15; interested bidders are advised to look into the same and submit details with supporting documents for fetching maximum eligible marks.

70 marks are allotted for Technical Evaluation. Bidders scoring less than 50 marks (cut-off score) out of 70 marks in the technical evaluation shall not be considered for the presentation process. In case, there is no sufficient number of Bidders having technical score of 50 or more, the Bank may, at its discretion, also include Bidders with the next higher technical scores above a score of 40. In case, sufficient Number of the participating Bidders does not qualify on technical criteria and reach or exceed the cut-off score 50, the Bank, at its own sole discretion, may reduce the cut off score from 50 to minimum score of 40.

Bidders achieving minimum technical score (cut off or revised cut off) as mentioned above will be invited for a presentation on a specified date and time before the appointed committee by the Bank. The presentation shall carry 30 marks. The successful bidders will be intimated about the date and time of presentation and will have to make their own travel and stay arrangements at their own cost. Bank will not bear the cost towards the same.

**vi) Presentation: 30 Marks**

Applicant presentation - Applicants are requested to be prepared to make presentations, if required. The Bank will communicate a date and time to all qualified applicants any time after the last date for submission of applications. Bank at this Stage shall determine the technical and operational capability of Bidder to perform the Contract and Scope of work as per RFP

The Qualified bidders will have to give presentation/ interactions on the methodology/ approach, time frame for various activities, strengths of the bidders. The technical competence and capability of the bidder should be clearly reflected in the presentation. If any short-listed bidder fails to make such presentation, they will be eliminated from the selection process.

Presentation carries 30 marks

Bidders are suggested to make a Presentation (preferably Demo), on their Methods / Architecture on the below mentioned parameters:

- Brief background of the company/Company profile and its promoters.
- Technological excellence, hardware/device specification etc.
- Business Model (Includes, strategy adopted by the company for BC agent recruitment and Attrition rate, (existing and new services enabled by bank) . Special focus on maintenance of BC Master data, Profiling, Management & Supervision.
- BC Management tool : monitoring mechanism including Monitoring of Performance of BC and Monitoring of transactions at BC Point including round tripping transactions.
- Grievance redressal mechanism, Online helpdesk support, Escalation matrixes .



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- Banking Services including third party products implementation at BC Point .
- Risk mitigation for the Bank in terms of regulation compliance / complaint redressal / mitigation of operational risks and prevention of Frauds etc.
- Man power support: Technical and supervisory support to BC points with TAT for resolution of Technical or other support.
- Any other points and USP of the bidder.

(Maximum time allotted for Presentation is 15 minutes and 5 min for interaction)

A copy of the detailed presentation covering all the above aspects shall be shared with the Bank. At the sole discretion and determination, analysis and evaluation by the Central Bank of India, may add any other relevant criteria for evaluating the proposals received in response to this RFP.

**vii) FINAL EVALUATION:**

<b>(i) Marks under Technical Evolution :</b>	<b>70</b>
<b>(ii) Presentation :</b>	<b>30</b>
<b>(iii) Total (i+ii ) :</b>	<b>100</b>

The Bidders will be ranked on the basis of the sum total of score i.e. technical score + presentation score. The requisite number of bidders i.e. ideally approx. 15 to 25 ( This number may vary as per need of the Bank ) with the highest total score in Ranking in Descending order of their Merit.(Marks for Technical +Presentation) will be declared successful and shall be recommended for the empanelment as a Corporate Business correspondent. After the identification of the successful Bidders, the Bank will follow the internal procedure for Necessary approval and thereafter proceed with the signing of service Level Agreement as per RFP.

*The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.*

**19. NOTIFICATION:**

Bank will notify the Bidders in writing about the outcome of the RFP evaluation process, including whether the Bidding entity's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.

**20. COST BORN BY BIDDER:**

All costs and expenses (whether in terms of time or material or money) incurred by the bidding entity in anyway associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, presentations etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the bidding entity.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**21. NO LEGAL RELATIONSHIP:**

No binding legal relationship will exist between any of the bidders and the Bank until execution of a contractual agreement to the full satisfaction of the Bank

**22. BIDDING ENTITY OBLIGATION:**

There shall not be any obligation on the Bank on understanding /analysis carried out by the bidder based on the content of the RFP.

**23. ACCEPTANCE OF TERMS:**

Each Bidding entity acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor it would be construed as any investigation or review carried out by a Bidding entity. The Bidding entity unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

**24. DISQUALIFICATION:**

Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification

**25. TIMEFRAME: (Match with Bid schedule 1.0)**

The following is an indicative time frame for the overall selection process. The Bank reserves the right to vary this time frame at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Bidders during the process.

RFP Issuance Date	29.07.2024
Last date of submitting queries	08.08.2024
Pre-bid meeting	12.08.2024
Bank response to pre-bid meeting and queries	14.08.2024
Last Date of submission of RFP	20.08.2024
Technical bid opening	20.08.2024

Interested parties are expected to adhere to the timelines. However, the Bank reserves the right to change the above mentioned timelines as per requirement and exigencies.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Bids to be valid for a period of 6 months and the bidders will have no right to claim the EMD till such time or conclusion of the RFP process whichever is earlier. In case the RFP process is not concluded within 6 months from date of closure of bid submission date, the RFP process will be considered to be scrapped and the bidders will not have any right to oppose the scrapping of the RFP process or demand any interest on the EMD or refund of application money.

Even otherwise also the bank reserves the right to cancel/scrapped the RFP process without assigning any reason and the bidders will not have any right to oppose the scrapping of the RFP process or demand any interest on the EMD or refund of application money.

In the event of the RFP process being cancelled or scrapped the EMD will be returned to the bidder along with intimation of the RFP process being cancelled/ scrapped.

**26. PERFORMANCE LEVEL PENALTY:**

Expected levels of Performance & Penalties for default: No penalty applicable for 1<sup>st</sup> calendar month of operation

**A) i).For all locations other than North Eastern State and LWE**

No of day login to be done by BC Agent	Penalty for no login done
Minimum login 24 days in a month At least 1 financial transaction per day *	NIL
If login for 20-23 days	Rs. 500.00
If login for 15-19 days	Rs. 750.00
If less than 15 days	Incentive/Fixed commission for transactions will not to be paid

**A) ii). For North Eastern State and LWE District Penalty:**

No of day login to be done by BC Agent	Penalty for no login done
If login for 15-19 days	Rs. 250.00
If login for 10-14 days	Rs. 400.00
If less than 10 days	Incentive/Fixed commission for transactions will not to be paid

\*Transactions in staff accounts, BC accounts (same CIF) and BC to BC account not to be counted as a financial transaction for computing login days and commission payable.

**B) For uncovered SSA (Sub Service Area) / Uncovered Non-SSA locations**

Uncovered SSA	Grace period 45 days from work order issued. Thereafter, if BC is not appointed at SSA location Penalty @ Rs.2000.00 per calendar month or part thereof per location is applicable. Delay on the part of CBC alone will be counted.
For non SSA Center	Grace period 45 days from work order. Thereafter, if BC is not appointed at Non-SSA location penalty @ Rs.1000.00 per calendar month or part thereof per location is applicable. Delay on the part of CBC alone will be counted.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**C) Minimum transactions expected per month**

It is expected that each BC Agent posted in the locations (Rest of India) will make 100 transactions in a month and North Eastern State and LWE District will make 50 transactions in a month after he/she is activated. Shortfall of more than 20% in achieving this target for continuous three months will result in the services being treated as ‘**unsatisfactory**’ and the said BC may have to be replaced by the service provider selected. If replacement is not done within 45 days of notice by the bank the said location would be considered as vacant and applicable penalty as specified elsewhere in this document would be levied by the bank. It is not applicable for new BCs for first 6 months

**27. PERFORMANCE SECURITY / PERFORMANCE BANK GUARANTEE:**

The successful Bidder shall provide performance security in the form of Central Bank of India’s Fixed deposit receipt for the period of contract or in the form of irrevocable and unconditional performance bank guarantee issued by scheduled commercial Bank in the form and manner prescribed by the Bank equivalent to Rs.5,000.00 (Rupees five Thousand only) per kiosk/Centre /Point. The performance security deposit or performance bank guarantee would have to be valid for the contract period of three years plus grace period of three months. The successful Bidder shall ensure submission of performance guarantee within 30 days of acceptance of letter of intent issued by the Bank and renewed bank guarantee at least one month before expiry thereof.

In the event of non-performance of obligation or failure to meet terms of this RFP, the Bank shall be entitled to liquidate the performance security deposit or invoke the performance guarantee without notice or right of demur to the Bidder. Any amount pending for payment due to non-achieving of milestone/s set under the RFP for any other reason solely attributable to the Bidder should be included in the remaining amount of the contract value.

If the performance security deposit or performance guarantee is not submitted, the Bank reserves the right to cancel the Contract. The performance security deposit or performance bank guarantee would be returned to the CSP/SP after the expiry of its original term or extended term, as the case may be or termination of the Contract plus 90 days on satisfaction of the Bank that there are no dues recoverable from the successful Bidder. (Performance BG is as per upper limit of CBC or as per allotment of BC points)

The proceeds of the Security Deposit / performance security / performance Guarantee (Fixed Deposit /Bank Guarantee) shall be payable to the Bank as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract.

**28. GOODS AND SERVICES TAXES (GST) AND ITS COMPLIANCE:**

- a) Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Service Provider shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder-
- b) TDS (Tax Deducted on Source) is required to be deducted as per applicable under GST Law on the payment made or credited to the Service Provider of taxable goods and

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statues include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.

- c) It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.

If Service Provider as the case may be, is blacklisted in the GST (Goods and Services Tax) portal or rating of a Service Provider falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract

Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

**29: AWARD OF CONTRACT:**

- a) An order of Merit/Merit List will be prepared and published by the Bank based on the evaluation parameters / Scoring Matrix after completion of the Evaluation Process.
- b) In case, two applicant's scores tie, both the applicants will be treated at par.
- c) The maximum number of BC locations to be allocated to a CBC shall be 3500, bank may at its discretion allot BC locations anywhere in the country, may also allot lesser number of locations and the empaneled CBC will be bound to accept the locations allotted by the bank. However in exigencies and on sole discretion of the bank the upper limit for all or specified CBC/SP can be increase/decrease.
- d) Bank's discretion will be final relating to number of applicants to be shortlisted/ empaneled.
- e) Bank will notify successful applicants in writing. The selected applicant has to return the duplicate copy of the same to the Bank within 15 working days, duly accepted, Stamped and Signed by Authorized Signatory in token of acceptance, failing which Bank may take appropriate action including rejection of the Application and awarding the work to other applicants, as well as debarring the said applicant from participating in further RFP's/Tenders of the Bank.
- f) In case if any/some of the selected companies/entities fails to enter into the contract or furnish the BG/Security deposit within the stipulated timelines or fails to comply with the requirements/terms and conditions of this RFP it shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or BG as well debarment of the applicants. In such situations, the Bank reserves/shall have the absolute right to engage the other applicants and award the work/services to them in the order of merit/as per the order of merit.
- g) The successful applicant will have to submit a Non-Disclosure Agreement (strictly on the lines of format given in Annexure-17 of this RFP), Bank Guarantee for the amount and validity as desired in this RFP together with acceptance of all terms and conditions of RFP

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- h) Bank reserves the right to amend the terms and conditions of the contract, at the time of the finalization of the contract, as well as stipulate any other document(s) to be enclosed as part of the contract.
- i) Terms of payment indicated in the Contract that will be issued by the Bank to the selected Bidder will be final and binding on the Bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances.

**30. INDEMNITY, INTEGRITY PACT AND NON DISCLOSURE AGREEMENT:**

- a) The Bidder shall indemnify Bank and keep indemnified against any loss arising out of deficiency in service or fraud, embezzlement of funds committed by the BCA deployed by them or the employees of the bidder or damage caused to bank by misdeeds of the employees of the bidder or any loss / damage that Bank may sustain on account of violation of patent, trademarks, logo etc. by the Bidder by executing an instrument to the effect on a Non-Judicial stamp paper. (Annexure-18)
- b) Furthermore, the bidder shall be jointly and severally liable towards the Bank for any breach, non-performance or violation of the terms of this agreement by the bidder, and its employees, shall keep the Bank, its employees and shareholders harmless and indemnified to the extent of any loss incurred by the Bank on account of omission and commission of the bidder, its employees with respect to all dealings with the customers, pursuant to this Agreement.
- c) Integrity Pact- Each Participating bidder/s shall submit Integrity Pact as per attached Annexure 16 with duly stamped for Rs. 500.00 Integrity pact should be submitted by all participating bidder at the time of submission of Bid documents or as per satisfaction of the Bank. The Non-submission of Integrity Pact as per time scheduled prescribed by Bank may be relevant ground of disqualification to participating in Bid process. Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this Pact in whose names and email IDs are as follows:

**Mr. Jagadip Narayan Singh, Mail ID: jagadipsingh@yahoo.com**

- The task of the IEMs shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
  - The IEMs shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
  - Both the parties accept that the IEMs have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- d) The Bidder must execute Non- Disclosure Agreement (NDA) as per Annexure-17.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**31. PERIODICITY AND TERMINATION OF CONTRACT:**

- a) Kiosks/Non-Kiosks Services shall be in force for a period of **three** years from the date of signing the contract or terminated prior to the said three years in the manner stated herein. Bank shall on annual basis or lesser as deemed fit, review the financial and operational conditions of CBC/ SP to assess their ability to continue to meet its outsourcing obligations.
- b) The Bidders should note that the Contract entered with the successful Bidder will be for a period of 3 years subject to annual review and, Renewable/extendable at the Bank's sole discretion up to further 2 Years depending upon performance of the CBCs
- c) The Bank shall have the right to terminate this agreement, in whole or in part by giving the CBC at least 30 days' prior notice in writing without assigning any reason. It is clarified that the CBC shall not terminate this agreement for convenience and shall provide 180 days' notice prior to any termination.
- d) Not with-standing the afore stated, the Bank shall be entitled to terminate this Agreement forthwith (a) pursuant to guidelines, rules, regulations, notifications, orders issued by the RBI/Government of India or any other statutory authority (b) upon violation by the CBC/SP of any provisions of guidelines, rules, regulations, notifications, orders issued by the RBI / Government of India from time to time.

**32. COMPLIANCE WITH LAWS:**

- a) The CBC/SP shall ensure to comply with the provisions of all the applicable laws concerning or in relation to rendering of services by CBC/SP as envisaged under this RFP.
- b) The selected CBC/SP will have to undertake to comply with all prevailing laws including Labor Welfare Laws and regulations in India relevant for such work undertaken.
- c) The CBC/SP shall ensure that the employees of CBC/SP shall be the employees of the CBC/SP and shall at all times remain the employees/ contractors of the CBC/SP and such employees shall not be entitled to any benefits of employment available to the employees of the Bank. The CBC/SP shall ensure that its employees are duly informed of such status and shall be responsible for its employees as required under various statutory regulations and guidelines as may be applicable to them under such statutes

**33. GOVERNING LAW AND JURISDICTION:**

The contract shall be governed by and construed in accordance with the laws of India. All disputes arising from this Agreement shall be resolved through arbitration conducted in terms of the Arbitration and Conciliation Act, 1996, by a sole arbitrator. If a consensus is not reached within both the parties regarding appointment of the sole arbitrator within 10 days of the raising of the dispute by one of the parties, both the parties shall appoint one arbitrator each and the two arbitrators, so appointed will appoint third arbitrator and the dispute shall be decided by the panel of the said three arbitrators. The decision of the panel shall be binding on both the parties. The arbitration shall be conducted in **Mumbai** and the language of arbitration shall be **English** subject to the provisions of arbitration contained above, the courts in **Mumbai** shall have

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

exclusive jurisdiction over all matters arising out of or in connection with this Agreement. The CBC/SP shall continue work under the contract during the arbitration proceedings/legal action unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the court/arbitrator or the umpire, as the case may be, is obtained.

**34. TERMS AND CONDITIONS:**

- a) The Bidders shall adhere to the terms of this RFP and shall not deviate from the same. The Bank reserves its right not to accept such deviations to the RFP terms, in its sole and absolute discretion, and shall not be obliged to furnish any reason for exercising such right.
- b) Unless agreed to specifically by the Bank in writing for any changes to the RFP issued, the Bidders' responses would not be incorporated automatically in the RFP document.
- c) Unless expressly overridden by the specific agreement to be entered into between the Bank and the successful Bidder, the RFP shall be the governing document for arrangement between the Bank and the Bidders.
- d) Responses to this RFP by the Bidders shall not constitute an obligation on the part of the Bank to award a Contract for any services or combination of services. Failure of the Bank to select a Bidder shall not result in any claim whatsoever against the Bank and the Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- e) By submitting a proposal, the Bidder agrees to promptly execute service level Agreement with the Bank for the services /work awarded to the Bidder, if any. Failure on the part of the selected Bidder to execute a valid contract with the Bank within the period of 30 days will relieve the Bank of any obligation to the Bidder, and another Bidder in lieu of the said bidder may be selected based on the selection process of the Bank.
- f) The terms and conditions as specified in the RFP and addendums, if any, thereafter will be final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of the Bank, the Bidder may, in sole discretion of the Bank, be disqualified.
- g) Any additional or different terms and conditions proposed by the Bidders would be rejected unless expressly assented to in writing by the Bank.
- h) In the event that the Bank is forced to cancel an awarded contract (relating to this RFP) due to the Bidder's inability to meet the established delivery dates, that Bidder will be responsible for any re-procurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by the Bank for procuring similar deliverables and services.
- i) By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all hardware to be installed at Kiosks/Non-Kiosks in response to this RFP shall meet the proposed solution requirements of the Bank. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.

- j)** The Bidder shall represent that the proposed Kiosks/Non-Kiosks setup and its documentation and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Bidder represents and agrees to obtain and maintain validity throughout the Project, of all appropriate registrations permissions and approvals, which are statutorily required to be obtained by the Bidder for performance of the obligations of the Bidder. The Bidder further agrees to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the Bidder.
- k)** All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this RFP will remain unchanged unless explicitly communicated by the Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.
- l)** The Bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- m)** The Bank would not assume any expenses incurred by the Bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidders.
- n)** The Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- o)** The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- p)** The CBC/SP shall keep complete and accurate records of all the transactions in connection with the Services provided to the Bank. The CBC/SP shall allow the Bank, its officials / auditors and / or regulators to inspect, examine and audit the BC's operations. The BCA will co-operate with the Bank's/RBI's internal or external auditor to assure a prompt and accurate audit to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank. The BCA shall also co-operate in good faith with the Bank to correct any practices which are found to be deficient as a result of any such audit within a reasonable time.
- q)** The CBC/SP also agrees that they will allow the Reserve Bank of India or persons/ authorized by it to access the service provider's records of transactions, other necessary information given to be stored or processed by the service provider and also service provider agrees for payment of supervisory fees/penalties, if any levied by RBI/UIDAI. The CBC/SP also recognizes the rights of Reserve Bank of India, UIDAI and /or/ any other regulatory authority/ governmental agency having necessary jurisdiction to cause inspection to be made of books and accounts of the CBC/SP by one or more of its employees or other persons as deemed necessary.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**35. BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN:**

Selected SP/CBC shall develop and establish a robust framework for documenting, maintaining and testing Business Continuity and Recovery procedures. CBC/SP shall periodically test the Business Continuity and Recovery plan and if considered necessary both Bank and SP shall jointly do the same.

Selected SP agrees to prepare and produce within one month of execution of SLA document a 'Business Continuity Plan' for the purposes of ensuring continued rendering of services undertaken by the SP to the Bank SP agrees to make necessary changes to the Business Continuity Plan or Contingency Plan as per instructions/directions given by the Bank after examination of the plan submitted by the SP.

**36. SAMPLE SERVICE LEVEL AGREEMENT:**

The selected service provider will execute a service level agreement as per sample annexed as Annexure - 26 The clauses of the sample SLA will form part of this RFP and the terms and conditions may be changed or modified at the time of execution of the agreement.

**37. OTHERS:**

- 1) The estimates given by bank may vary and are in no way binding on the bank. The bidder should make his own analysis before submitting the bid in response to this RFP.
- 2) Payment will be made by the bank as per actuals within 45 days from the date of receipt of invoice.
- 3) All the payment except Fixed payment and incentive for fresh deposit canvassed shall be paid in the ratio of 80:20 between BC and TSP,
- 4) Bank may at its discretion make periodic visits to the DC/DR of the selected SP/CSP and the SP/CSP will have to make necessary arrangements for the same.
- 5) Bank may at its discretion get done periodical audit of activities of the SP/CSP pertaining to work order issued in terms of this RFP and the SP/CSP will have to provide full co-operation to the bank appointed auditors
- 6) Reserve Bank of India guidelines and timelines on BC certification to be complied with
- 7) Presently FI Gateway Services are provided by M/s Atyati Technologies Pvt. Ltd. During the tenure of the contract bank may change the FI Gateway vendor at any time and integrations with the new vendor so appointed by the bank will have to be done at no cost to the bank. Even any changes/ integration required with existing GWSP M/S Atyati Technologies Pvt. Ltd. it should be done with no cost to the Bank.
- 8) Certificates required from Banks should have been issued after 01.04.2024.

**38. REVIEW & RENEWAL:** The Performance & Conduct of the shortlisted/Empaneled CBC Shall be done on Annual basis .The empaneled CBC Shall submit the requisite information in supplied formats along with all supportive desired documents at least one month prior to each anniversary of execution of service level agreement . Review Format will be shared by the Bank to all empaneled CBC/SP. The Bidders should note that the Contract entered with the successful Bidder will be for a period of 3 years subject to annual review and, Renewable/extendable at the Bank's sole discretion up to further 2 Years depending upon performance of the CBCs

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**List of Annexure:**

Sr. No	Annexure No	Name of the annexures in RFP Documents	Page No
1	Annexure-1	Offer covering letter	44
2	Annexure-2	Eligibility Criteria for selection of bidder	45
3	Annexure-3	Bidder profile: Organization snapshot	47
4	Annexure-4	Details of contracts and orders	51
5	Annexure-5	Letter of authorization for submission of proposal	52
6	Annexure-6	Undertaking for non-black listed/Discontinuation of services	54
7	Annexure-7	Conformity with hard copy letter	55
8	Annexure-8	Litigation Certificate	56
9	Annexure-9	Undertaking Cyber Security/IT Policy of the Bank	57
10	Annexure-10	Declaration/ undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India	58
11	Annexure-11	Format of certificate from banks signed by GM/DGM/AGM -FI	60
12	Annexure-12	Format of certificate from Chartered Accountant	61
13	Annexure-13	Certificate for tender	62
14	Annexure-14	Technical Evaluation covering letter	63
15	Annexure-15	Technical Evaluation Scoring Sheet	66
16	Annexure-16	Integrity Pact	68
17	Annexure-17	Non-disclosure Agreement	73
18	Annexure-18	Indemnity Bond	77
19	Annexure-19	Compliance certificate	78
20	Annexure-20	List of services provided at BC points	79
21	Annexure-21	Proposed BC Remuneration to be paid to CBC	81
22	Annexure-22	List of Zonal and Regional Offices	86
23	Annexure-23	Technical specification document	89
24	Annexure-24	BC certification RBI guidelines	91
25	Annexure-25	Pre-bid query format	92
26	Annexure-26	Sample SLA Agreement	93
27	Annexure-27	Performance bank guarantee	111
28	Annexure-28	Letter of Annual Review for corporate business correspondents	114

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure 1**  
**Offer Covering letter**

Date: \_\_\_\_\_

Offer Reference No.: \_\_\_\_\_

General Manager  
Social Banking Dept.  
Central Office, Central Bank of India,  
2<sup>nd</sup> floor, MMO Building  
Mumbai.-400023

Having examined the offer documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, submit offer for corporate Business Correspondent for Rural/ semi –Urban/Urban/Metro Financial Inclusion through Banking Service Kiosks/Non-Kiosks in conformity with the said offer documents in accordance with the Schedule of Prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to commence services as specified in this RFP and to complete proposed project as specified in the Contract.

If our offer is accepted, we will provide performance security in the form of Banks FDR or Performance Bank Guarantee of a scheduled commercial bank preferably of public sector bank for a sum of Rs 5,000.00 (Rupees Five Thousand only) per kiosk/ Centers / Points for the allocated locations. Additionally interest free security deposit of Rs. 10.00 lakh will be given for the duration of the contract.

We agree to abide by this offer till 180 days from the date of offer opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is neither bound to accept the lowest or any offer the Bank may receive, nor to give any reasons for rejection.

For (Bidder name) with stamp

Signature                      Name of Signatory      Designation of Signatory      Date of Submission

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-2**  
**ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER**

Sl. No.	Eligibility Criteria	Document Proof to be submitted
1	Bidder should be a LLP, PARTNERSHIP FIRM, NGO/MFI/ COOPERATIVE SOCIETY/NBFC-ND/ Registered Company in India under Companies Act 1956 / 2013 more particularly eligible entities as per RFP.	Relevant Registration certificate to be enclosed with the bid
2	The Service Provider should have GST registration certificate, E.S.I.C., P.F. and or applicable Labour Law/ registration/Licenses.	A copy of PAN/TAN/VAT/Service tax/GST Registration number (Whichever is applicable) in the name of applicant. Compliance /self-certificate along with photocopies of valid registration certificate/ Licenses should be furnished along with the application.
3	The memorandum / byelaws / constitution of applicant should permit to undertake the Business Correspondent Business.	Certificate duly signed by CA/CS as per annexure-12
4	Bidder Should not be a defaulter of any Bank/ Financial Institution	Self-Declaration certified by CA
5	Promoters should not be featured in CIBIL/RBI Defaulter list	Self-Declaration of Promoters
6	Bidder should have implemented the Kiosks/Non-Kiosks Based Banking Service Solution in at least one Public Sector Bank in India for last three Financial Year (FY) as on 31.03.2024 OR Bidder should have implemented the Kiosks/Non-Kiosks Based Banking Service Solution in at least two Private Sector Bank in India for last Five Financial Year (FY) as on 31.03.2024	Certificate from Banks to be attached signed by GM/DGM/AGM (FI) of the bank
7	Bidder should have established minimum active 1000 banking outlets under ITeFI across India for extending banking services as on 31.03.2024	Certificate from Banks to be attached signed by GM/DGM/AGM (FI) of the bank

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

8	Bidder should be in business for at least 3 years prior to date of application.	Declaration by bidder supported by Audited Balance Sheets.
9	Bidder should have positive net worth for last three financial year with minimum net worth of Rs. 2.00 Crore as on 31 <sup>st</sup> March 2024as per Audited Balance Sheets.	Audited balance sheet and Certificate from CA required
10	Bidder should have average minimum annual turnover of Rs.10.00 crore for last three financial years as per audited Balance Sheet.	Audited balance sheet and Certificate from CA required
11	Bidder should have net profit for last 3 Financial Year and should have average Net profit of Rs 50.00 lakh for last three financial years as per audited Balance Sheets.	Audited balance sheet and Certificate from CA required
12	The bidder should not be blacklisted by RBI/IBA/other Banks at least preceding 3 years. Bank has sole right to terminate the agreement with immediate effect if any such case is found. The services of bidder should not have been discontinued by any Bank on account of non-performance/ poor performance	Self-Declaration certified by CA , As per Annexure -6
13	Bidder should have presence in minimum three states in India.	Certificate from Banks to be attached signed by GM/DGM/AGM (FI) of the bank
14	The company and its promoters shall not be affiliated to any political party.	Self-Declaration
15	The organization/ Directors / promoters should not have any criminal record.	Self-Declaration

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure (3)**

**BIDDERSs PROFILE: ORGANISATION SNAPSHOT FOR TECHNICAL EVALUATION**

**[To be submitted on the company's letter head and signed by the Authorized signatory with Seal]**

1	Name of the Applicant Firm /company				
	Constitution :				
	Complete address – H.O.				
	Tel. No. and Mobile No.				
	Website				
	Email Id				
	Correspondence Address				
2	Percentage of stake ( shareholding ) held by each promoters as on 31.03.2024				
	1.				
	2.				
	3.				
	4.				
3	Date of Establishment / Incorporation				
4	Name and address and other details of promoters / Directors/ partners / trustees / proprietors/ Promoters				
	SL	Name of promoters / director/partners/Trusties/	Address & Email	PAN no	DIN no
	1				
	2				
	3				
5	Month & Year of Commencement of Business				
6	IGST Number				
7	PAN No of Bidder				
8	GST Registration Number				

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

9	EPFO Registration no			
10	Name, Designation, Contact No. & Email ID of the official for any communication in relation to the Bid			
11	Number of BC outlets as on 31.03.2024			
11(a)	State wise BC outlets as on 31.03.2024			
12	Financial Information	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
	a. Invested Capital (INR Cr)			
	b. Operating Profit / (Loss) (INR Cr)			
	c. Profit / (Loss) after Tax (INRCr)			
	e. Net worth (INR Cr)			
	f. Total Turnover of the Company			
	a. Turnover through BC outlets			
13.	Business Information	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
	a. Number of Banks tied up			
	b. Out of (a) above number of Public sector bank			
	c. Out of ( a ) above , number of RRBs			
	d. out of ( a ) above number of private sector Bank			
14.	<b>Penalty imposed during last three years</b>			
14(a)	If yes, Details of Penalty. Amount of Penalty & Reasons for Penalty.			
15	<b>Grievance Redressal :</b>			
<b>Sl No</b>	<b>Particulars</b>	<b>Number</b>		
16(a)	No of Grievances o/s at the start of the year			
16(b)	No of Grievances received during the year			
16©	No of Grievances resolved during the year			
16(d)	No of o/s Grievance at the end of the year			



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

17.	<b>Key Support Areas Support:</b>	
	A No of Manpower on pay role	
	B No of Supervisors per 40 BCs	
	C Number of qualified & dedicated Engineers for support	
	F Technology	
	G MIS	
	H Grievance Redressal	
	I Risk Mitigation	
	J Others (please Specify)	
19	Whether company having existing tie up with Central Bank of India ( Yes or NO )	
	<p>If Yes ,furnish following details</p> <p>A. since when tie up arrangement is there</p> <p>B. No of accounts opened during FY ended 31.03.2024</p> <p>C. No of Social security schemes mobilized during FY ended 31.03.2024</p> <p>D. Average Number of transactions made by per BC outlets in FY ended 31.03.2024</p> <p>E. No of Frauds and amount involved at BC outlets during last three years.</p> <p>F. Number of pending activation of BC outlets even after expiry of work order as on 31.03.2024.</p>	

We have read and understood the terms and conditions of the RFP and express our agreement to them and confirm that decisions of Bank with regard to the RFP will be binding on us. The information contained in the bid sheet is correct to the best of our knowledge and belief. We further confirm that our Firm/Company is in a position to comply with all the requirements of the RFP.

All the copies of documents attached for supporting the details specified in the RFP are true copy duly certified by us. We confirm that we have not been barred/blacklisted/disqualified by any

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Regulatory / Statutory body/ Bank / Financial Institution in India and we understand that if any false information is detected at a later date, the Empanelment shall be cancelled at the discretion of the Bank.

We declare that the Key personnel in the Company who are associated with the “Corporate Agency Tie- Up with Bank” are not related to the Executives/ officers of the Bank.

(Authorized Signatory)

Name.....

Designation.....

Date :

With Seal of Company

Place :

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure -4**  
**Details of contracts and orders**

Sl. No.	Name of Bank	Contract detail	No. of points-Allotted/ Active	Total

(Authorized Signatory)

Name.....

Designation.....

Date:

With Seal of Company

Place:

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-5**

**Letter of Authorization for Submission of the Proposal**

To,

The General Manager  
Financial Inclusion Cell  
Social Banking Dept. Central Office  
Central bank Of India, MMO Building  
M G Road, Fort, Mumbai

Dear Sir,

SUB: Authorization Letter for submission of the proposal in response to the RFP  
REF: Your RFP .....Dated.....

This has reference to your above RFP for Empanelment of Corporate BC/ Service Provider for implementing Financial Inclusion, Mr. /Ms\_\_\_\_\_ is hereby authorized to submit the proposal documents and to sign the contract on behalf of our organization for all the systems/ goods required by the Bank as called for vide the Bank's request for proposal vide above referred RFP on behalf of our organization. We confirm that the person so authorized above has digital signatures and confirm that all the prices quoted in on-line-sealed bid by him shall be binding on us. He/ She is also authorized to take decisions on behalf of the company till RFP process is completed. Certified photocopy of Power of Attorney (POA) of the person authorizing such person is duly submitted.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

The specimen signature is attested below:

Specimen signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority  
(Certified Xerox copy of POA of authorized Signatory/authority is to be submitted)

Note: 1) This letter of authority should be on the letter head of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the bidder in its proposal.

**SWORN STATEMENT BY THE AUTHORISED SIGNATORY**

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

I, the undersigned, being the person responsible, certify that:

(i) The information given in this application form is true and correct to the best of my knowledge and belief;

(ii) The entity does not fall under anyone of the undernoted categories:

a) Is bankrupt or is being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any situation arising from a similar procedure provided for in national legislation or regulations;

b) Has been convicted of an offence concerning professional conduct by a judgment which has the force of res judicata (i.e., against which no appeal is possible);

c) Is guilty of grave professional misconduct proven by any means which the Award Partners and Jury can justify;

d) Has not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provision of India;

e) Has been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity;

f) It is further certified that the contents of our Application are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the Application;

g) We understand that you are not bound to accept any Application you may receive and you may reject all or any Application without assigning any reason or giving any explanation whatsoever;

h) We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the application process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of applicant from further application process;

i) I am fully aware that any false declaration will lead to the exclusion of the entity from the selection process.

<b>Name:</b>	
<b>Designation/Position Held</b>	
<b>Signature</b>	
<b>Date and Place</b>	
<b>Seal &amp; Stamp</b>	

**CHECKLIST FOR ENCLOSURES**

1. Audited Financial Statements for the year ending of March (latest 3 years)
2. Annual Report for the latest 3 years (if printed).
3. One copy of photograph (passport size) of Promoter(s)/Director(s).
4. Copies of the certificate of registration authorized by an independent authority.

**CENTRAL BANK OF INDIA  
RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-6**

**UNDERTAKING FOR NON- BLACKLISTED/DISCONTINUATION OF SERVICES**

**To be provided on letter head of the Bidder's Company**

To,  
The Deputy General Manager  
Financial Inclusion Cell  
Social Banking Department  
Central Bank of India  
Central Office, 2<sup>nd</sup> floor, MMO Building  
Fort  
Mumbai -400023

Sir,  
Reg: RFP for Empanelment of Corporate BC for implementing Financial Inclusion.

We, M/s ----- are a private/public limited company/LLP/Firm (strike off whichever is not applicable) incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office/ Headquarters at \_\_\_\_\_ do hereby confirm that we have not been blacklisted/ debarred by the Government / Government agency /RBI/IBA/ Banks / Financial Institutions in India during last 3 years as on 31.03.2024. Further Services has also not been discontinued by any bank due to non-performance/poor performance.

This declaration is been submitted and limited to, in response to the tender reference mentioned in this document

Thanking You,

Yours faithfully

Signature of Authorized Signatory	
Name of Signatory	
Designation	
Seal of Company	
E-mail ID	
Mobile no / Telephone No	
Date and Place	

**CENTRAL BANK OF INDIA  
RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-7**

**Conformity with Hardcopy Letter**

**(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)**

To,  
The General Manager  
Financial Inclusion Cell  
A Social Banking Department  
Central Office, Central bank of India  
2nd floor, MMO Building  
Mumbai. Maharashtra

Sir,

Sub: RFP for Empanelment of Corporate BC/ Service Provider for implementing Financial Inclusion.

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No.CO:SBD:FI;BC:2024-25/318 dated 29/07/2024 hereinafter referred to as "RFP") issued Central Bank Of India ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original RFPs issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Signature of the Authorized Signatory

Name:

Designation:

Name of the bidding Firm:

Address:

**CENTRAL BANK OF INDIA  
RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-8**

**LITIGATION CERTIFICATE**

**Reg: RFP for empanelment of Corporate Business Correspondents for providing ITeFI Banking Service at BC Points**

This is to certify that M/S.....,a company incorporated under the companies act, 1956 /2013 with its headquarters at,.....is not involved in any litigation which threatens solvency of the company.

Date.....

Place.....

Signature of CA/Statutory auditor

Name of CA/Statutory auditor:

Designation:

Seal of Company:

Email ID:

Mobile no:

Telephone No:

Seal of Company:



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-9**

**(Declaration to be provided on letter head of the Bidder's Company)**  
**UNDERTAKING CYBER SECURITY/ IT POLICY OF THE BANK**

The General Manager  
Financial Inclusion Cell  
Social Banking Department  
CO, Central Bank of India  
2nd floor, MMO Building  
Fort, MG road, Mumbai-400023

Sir,

Reg: RFP for Empanelment of Corporate BC for implementing Financial Inclusion.

We, M/s ----- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at -----  
------(referred to as the "Bidder")do hereby confirm that we are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT / Cyber Security Policy. The IT / Cyber Security Policy will be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application used by them. The deputed persons should be aware about Bank's IT / IS / Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed / misused / misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank. All information resources (online/in-person) of the Bidders shall be made accessible to Reserve Bank of India as and when sought. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of Bidders activities and bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of Bidders. Background verification requirements for the employee of the bidder shall be included and be mandated as a requirement in the bidder contract

Thanking You,

Yours faithfully,

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.: Seal of Company:

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-10**

**(This letter should be on the letter head of the Bidder duly signed by an authorized signatory)**

Declaration/ undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India as per the order no. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of finance department of expenditure

**To**

The General Manager  
Financial Inclusion Cell  
Social Banking Department  
CO, Central Bank of India  
2nd floor, MMO Building  
Fort, MG road, Mumbai-400023

Sir,

We, M/s ----- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at -----  
----- (referred to as the “Bidder”) are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

Please strike off whichever is not applicable

1. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that is not from such a country.”
2. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that is from such a country. I hereby certify that fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.]”

Further In case the work awarded to us, I/ we undertake that I/ we shall not subcontract any of assigned work under this engagement without the prior permission of bank.

Further we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

hereby certify that our subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]”

2. We, hereby confirm that we fulfill all the eligibility criteria as per the office memorandum/order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

3. This declaration cum undertaking is executed by us through our Authorized signatory/ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this.....by 2024

Yours faithfully,

Authorized Signatory Name:

Designation:

Agency/bidder’s Corporate Name Address

Email and Phone #

List of documents enclosed:

1. Copy of certificate of valid registration with the Competent Authority (strike off if not applicable)
2. ....
3. ....
4. ....

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-11**

**Format of certificate letter head of public sector banks/ RRB/ Private sector Bank**  
**Signed by GM/DGM/AGM - FI**

The General Manager  
Central Bank of India  
Financial Inclusion Cell, Social Banking Department  
2nd Floor, Mumbai Main Office,  
Fort, Mumbai- 400023

Reg: **FINANCIAL INCLUSION SERVICES PROVIDED BY \_\_\_\_\_"VENDOR NAME" \_\_\_\_\_**

Dear Sir,

1. M/S ----- have been working with our Bank as TSP/CBC (Corporate Business Correspondent) since ----- (Date). They have been allotted ----- number of CSP (Customer Service Points) for coverage through Business Correspondents, out of which ----- number of BCs were found active during the last FY (01.04.2023 to 31.03.2024).
2. The BCs deployed by the company have canvassed Rs. ---- crore Deposits in accounts as on 31.03.2024 opened through BCs.
3. The average monthly transactions during the period (01.04.2023 to 31.03.2024) made by the CSPs deployed by the company is.....
4. The various services provided at BC points are \_\_\_\_ in number and include (Account opening, Cash withdrawal, cash deposit, APY, PMJJBY, PMSBY, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ (all services provided to be given here)
5. The services provided by M/s \_\_\_\_\_ are found to be satisfactory and there are no major issues.
6. Number of states covered by CBC (Corporate Business Correspondent).Specify Names of the all the states.

This certificate is issued at the request of M/s \_\_\_\_\_ solely for the purpose for submitting response to RFP along with other documents for the tender dated.....for empanelment of CBCs floated by Central Bank of India.

Signature

(\_\_\_\_Name\_\_\_\_)

General Manager / Deputy General Manager / Assistant General Manager

**CENTRAL BANK OF INDIA  
RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-12  
Format of Certificate required from Chartered Accountant**

The General Manager  
Central Bank of India  
Financial Inclusion Cell,  
Agriculture Social Banking Department  
2nd Floor, Mumbai Main Office,  
Fort, Mumbai- 400023

Dear Sir,

In respect of M/S -----, we certify as under:

- 1) The company/Firm is engaged in FI business for the last 3 (Three) FY years, since \_\_\_\_\_
- 2) The company/Firm has earned Net profit for the last three financial year as per audited balance sheet amounting to Rs. \_\_\_\_\_, Rs \_\_\_\_\_ and Rs \_\_\_\_\_ for FY 2021-22, FY 2022-23 and 2023-24 respectively.
- 3) Average Net worth of the company /firm for latest three financial year as per audited balance sheet are more than Rs. 2.00 crores and are Rs. \_\_\_\_\_, Rs. \_\_\_\_\_ and Rs. \_\_\_\_\_ for the FY 2021-22, 2022-23 and 2023-24 respectively.
- 4) The turnover of the company/firm for latest three Financial Year is Rs \_\_\_\_\_, Rs \_\_\_\_\_ and Rs \_\_\_\_\_ for the FY 2021-22, 2022-23 and 2023-24 respectively.
- 5) The memorandum / byelaws / constitution of company/ firm permits to undertake the Business Correspondent business. The activity required for undertaking Business Correspondent business has been incorporated in the memorandum & Article of Association of the company.

-----  
M/S -----  
Chartered Accountant

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-13**

**Certificate for tenders (under Public Procurement order no 1)**

“I have read the clause regarding restrictions on procurement from the bidder of the country which shares a land border with India; I certify that this bidder is not from such country or, if from such country, has been registered with the Competent Authority hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered [Where applicable, evidence of valid registration by the Competent Authority shall be attached] “

Yours faithfully

(Authorized signatory and Company Stamp)  
Full name and designation of the authorized signatory

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-14**

**Technical Evaluation Covering letter**

**(To be submitted on the Letter head of the applicant in a separate closed cover)**

**To,**  
General Manager,  
Financial Inclusion Cell  
Social Banking Dept.  
Central Bank of India, Central office,  
2<sup>nd</sup> Floor , MMO Building  
Mumbai -400023

**Dear Sir,**

‘Ref: Request for Proposal (RFP) Tender Ref RFP no.CO:SBD:FI:BC;2024-25:318 dated 29.07.2024

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP, Tender Ref No- CO: SBD: FI: BC:2024-25:318 dated 29.07.2024 for empanelment of Corporate BC/Service Provider, in full conformity with the said RFP document including subsequent clarifications / addendums.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Proposal, which includes this Technical Proposal in sealed envelope.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this RFP including subsequent clarifications, consisting of this letter, the detailed response to the RFP – Technical proposal and all attachments, for a period of 180 days from the closing date fixed for submission of proposal as stipulated in the RFP document.
5. We would like to declare that we are not involved in any litigation with any Government in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
6. We hereby declare that we have not been blacklisted by any Central/ State/ UT Government / PSU / PSE during last three years and services has not been discontinued by any Bank due to non-performance/poor performance.
7. We hereby declare that our company’s loan account / accounts are not classified as NPA in any Bank as on date.
8. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government / PSU / Banks/RBI/IBA/PSE.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

9. We hereby declare that all the information and statements made in this Technical Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

10. We understand that Central Bank of India is not bound to short-list / accept any proposal received in response to this RFP.

11. In case we are empaneled by the Central Bank of India as a Corporate BC / Service Provider for implementing Financial Inclusion, we shall provide any assistance/ cooperation required by Central bank Of India for performing their auditing and inspection functions. We understand that our noncooperation for the same shall be grounds for termination of service.

12. We undertake that our BC Agents will be providing any additional services as required by Bank/DFS/RBI, etc. from time to time in relation to services related to Financial Inclusion and any non-compliance to same may be treated as our unsatisfactory performance.

13. In case we are empaneled as Corporate BC/Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by Central Bank of India.

14. We undertake to comply all the PF, ESIC, Minimum Wages Act, Labor Act and any other statutory requirement as Applicable which are related to engaging BC Agents. We undertake to provide the BC Agents who are duly trained and certified by IIBF or similar approved agency as decided by RBI from time to time.

15. We also undertake that:-

a) Our company/Firm has been in existence in India for a period of at least 3 years as of 31.03.2024.

b) Our company/Firm is incorporated or registered in India under the Indian Companies Act, 1956/2013 (Including Section-25 of the Act), the Partnership Act 1932 , Societies Registration Act 1860 , The Indian Trusts act 1882 / it's equivalent in the respective states OR Proprietorship entities having a PAN number.

c) This Tender/Contract cannot be sublet / transferred.

d) All personnel provided by our company will be on Contractual agreement with us and there will be no Employee and Employer relationship between the personnel engaged by the BC Agent and the Bank.

e) We shall ensure the availability of a reliever in case of need and a substitute is provided if a person is absent / on leave.

f) We shall ensure to get the Police verification for all the manpower deployed by us and we will ensure that the manpower deputed should bear good moral character.

g) We shall keep confidential any information obtained under the contract and shall not divulge the same to any other person without consent in writing by Central Bank of India. In case of noncompliance of the confidential agreement, the contract is liable to be cancelled by Central Bank of India. Further, Central Bank of India shall have right to regulate Bidder Staff.



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

h) Any other services which might not have been specifically mentioned in this contract but are necessary for the performance or completeness of the contract as per guidelines of Bank/RBI/DFS/SLBC from time to time shall be provided/ rendered by our company.

i) We will support for Audit conducted by internal / external auditors of Bank/RBI/DFS/SLBC.

j) We will submit undertaking that they will ensure that activation of BC Agents are more than 95% at all times and shortfall without any genuine reason unacceptable may be treated as unsatisfactory performance.

<b>Sr. No</b>	<b>Information</b>	<b>Detail</b>
1.	Name of Contact Person	
2.	Address of Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this RFP	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Applicant's Name with seal]

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-15**

**Technical Evaluation scoring Sheet**

Technical Parameters	Maximum Marks		Marks obtained										
No of BC outlets	10	5 marks for 1000-1500 BC outlets, 7 Marks for exceeding 1500 and up to 2000 BC outlets 10 marks for Above 2000 BC outlets											
No of States Covered ( operation in Number of states )	10	3 States covered-5 4 to 5 States covered -7 6 & above States - 10											
Average Net worth for latest three Financial year as per audited balance sheets	10	Average 2.00 Cr to < 2.50 Cr - 5  Average 2.50 Cr to < 5.00 Cr - 7  Average above 5.00Cr-10											
<table border="1" style="width: 100%;"> <thead> <tr> <th>FY</th> <th>Net worth ( In Cr)</th> </tr> </thead> <tbody> <tr> <td>2021-22</td> <td></td> </tr> <tr> <td>2022-23</td> <td></td> </tr> <tr> <td>2023-24</td> <td></td> </tr> <tr> <td>Average</td> <td></td> </tr> </tbody> </table>	FY	Net worth ( In Cr)	2021-22		2022-23		2023-24		Average				
FY	Net worth ( In Cr)												
2021-22													
2022-23													
2023-24													
Average													
Average turnover of latest 3 Financial Years as per audited balance sheets	10	Average 10 Cr to < 15 Cr : 5 marks Average 15 Cr to < 20 Cr : 7 marks Average Above 20 Cr : 10 marks											
<table border="1" style="width: 100%;"> <thead> <tr> <th>FY</th> <th>Turnover ( In Cr)</th> </tr> </thead> <tbody> <tr> <td>2021-22</td> <td></td> </tr> <tr> <td>2022-23</td> <td></td> </tr> <tr> <td>2023-24</td> <td></td> </tr> <tr> <td>Average</td> <td></td> </tr> </tbody> </table>	FY	Turnover ( In Cr)	2021-22		2022-23		2023-24		Average				
FY	Turnover ( In Cr)												
2021-22													
2022-23													
2023-24													
Average													
Average Net Profit for latest 3 Financial Year as per audited Balance Sheet	10	Average 0.50 Cr and up to 1 Cr : 5 marks Above 1 Crore to 3 Cr : 7 marks Above 3 Crore : 10 marks											
<table border="1" style="width: 100%;"> <thead> <tr> <th>FY</th> <th>Net Profit</th> </tr> </thead> <tbody> <tr> <td>2021-22</td> <td></td> </tr> <tr> <td>2022-23</td> <td></td> </tr> <tr> <td>2023-24</td> <td></td> </tr> <tr> <td>Average</td> <td></td> </tr> </tbody> </table>	FY	Net Profit	2021-22		2022-23		2023-24		Average				
FY	Net Profit												
2021-22													
2022-23													
2023-24													
Average													
Number of Certified, experienced engineers working dedicatedly on FI technology solutions	05	5 and above and less than 7 : 2 marks 7 and above but less than 10 : 3 marks 10 and Above : 5 marks											
Personnel/ employee on Pay Roll 50 and above 55	05	Above 20 and upto 30 :2 marks											

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

More Than 20 but less than 50		Above 30 and upto 40 : 3 marks Above 50 : 05 marks	
Experience as CBC	05	Experience as CBC 3 Years to < 5 Years : 2 marks 5 years to < 7 Years : 3 marks More than 7 Years: 5 marks	
No of PSB/RRB Tie up	05	Per PSB/RRB tie up 3 Years and above. (1 Marks per tie up maximum 5 marks) OR Per private sector banks Tie up for 5 years and above (0.5 marks per tie up maximum 5 marks )	
<b>TOTAL</b>	<b>70</b>		

**Minimum qualifying marks: 50**

Note:

- In case any of the eligibility criteria is not complied with the bid will be considered ineligible and the bidder will not have any right to represent to the bank for consideration of the bid.
- Bidders should score minimum 50 marks out of 70 to be eligible for presentations.
- Bank reserves the right to restrict the final number of bidders to be empaneled based on their overall merit/marks.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure 16**  
**INTEGRITY PACT**

Between

Central Bank of India hereinafter referred to as “The Principal”,

And

..... hereinafter referred to as “The Bidder/ Contractor”

**Preamble**

The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 – Commitments of the Principal**

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

**Section 2 – Commitments of the Bidder(s)/ contractor(s)**

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

**Section 3- Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the guidelines on banning on business dealings.

**Section 4 – Compensation for Damages**

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

(1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Managing Director & CEO, CENTRAL BANK OF INDIA.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. Parties to this agreement agree that they shall not approach the courts while representing the matter to IEM and will await IEM's decision in the matter.

(6) The Monitor will submit a written report to the Managing Director & CEO, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Managing Director & CEO CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director & CEO CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word „Monitor“ would include both singular and plural.

#### Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by the Managing Director & CEO of CENTRAL BANK OF INDIA.

#### Section 10 – Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

(For & On behalf of the Principal) For & On behalf of the Principal

Bidder / Contractor

(Office Seal)

Place \_\_\_\_\_

Date \_\_\_\_\_

Witness1:

Name & Address

-----  
-----  
-----  
\_\_\_\_\_

(Office Seal)

Witness2:

Name & Address

\_\_\_\_\_  
\_\_\_\_\_



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-17**  
**Non-Disclosure Agreement**

THIS AGREEMENT made and entered into at Mumbai on this the.....day of.....2024 between Central Bank of India, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Central Office at Chandermukhi Nariman Point Mumbai 400025,, hereinafter called the “BANK” which term shall wherever the context so require includes its successors and assigns

AND

.....A company incorporated under the Companies Act 1956 /2013a partnership constituted and registered under the Indian Partnership Act with its registered office at ..... and its local office at ..... Hereinafter called the “Firm” which term shall wherever the context so require includes its successors and assigns, WITNESSETH:

**WHEREAS**

The Bank is engaged in the business of banking and in the course of such business activity deployed business correspondents through corporate business correspondent as a delivery channel for its customers across various locations in the Country.

The Bank has short-listed the Firm after completion of tendering process for the entire gamut of services as given under scope of work in the RFP.

The parties intend to engage in discussions and negotiations concerning establishment of business relationship between themselves. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

**Confidential information-**

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records.

The Firm may use the information solely for and in connection with the purpose the information was conveyed.

**1. USE OF CONFIDENTIAL INFORMATION-**

Each party agrees not to use the other’s confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

The firm shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

## 2. EXEMPTIONS

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

- Is already known to the receiving party (i.e. the party receiving the information) at the time of the disclosure without an obligation of confidentiality.
- Is or becomes publicly known through no unauthorized act of the receiving party.
- Is rightfully received from a third party without restriction and without breach of this agreement.
- Is independently developed by the Receiving party without use of the other party's confidential information and is so documented.
- Is disclosed without similar restrictions to a third party by the Party owning the confidential information.
- Is approved for release by written authorization of the disclosing party; or
- Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed be used only for the purposes for which the order was issued.

## 3. TERM

This agreement shall be effective from the date of the execution of this agreement. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof

The obligations of the Firm respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

## 4. TITLE AND PROPRIETARY RIGHTS

Notwithstanding the disclosure of any confidential information by the Firm, the bank shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for the same, which exist or thereafter may be obtained by the Bank is either granted or implied by the conveying of confidential information.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**5. RETURN OF CONFIDENTIAL INFORMATION:**

Upon written demand of the Bank, the firm shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the firm has complied with the obligations set forth in this paragraph.

**6. REMEDIES:**

The firm acknowledges that if it fails to comply with any of its obligations hereunder, the Bank may suffer immediate, irreparable harm for which monetary damages may not be adequate. The firm agrees that, in addition to all other remedies provided at law or in equity, the Bank shall be entitled to injunctive relief hereunder without affecting any other rights/ remedies available under any law or any other agreement/contract.

**7. AGREEMENT TO BE CONSTRUED AS FINAL DOCUMENT.**

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither, this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

**8. INDEMNITY.**

The party agrees to keep confidential all information concerning the Bank that could be considered as “Confidential Information”.

The party agrees that in the event of the breach of the clause above by disclosure of confidential information mentioned hereinabove the party would indemnify and keep the Bank indemnified against all losses or damages and all action, suit, litigations or proceedings (including all costs, charges, expenses relating thereto) that the Bank may incur or suffer any damage to its property or reputation or otherwise on account of such a breach committed by the party, as part of the assignment or other related jobs entrusted and done by the party. The party agrees that the amount of compensation as decided by the Bank will be final.

The party agrees that the above compensation payable is in addition to any other right or remedy available to the Bank due to the breach of the covenants contained in this agreement including disclosure of confidential information.

**9. SEVERABILITY**

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**10. DISPUTE RESOLUTION MECHANISM:**

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, The matter shall be referred to arbitration by the sole arbitrator as appointed by both the parties. If there is no consensus reached regarding appointment of arbitrator ever after lapse of 10 days from the raising of dispute, then both the parties will appoint one arbitrator each and the two arbitrators will appoint a third arbitrator. The award passed by the panel of arbitrator shall be final and binding. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Mumbai.

**11. JURISDICTION**

The parties to this agreement shall submit to the jurisdiction of courts in Mumbai

**12. GOVERNING LAWS**

The laws of India shall govern the provisions of this agreement

In witness whereof the parties hereto have set their hands through their authorized signatories

**13 NON-DISCLOSURE INFORMATION**

The Successful Bidder shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them.

Signatures    FIRM / COMPANY

Signatory Name and Designation

Date

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-18**  
**INDEMNITY BOND**

The General Manager,  
Social Banking Dept. Central Office  
Central Bank of India, 2<sup>nd</sup> floor,  
MMO Building Mumbai. -400023

Sir,

We refer to our bid for your RFP No. Ref No. CO:SBD;FI/BC;2024-25/318 dated 29.07.2024 for Empanelment as Corporate Business Correspondent.

We, \_\_\_\_\_ (Company) hereby undertake to indemnify central Bank of India and agree to protect and hold the Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc. or such other statutory infringements in respect of services provided for rural/urban financial inclusion banking services

The Bank undertakes to: (i) give prompt notice to the Bidder concerning the existence of the indemnifiable event; (ii) grant authority to the Bidder to defend or settle any related action or claim; and, (iii) provide, at the Bidder's expense, such information, cooperation and assistance to the Bidder as may be reasonably necessary for the Bidder to defend or settle the claim or action. Bank's failure to give prompt notice shall not constitute a waiver of the Bank's right to indemnification. Notwithstanding anything to the contrary set forth herein, (i) the Bank may participate, at its own expense, in any defense and settlement directly or through counsel of its choice, and (ii) the Bidder shall not enter into any settlement agreement on terms that would diminish the rights provided to the Bank or increase the obligations assumed by the Bank under this Agreement, without the prior written consent of the Bank. If the Bidder elects not to defend any claim, the Bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the Bidder, and shall be entitled to deduct from payments to the Bidder such costs and expenses as may be incurred by the Bank provided however should the amount payable to the Bidder be insufficient to recover the expenses incurred by the Bank, the Bidder shall promptly reimburse the Bank for all costs, expenses, settlement amounts and other damages.

In the event of any loss or damage at an CD/Point/Centre etc for any reason whatsoever, Bidder shall be liable to the Bank for each such event and in respect of each Site at which such event occurs. If the Bank is in a position to recover a part of or the entire amount of loss suffered by the Bank from its insurance claims and provided that the Bidder has reimbursed the Bank of the entire loss, the amount recovered by the Bank from the insurer shall be refunded to the Bidder.

Bidder is also liable to bear any losses at any BC location that bank or customer suffers owing to security procedures or standards lapses or due to occurrence of any fraudulent transactions committed. The Bidder shall adequately compensate the bank for any loss occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.

Yours faithfully,

(Authorized signatory\* and company stamp) Full name and Designation of authorized signatory

\*Authorized signatory should have power to execute the documents. The compliance of section 21 of the companies Act 2013 to be ensured in case of companies registered under the companies Act 2013.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure 19**

**COMPLIANCE CERTIFICATE**

The General Manager  
Social Banking Dept.  
Central Bank of India,  
Central Office 2<sup>nd</sup> floor , MMO Building  
Mumbai -400023

Dear Sir,

Having examined the Request for Proposal (RFP) including all items, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the desired services for corporate business correspondent in conformity with the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this bid. If our Bid is accepted, we undertake to complete the Project within the scheduled time lines as specified in the Purchase Order. We confirm that this offer is valid for a minimum period of 6 months from the last date for submission of RFP to the Bank. (RFP closing date). This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and that using any type of influence shall be a disqualification for participating in the bidding process. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive. In case of our winning the contract and being given a purchase order we undertake to sign the Service Level Agreement within 30 days of the date of Purchase Order.

We have not been barred/black-listed by any regulatory / statutory authority and we have the necessary powers and all statutory approvals required, permissions, licenses and certificates to be appointed as a service provider and the same are still valid and subsisting. We agree to abide by all the terms and conditions specified in the RFP. Necessary costing has accordingly been considered in our commercial offer.

**Signed Dated Seal & Signature of the Bidder**

Full name and designation of the Authorized Signatory

Contact phone No.:

Mail ID :

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-20**

**LIST OF SERVICES OFFERED AT BC POINT**

Sr. No.	LIST OF SERVICES OFFERED TO CUSTOMER BY BC AGENT AT BC POINT
<b>A</b>	<b>ACCOUNT OPENING</b>
1	Account opening -Saving account (BSBD / NON BSBD)
2	account opening -Saving Account through EKYC /Video KYC etc
3	Account opening- Public Provident Fund (PPF)
4	Account opening- Sukanya Samridhi Scheme (SSS)
5	Account opening- Time deposit Scheme
6	Account opening- Recurring deposit Scheme
7	Lead generation & opening of Current Account with Fund
<b>B</b>	<b>FINANCIAL TRANSACTION</b>
1	Cash Deposit -Own bank (ON US through biometric / AEPS/ RuPay Card)
2	Cash Deposit -Other Bank (OFF US through bank-AEPS/RuPay Card)
3	Cash Withdrawal (ON US through biometric / AEPS/ RuPay Card)
4	Cash Withdrawal-Other Bank (OFF US through bank-AEPS/RuPay Card)
5	Cash Transfer-Own Bank (ON US through biometric / AEPS/ RuPay Card)
6	Cash Transfer-Other bank (OFF US through bank-AEPS/RuPay)
7	fund Transfer -Immediate Payment Service (IMPS)
8	Fund Transfer-National Electric Fund Transfer (NEFT)
9	SHG Transaction (Onus)
10	SHG Transaction (Off us)
11	Recovery in NPA account
12	Collection in Standard loan account up to Bank approved limit
<b>C</b>	<b>ENROLMENT UNDER MICRO INSURANCE SCHEME</b>
1	Enrolment under PMSBY scheme
2	Enrolment under PMJJBY scheme
3	Enrolment under APY scheme
<b>D</b>	<b>LEAD GENERATION - Sourcing of LOAN / INSURANCE</b>
1	Loan request initiation Agriculture Loan
2	Loan request initiation Personal Loan
3	Loan request initiation Home Loan
4	Loan request initiation Vehicle Loan
5	Loan request initiation Gold Loan
6	Loan request initiation other loans

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

7	Request initiation for Life Insurance
8	Request initiation for Health insurance
9	Request initiation for Motor insurance
10	Request initiation for Mutual Fund
<b>E</b>	<b>CHEQUE BOOK / DEBIT CARD / ENQUIRY / STATEMENT</b>
1	Cheque Collection
2	Request for New Cheque book issue
3	Stop payment of Cheque
4	Cheque status enquiry.
5	APPLY for RuPay Debit Card
6	Block debit card
7	Balance Enquiry-Own bank (ON US through biometric/AEPS/ RuPay Card)
8	Balance Enquiry-Other bank (OFF US through bank-AEPS/RuPay)
9	Mini Statement-Own bank (ON US through biometric/AEPS/ RuPay Card)
10	Mini Statement-Other bank (OFF US through bank-AEPS/RuPay)
11	Request for SMS alert/ email statement (on mobile number/ email address is already registered)
<b>F</b>	<b>OTHER SERVICES AT BC POINT</b>
1	Leads and Handholding Farmers for Renewals of CKCC Loan accounts
2	Passbook update/printing at periodic interval
3	Aadhaar seeding
4	Mobile seeding
5	Pension Life Certificate authentication through Jeevan Praman (Biometric Aadhaar enabled Digital service)
6	Re-KYC in SAVING Accounts
7	Conversion of Inoperative accounts to Operative Accounts
8	Collection of data of proposed beneficiaries capturing their economic profile for future linkage or associate
9	Payment of Utility Bills -Bharat Bill Payment System (BBPS)
10	SHG & JLG- For formation Promotion including credit linkage
<b>G</b>	<b>COMPLAINT MANAGEMENT</b>
1	Lodge complaints
2	Track Complaints

Bank may at its discretion add/delete any service/functionality to be provided at BC outlets.



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

*Annexure-21*

**Proposed BC remuneration to be paid CBCs / BCs: Commission /Charges / Commercial:**

Sr. No.	Services	Proposed Remuneration Payable as per RFP 2024								
1	Account Opening: BSBD / PMJDY	Rs. 20 per account ( A+B) A) activation of account Rs.10/- B) RuPay card issuance and activation- Rs.10								
2	Account Opening Saving with E-KYC and issuance of RuPay Card	Rs.20/ per account for e-KYC funded account and Rs 10/ for issuance of RuPay card Total maximum Rs.30/ per account								
3	Account Opening: Saving Ac with V-KYC	Rs.30/ per account for V-KYC Non funded account								
4	Account Opening: Saving Ac with V-KYC	Rs 30/ per account for V-KYC+Rs 20 for funding. Maximum Rs.50/ per account for V-KYC funded account								
5	Cash deposit (own bank) Maximum transactions Rs. 49000/- per day	0.25% of transaction amount. Maximum Rs 50/- per CIF per day								
6	Cash deposit (other bank— AEPS / RuPay card)	0.25% of transaction amount. Maximum Rs 12/-								
7	Cash withdrawal (on us) Maximum transactions Rs 49000/- per day	0.25% of transaction amount. Maximum Rs. 50/- per CIF per day								
8	Cash withdrawal (off us) Maximum Rs.10000/- per transaction	0.25% of transaction amount. Maximum Rs. 12/-								
9	Fund transfer (own bank) Maximum Rs.10000/- per transaction	0.25% of transaction amount. Maximum Rs.10/-								
10	Fund transfer (other Bank— AEPS/RuPay card) Maximum Rs.10000/- per transactions	0.40% of transaction amount. Maximum Rs.10/-								
11	TDR/RD opening	The incentives are payable for canvassing/ facilitating deposits to the branches  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Less than 6 months</th> <th>6 months to less than 12 month</th> <th>12 months and above</th> </tr> </thead> <tbody> <tr> <td>Commission</td> <td>NIL</td> <td>0.15%</td> <td>0.20%</td> </tr> </tbody> </table> Maximum Rs.20/- per funded account	Period	Less than 6 months	6 months to less than 12 month	12 months and above	Commission	NIL	0.15%	0.20%
Period	Less than 6 months	6 months to less than 12 month	12 months and above							
Commission	NIL	0.15%	0.20%							

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

12	IMPS / NEFT	Rs.5 per transactions																				
13	Enrollment under Micro Insurance Jansuraksha Scheme- PMSBY	Rs. 1/- per enrollment																				
14	Enrollment under Micro Insurance Jansuraksha Scheme- PMJBY	Maximum commission paid to BC Agent by Bank is Rs.30/-per enrollment. (Bank receive commission per enrolment quarter wise and sharing proportionately to BC Agent as per below ) 1 <sup>st</sup> Quarter-BC receive Rs.30/ per enrolment 2 <sup>nd</sup> Quarter-BC receive Rs.22.50 per enrolment 3 <sup>rd</sup> Quarter- BC receive Rs.15.00 per enrolment 4 <sup>th</sup> Quarter- BC receive Rs.7.50 per enrolment																				
15	Enrollment for social security pension scheme (APY)	Rs.50/- per enrollment																				
16	Incentive for fresh deposit canvassed during the quarter ( Incremental) : incentive is payable quarterly  ( Commission will be paid to BC and CBC in the ratio of 50:50)	*Increase up to Rs.1 Lakh: Rs. 250/- ( only to BC/CSP) *Increase of above Rs.1 Lakh to 2 lakh: Rs.500/- *Increase of above Rs.2 Lakh to 5 lakh: Rs.1000/- *Increase of above 5 Lakh up to 10 lakh: Rs. 2000/-  *Increase of above Rs.10 lakh up to Rs.25 Lakh: Rs.3000/- *Increase of above Rs.25 Lakh : Rs.5000/-																				
17	a. Incentive / Fixed commission for count of unique CIF (customers) in Rural and Urban BC Points - <b>Commission will be paid to BC and CBC in the ratio of 50:50</b>  b. Incentive / Fixed commission for count of unique CIF (customers) in Tier-1 metro Cities i.e. Hyderabad, Delhi, Bangalore Mumbai, Ahmedabad, , Kolkata, Chennai and Pune ( <b>Commission will be paid to BC and CBC in the ratio of 50:50</b> )	<table border="1" style="width: 100%;"> <thead> <tr> <th>Count of Unique CIF</th> <th>Commission</th> </tr> </thead> <tbody> <tr> <td>Below 25</td> <td>0</td> </tr> <tr> <td>26 to 50</td> <td>Rs. 1000/-</td> </tr> <tr> <td>51 to 100</td> <td>Rs. 1500/-</td> </tr> <tr> <td>above 100</td> <td>Rs. 2000/-</td> </tr> </tbody> </table> <table border="1" style="width: 100%;"> <thead> <tr> <th>Count of Unique CIF</th> <th>Commission</th> </tr> </thead> <tbody> <tr> <td>Below 25</td> <td>0</td> </tr> <tr> <td>26 to 50</td> <td>Rs. 5000/-</td> </tr> <tr> <td>51 to 100</td> <td>Rs. 7000/-</td> </tr> <tr> <td>above 100</td> <td>Rs. 10000/-</td> </tr> </tbody> </table>	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 1000/-	51 to 100	Rs. 1500/-	above 100	Rs. 2000/-	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 5000/-	51 to 100	Rs. 7000/-	above 100	Rs. 10000/-
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**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

	<p>c. Incentive / Fixed commission for count of unique CIF (customers) in Tier-1 cities with population more than 50 lakhs  <b>Commission will be paid to BC and CBC in the ratio of 50:50)</b></p>	<table border="1"> <thead> <tr> <th>Count of Unique CIF</th> <th>Commission</th> </tr> </thead> <tbody> <tr> <td>Below 25</td> <td>0</td> </tr> <tr> <td>26 to 50</td> <td>Rs. 3000/-</td> </tr> <tr> <td>51 to 100</td> <td>Rs. 5000/-</td> </tr> <tr> <td>above 100</td> <td>Rs. 8000/-</td> </tr> </tbody> </table>	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 3000/-	51 to 100	Rs. 5000/-	above 100	Rs. 8000/-								
Count of Unique CIF	Commission																			
Below 25	0																			
26 to 50	Rs. 3000/-																			
51 to 100	Rs. 5000/-																			
above 100	Rs. 8000/-																			
18	Aadhaar seeding	Rs. 5/- per successful a/c Aadhaar number updation is allowed at the time of account opening but presently Aadhaar seeding is not allowed at BC Points.																		
19	Mobile seeding	Rs. 5/- per account Mobile number updation is allowed at the time of account opening but presently Mobile seeding is not allowed at BC Points.																		
20	Passbook update/printing	Maximum commission is Rs.25 per customer per month. Commission will be paid Rs.5/ per Passbook printed per customer for maximum five times per month. Monthly occasion for Passbook printed per customer: One time:-Rs.5/ Two time:-Rs.10/ Three time: Rs.15/, Four time-Rs.20/ Five times –Rs.25/, and Sixth time onwards maximum Rs.25/ only.																		
21	Incentive for Passbook Printing	<p>Additional incentive will be paid for Unique CIF</p> <table border="1"> <thead> <tr> <th>Sr. no</th> <th>Unique CIF</th> <th>Amount of incentive</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Up to 24</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>25 to 49</td> <td>200.00</td> </tr> <tr> <td>3</td> <td>50 to 74</td> <td>300.00</td> </tr> <tr> <td>4</td> <td>75 to 99</td> <td>400.00</td> </tr> <tr> <td>5</td> <td>100 &amp; above</td> <td>500.00</td> </tr> </tbody> </table>	Sr. no	Unique CIF	Amount of incentive	1	Up to 24	0.00	2	25 to 49	200.00	3	50 to 74	300.00	4	75 to 99	400.00	5	100 & above	500.00
Sr. no	Unique CIF	Amount of incentive																		
1	Up to 24	0.00																		
2	25 to 49	200.00																		
3	50 to 74	300.00																		
4	75 to 99	400.00																		
5	100 & above	500.00																		
22	Cheque collection	Rs.5 per Cheque																		

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

23	Mini statement	Rs.1 per account per month
24	BBPS	Rs.2/-per successful transaction
25	Pension life certificate authentication through Jeevan Praman (Aadhaar enabled)	Rs.5/- per successful submission
26	Request new Cheque book	Rs.5/- per Cheque book
27	Stop payment of Cheque	Rs.5/- per Cheque book
28	Account opening of SUKANYA SAMRIDDHI Scheme and Funding of account	Rs.50/- per funded account only. Rs 10/- per transaction per month Rs.5/ - for standing instructions mandate / per account
29	PPF	Rs.50/- per funded account only. Rs 10/- per transaction per month Rs.5/ - for standing instructions mandate / per account
30	Recovery collection up to bank approved limit in NPA account	*Sub-Standard account- 1% of amount recovered. *Doubtful account (D1, D2 & D3) 2% of amount recovered *Loss Asset and Written off account- 10% of the amount recovered. *Note- the existing account with outstanding balance of Rs. 10 Lakh and below as on 31 <sup>st</sup> March of previous year or as decided by the Bank, may be considered for allotment to BC. However for loss and written off account, the above cap may not be stipulated.
31	Request for SMS alert / email statement (if mobile no. / e-mail is already registered)	Nil
32	Apply for RuPay debit cards in old account.	Rs.10 /- per successful card issuance and activation
33	Block RuPay card	Rs.5/- per successful card block
34	General Insurance	25% of commission received to the Bank
35	Life Insurance	25% of commission received to the Bank
36	Health Insurance	25% of commission received to the Bank
37	Loan Sourcing	0.25% of the disbursed amount subject to maximum amount of Rs.10000/- per application, No commission will be payable for rejected loan application for whatsoever reason.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

38	SHG & JLG: For formation & promotion, including credit linkage	Not exceeding Rs. 1000 per SHG/JLG formed and credit linkage with the Bank in stages
39	Collection in standard loan account up to Bank approved limit	0.25% of transaction amount or Maximum Rs 50/- per CIF per day. Maximum commission to be paid to BC agent per month Rs.5000/
40	Balance enquiry On Us through local Biometric / AEPS/ RuPay Card	Nil commission
41	Balance enquiry Off Us through local Biometric / AEPS/ RuPay Card	Nil Commission
42	Cheque enquiry status	Nil Commission
43	Lead generation of Opening of Current Deposit accounts	Rs.100/ per account opened with fund
44	Collection of data of proposed beneficiaries capturing their economic profile for future linkage or associations	Rs.100/ per beneficiaries on linkage or association
45	Renewal of CKCC accounts at BC Points	Rs.200 per account renewed with utilization of services of BCs.
46	Conversion of Inoperative account to Operative only through biometric KYC	1) For conversion of Inoperative account having balance of Rs.3000/ & above –Rs.50/ per inoperative account 2) For conversion of Inoperative account having balance amount less than Rs.3000/ Remuneration Rs.20/ per inoperative account
47	Re-KYC of account at BC Points. BC software for enabling customers to conduct Re-KYC function at BC Point.	Remuneration Rs.20 for each Re-KYC account.

Bank may revise the above rates at any time.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure- 22**  
**LIST OF ZONAL AND REGIONAL OFFICES as on 30.06.2024**

Sr. No.	ZONE	Sr. No.	REGION
1	AHMEDABAD	1	AHMEDABAD
		2	BARODA
		3	GANDHINAGAR
		4	JAMNAGAR
		5	RAJKOT
		6	SURAT
		<b>AHMEDABAD Total</b>	
2	BHOPAL	1	BHOPAL
		2	CHHINDWARA
		3	GWALIOR
		4	HOSHANGABAD
		5	INDORE
		6	JABALPUR
		7	RATLAM
		8	SAGAR
		9	SHAHDOL
<b>BHOPAL Total</b>			
3	CHANDIGARH	1	AMRITSAR
		2	CHANDIGARH
		3	JALANDHAR
		4	KARNAL
		5	LUDHIANA
		6	ROHTAK
		7	SHIMLA
<b>CHANDIGARH Total</b>			
4	CHENNAI	1	CHENNAI
		2	COIMBATORE
		3	KOCHI
		4	MADURAI
		5	THIRUVANTHAPURAM
		6	TRICHY
<b>CHENNAI Total</b>			
	<b>CO</b>		CO
<b>CO Total</b>			
5	DELHI	1	DEHRADUN
		2	DELHI CENTRAL
		3	DELHI NORTH
		4	DELHI SOUTH

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

		5	JAIPUR
		6	JODHPUR
		7	KOTA
	<b>DELHI Total</b>		
6	<b>GUWAHATI</b>	1	BARPETA ROAD
		2	GUWAHATI
		3	UPPER ASSAM
	<b>GUWAHATI Total</b>		
7	<b>HYDERABAD</b>	1	BANGALORE
		2	GUNTUR
		3	HUBLI
		4	HYDERABAD
		5	VIJAYAWADA
		6	VISAKHAPATNAM
		7	WARANGAL
	<b>HYDERABAD Total</b>		
8	<b>KOLKATA</b>	1	BANKURA
		2	COOCH BEHAR
		3	DURGAPUR
		4	JALPAIGURI
		5	KOLKATA NORTH
		6	KOLKATA SOUTH
		7	SILIGURI
	<b>KOLKATA Total</b>		
9	<b>LUCKNOW</b>	1	AGRA
		2	AYODHYA
		3	BAREILLY
		4	DEORIA
		5	ETAWAH
		6	GORAKHPUR
		7	JHANSI
		8	KANPUR
		9	LUCKNOW
		10	MEERUT
		11	VARANASI
	<b>LUCKNOW Total</b>		
10	<b>MMZO</b>	1	NMRO
		2	PANAJI
		3	SMRO
		4	THANE
	<b>MMZO Total</b>		
11	<b>PATNA</b>	1	DARBHANGA

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

		2	DHANBAD
		3	GAYA
		4	KATIHAR
		5	MOTIHARI
		6	MUZAFFARPUR
		7	PATNA
		8	PURNEA
		9	RANCHI
		10	SIWAN
	<b>PATNA Total</b>		
12	<b>PUNE</b>	1	AHMEDNAGAR
		2	AKOLA
		3	AMARAVATI
		4	AURANAGBAD
		5	JALGAON
		6	NAGPUR
		7	NASIK
		8	PUNE
		9	SOLAPUR
	<b>PUNE Total</b>		
13	<b>RAIPUR</b>	1	AMBIKAPUR
		2	BHUBANESHWAR
		3	RAIPUR
		4	SAMBALPUR
	<b>RAIPUR Total</b>		
13	<b>Grand Total</b>	<b>90</b>	

Note: Above list of Zonal and Regional offices are the position as on 30.06.2024. In future, if any restructuring or addition or deletion of Zones and Regions take place, the list will be modified accordingly



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-23**  
**TECHNICAL SPECIFICATION DOCUMENT**

Bidders should offer their best and latest model Tab / HHD/Laptop, Card Reader PINPAD, Biometric Scanners- Finger Print, Face reader and IRIS, Passbook printer, Thermal Receipt Printers, Camera, which will meet Bank's requirement and comply with RBI/ NPCI /STQC/ UIDAI guidelines also.

Sr. No	Hardware	Latest specification of the Hardware
1	TAB/HHD/ LAPTOP	<p>Android Tab with OS version 11 and above will be supported (No security support available for Android OS for 10 and below).</p> <ol style="list-style-type: none"> <li>1. For Android- Device –Leopard Model- Evolute Specification Tab : Lenovo TB-8505X or higher Android version : 11 and above Processor : Quad Core – 2.0 GHZ RAM : 2 GB Storage : 32 GB</li> <li>2. For Laptops- Specification OS version- Windows 10 and above. Processor : Quad Core- 2.0 GZ RAM : 8 GB Storage : 256 GB</li> </ol>
2	Card Reader- PINPAD	<p>Model No : Pax D180 Portable POS Device Supporting Operating System : Windows , Android &amp; IOS Processor : 32 -bit ARM CPU Program Memory : 128 KB Expandable Memory : 4 MB</p>
3	Scanner – Finger Print	<p>L1 compliant (STQC Certified) Fingerprint Authentication Registered Biometric Devices (i.e. RD service support).  <b>Specification</b>            Minimum Platen Area: 12.8mm(w)x16.5mm(h)            Resolution :Minimum 500 DPI with 5% margin on the lower side            Grey Scale/ Image type: 8 bit, 256 levels Template Standards : ISO 19794-2,Compatible Finger Print Scanner: (L1 devices) Mantra L1, StartekL1, Morpho L1.</p>
4	Scanner <b>Face</b> .	<p>Minimum specification for the AUA application to support this feature :</p> <ol style="list-style-type: none"> <li>1.a Android (non-rooted) version at least version 9 and above.</li> <li>1.b Devices should have an integrated camera with minimum resolution support of 400x400.</li> <li>2. Please refer to Registered Devices specification document for</li> </ol>

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

		<p>additional context - <a href="https://uidai.gov.in/images/resource/Aadhaar_Registered_Devices_2_0_4.pdf">https://uidai.gov.in/images/resource/Aadhaar_Registered_Devices_2_0_4.pdf</a></p> <p>3. The communication between AUA android application and FaceRD App (android) is through Intents:</p> <p>a. All request's data is intended to be sent against the "request" key as a string.</p> <p>b. All responses from FaceRD App will be sent back against the "response" key in intent.</p>
5	<b>Scanner-IRIS</b>	<ul style="list-style-type: none"> <li>• Iris Diameter ( in pixel) &gt;210, Spatial Resolution Pixel Resolution &gt;60% @4.0Lp/mm &gt; 16 Pixels/ mm # of simultaneous captured eyes: 2</li> <li>• View finder : External or Internal Capture distance : &gt;20 mm</li> <li>• Capture volume (width/height/depth) :&gt;20x15x12mm</li> <li>• Exposure time : &lt; 33ms</li> <li>• Imaging wavelength: 700-900 nm</li> <li>• Spectral Spread : Power in any 10nm band &gt;35% of total power</li> <li>• Scan type: Progressive</li> <li>• Image margins: Left &amp; right : 0.50x iris diameter , Top &amp; bottom: 0.25x iris diameter</li> <li>• Pixel depth: &gt; 8 bits/pixel</li> <li>• Image evaluation frame rate: &gt; 5 frames/sec, continuous image capture</li> <li>• Capture mode: Auto capture with built-in quality check( incorporate NIST quality considerations)</li> <li>• Sensor signal to noise ratio: &gt; 36 DB</li> <li>• Connectivity : USB2, USB IF certified</li> <li>• Operating temperature : 0 -49 C</li> <li>• Humidity : 10-90 % non-condensing</li> <li>• Durability / Shock :IP54</li> <li>• Safety Standard: Exempt Group per IEC 62471:2006-07</li> <li>• Standards: FCC Class A, RoHS</li> </ul>
6	Passbook Printers	Any printer tested and integrated with FIGS /CBS. Printer in use : EPSON PLQ 20, EPSON PLQ 30 and EPSON PLQ 35
7	Thermal Receipt Printer	<p>As per Standard and Latest Version. Any receipt printer wired or wireless. Compatible model tested successful;</p> <ol style="list-style-type: none"> <li>1) TVS Electronics –RP-3150 STAR</li> <li>2) HOIN 58 MM USB Bluetooth H -58BT –Thermal RECEIPT</li> <li>3) Vriddhi Thermal printers</li> <li>4) Evolute Bluetooth TP</li> </ol>

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**ANNEXURE 24**

**RBI guidelines for BC certification-Graded certification process**

**In order to upgrade the knowledge, the BCs may seek certification from IIBF as advised by RBI.**

To ensure uniformity in standards and future mobility of BCs from one bank to another without any hassles, it has been decided that the certification should be conducted by Indian Institute of Banking and Finance (IIBF) only.

1. Basic certification- It is mandatory for all BCs to acquire this certification from IIBF with following time line:
  - BCs, who have joining after the agreement with selected vendors will be required to complete certification within 6 month of engagement.
  - All appointed BCs, shall be trained within six months and copy of certificate by IIBF shall submitted to respective Base Branch.
2. As per revised guidelines of Indian Bank Association vide no SB/MBR/BC/1090/ dated 24.05.2024 has advised that BC has to complete Basic Courser and advanced Course designed by IIBF and allowed following institutions to impart training to BCs
  - Bankers institute of Rural Development ( BIRD)
  - The National institute of Entrepreneurship and small business Development ( NIESBUD), Ministry of skill development and Entrepreneurship (MoSDE)
  - National Institute of Bank Management ( NIBM).
  - Indian Institute of Bank Management (IIBM) and
  - The Banks, at their discretion may also provide mandatory training to BCA duly adhering to the training structure / modules designed by the coordination committee. Bank may engage the services of RSETIs to provide the requisite training to BCAs. The CSP/CP willing to get training through bank RSETIs have to pay requisite fee for each BCAs trained through our Banks RSETIs
3. Further BCs seeking to upgrade their knowledge may consider following graded level advance certification:
  - Diploma course in Banking & Finance
  - Certificate examinations in MSME Finance, AML/KYC, Customer Service and Banking codes and standards.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-25**

**Pre –Bid Query Format**

<b><u>Sr. No</u></b>	<b><u>Page No of RFP</u></b>	<b><u>Clause no</u></b>	<b><u>RFP clause</u></b>	<b><u>Bidder Query</u></b>

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-26**  
**SAMPLE SERVICE LEVEL AGREEMENT (SLA)**

**SERVICE AGREEMENT**

This agreement made on \_\_\_\_\_ date of \_\_\_\_\_.

Between **Central Bank of India**, constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1970 having its Central Office at Nariman Point Mumbai, hereinafter referred to as “The Bank”, which expression shall unless repugnant to the context or meaning thereof shall include its successors & permitted assigns of the First Part

AND

\_\_\_\_\_, incorporated under Companies Act having its registered office \_\_\_\_\_ - and principal place of business \_\_\_\_\_ - hereinafter referred to as “Correspondent Business Correspondent/Service Provider (SP)” which expression shall unless repugnant to the context or meaning thereof shall include its successor & permitted assigns of the Second Part.

WHEREAS the Bank is desirous of availing services to facilitate its business growth and the SP has offered to provide services as may be required by the Bank.

NOW THEREFORE this agreement witnessed as under:

**Definitions**

Words used in this Agreement shall have the meanings assigned to them hereunder unless used in a context totally contrary:

- a) “Bank” means Central Bank of India
- b) “Bid” means the offer made by the Bidder in response to this RFP.
- c) “NBFC” means Non-Banking Finance Company.
- d) “Bidder” means any person/entity who bids for offering services as a Corporate Business Correspondent/Service Provider for the Bank pursuant to the terms of this RFP.
- e) “Eligibility Criteria” means the criteria required to be satisfied by the Bidder in order to be engaged as a Corporate Business Correspondent/Service Provider and as per guidelines of RBI and more particularly described to in this RFP.
- f) “RBI” means Reserve Bank of India.
- g) “Services” means the services to be provided by the Corporate Business Correspondent/Service Provider pursuant to the terms of the Service Agreement.
- h) “Service Provider (SP)” means any person /entity with whom the Bank enters into agreement for providing services in the capacity of Corporate Business Correspondent for Financial inclusion using Kiosks/Non-Kiosks Banking Solution.
- i) “UIDAI” means Unique Identification Authority of India.
- j) “NPCI” means National Payment Corporation of India.
- k) “ITeFI” means IT enabled Financial Inclusion.
- l) “BSBDA” means Basic Savings Bank Deposit Account.
- m) “SLA” means Service level agreement.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- n) “CSP” means Customer Service Point.
- o) “IPR” means Intellectual Property Rights.
- p) “NFIQ” means NIST Finger-print Image Quality.
- q) “NIST” means National Institute for Standards and Technology.
- r) “BCA” means Business Correspondent Agent.
- s) “IDRBT” means Institute for Development and Research in Banking Technology.
- t) “STQC” means Standardization Testing and Quality Certification.
- u) “SDK” means Software Development Kit.
- v) “CBC” means Corporate Business Correspondent.
- w) Vendor/Service Provider/CBC/Bidder have the same meaning in this RFP.
- x) The words used as “Employees of bidder” wherever used in the RFP should be read as The Employees of bidder/BC agents appointed by bidder.
- y) “AEPS” means Aadhaar Enabled Payment System

**1.0 Scope of Services:**

- 1.1** The SP/CBC agrees to provide the services as per **Schedule A**, as per instructions and as may be required by the Bank from time to time, in the Rural/Semi-Urban / urban/ Metro centers as specified by the Bank from time to time.
- 1.2** The SP/CBC shall ensure that its BC agents/employees,
  - 1.2.1** BCs are properly trained to handle with care, their responsibilities particularly aspects like soliciting customer, hours of calling, privacy of customer information and informing the correct terms and conditions of the products offered etc.
  - 1.2.2** Adhere to extant instructions on Fair Practices Code for lending as also their own code for collection of dues or in the absence of such a code at the minimum adopt the IBA’s code for collection of dues and repossession of security. It is essential that they refrain from action that could damage the integrity and reputation of the Bank.
  - 1.2.3** Shall not resort to intimidation or harassment of any kind either verbal or physical against any person in their debt collection efforts, including acts intended to humiliate publicly or intrude the privacy of the borrowers’ family members, referees and friends, making threatening and anonymous calls or making false and misleading representations.
- 1.3** The SP/CBC shall adhere to the performance standards in respect of services and products as detailed in Schedule ‘A’ hereunder written, which forms part & parcel of this agreement. The Bank reserves the right to change / vary / the contents of Schedule ‘A’ by advising the same to SP in writing and upon such advice, the amended Schedule ‘A’ shall become effective.
- 1.4** Locations for providing services will be as per **Schedule B**
- 1.5** The list of entities from which the SP can engage Business Correspondent Agents and the general guiding principles for the same are given in **Schedule C**.
- 1.6** The technological service standards for the services to be offered are in **Schedule D**.
- 1.7** The performance of the Service Provider will be reviewed, CSP wise, by Bank every month initially, and thereafter at such intervals as the bank may decide.
- 1.8** It is expected that each BCA posted in locations (Rest of India) will make 100 transactions in a month and North Eastern State and LWE District will make 50 transactions in a month after he/she is activated. It is also expected that BCAs are engaged and are activated in the areas given by the Bank within one month of award of contract. Shortfall of more than 20% in achieving these targets for continuous three months will result in the services being treated as ‘unsatisfactory’ and said BC will have to be replaced by the service provider selected. If the

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

replacement is not done within 45 days of notice by the bank the said location would be considered as vacant and applicable penalty as specified would be levied by the Bank.

- 1.9** The bidder should ensure minimum 90% deployment of its agent in the Region / Zone mandated within 45 days. The Bidder should maintain at least 90% activations and functioning of its agents during contract period.

**2.0 Maintenance of Records by SP AND Monitoring / Inspection by the Bank.**

- 2.1** The SP/CBC specifically agrees to maintain all records accounts including registers / documents etc. as per instructions of the Bank from time to time and ensure safe and proper custody of all records, accounts including documents etc.
- 2.2** SP specifically agrees that the Bank shall be entitled to inspect and audit the records maintained by SP through its officers/employees or agents / auditors as may be decided by the Bank at its sole discretion and SP hereby undertakes to promptly produce all records and information required for this purpose / for the purposes of inspection and audit. SP shall provide access, to the officers / employees / representatives / agents or auditors of the Bank to the premises / places where such records are kept / maintained. The Bank shall have a right to obtain copies of any audit report, review reports and findings made on the SP in connection with the services performed by SP for the Bank.
- 2.3** Further, SP specifically agrees that it shall allow access to Reserve Bank of India (RBI) or persons authorized by RBI or its employees/officers or other persons to inspect and access the documents, accounts, records of transactions and all necessary information in possession of, or stored or processed by the SP within a reasonable time. The persons authorized by RBI shall have right to obtain copies of the records, information etc. in possession of SP. SP further agrees that in case access is not allowed to the persons authorized by RBI for the purposes of inspection which results in imposition of supervisory fees by RBI upon the Bank, and the Bank is required to pay such supervisory fees to RBI, SP shall be liable to reimburse to the Bank such fees including any penalty, interest levied and recovered by RBI.
- 2.4** SP specifically agrees that the Bank has full right to monitor and assess the performance of services by SP and wherever the Bank discovers any deficiency or non-performance of the services up to the mark, the Bank shall instruct the SP in writing and SP agrees to rectify the deficiencies or to ensure compliance of the instructions of the Bank within 30 days failing which it shall be treated as breach of contract entitling bank to terminate the contract at its discretion by written notice not less than 30 days to this effect.
- 2.5** SP agrees to prepare and produce a 'Business Continuity Plan' for the purposes of ensuring continued rendering of services undertaken by the SP to the Bank or latest within one month from the date of execution of the agreement. SP agrees to make necessary changes to the Business Continuity Plan or Contingency Plan as per instructions / directions given by the Bank after examination of the plan submitted by the SP.

**3.0 Confidentiality**

- 3.1** SP is aware that all information disclosed to the SP by the Bank and all records, accounts, documents maintained by SP are confidential in nature and having regard to the sensitive nature of the information and records, specifically agrees to maintain secrecy and confidentiality of all the information and records, accounts in respect of the outsourced services in the same manner & degree of care as SP would ensure for its own confidential & sensitive

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

information. SP shall ensure that appropriate and suitable undertaking / agreements are obtained and maintained from its employees, agents and representatives as the case may be to ensure compliance with confidentiality obligations of SP.

- 3.2 SP agrees to indemnify and hereby keeps the Bank indemnified against all actions, claims, loss, damages, Costs, Charges, expenses (including Attorney / Advocate fees and legal expenses) which the Bank may suffer or incur on account of breach of confidentiality obligations as per clause 3.1 above by SP or its employees, agents, representatives. SP further agrees to make good the loss suffered by the Bank upon first demand by the Bank which shall be final, conclusive and binding on SP.
- 3.3 It is agreed between the parties that all the data and other information supplied to the SP during the course of engagement is proprietary information owned by the bank and the SP shall not have any claim or right or ownership over such information.
- 3.4 SP specifically agrees that the confidentiality obligations of the SP in terms of this agreement shall survive termination of this agreement
- 3.5 SP to execute Non-Disclosure Agreement (NDA) as per Annexure-17 of the RFP
- 3.6 SP to indemnify the bank and execute letter of indemnity as per Annexure-18 of the RFP

#### **4.0 RELATIONSHIP BETWEEN THE PARTIES**

- 4.1 It is specifically agreed that the SP shall act as independent service provider and shall not be deemed to be the Agent of the Bank.
- 4.2 Neither SP nor its employees, agents, representatives shall hold out or represent as agents of the Bank. None of the employees, representatives or agents of SP shall be entitled to claim permanent absorption or any other claim or benefit against the Bank.

#### **5.0 Compliance with Laws by SP**

- 5.1 SP hereby agrees and declares that it shall be the sole responsibility of SP to comply with the provisions of all the applicable laws, concerning or in relation to rendering of services by SP as envisaged under this agreement.
- 5.2 SP shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this agreement.
- 5.3 SP shall be solely liable & responsible for compliance of applicable Labor Laws in respect of its employees, agents and representatives and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard.
- 5.4 SP hereby represents and warrants that it has full authority to enter into this Agreement and render the services as envisaged under this agreement and all Corporate or other necessary approvals have been obtained for entering into this Agreement with the Bank. Further, the persons executing this agreement on behalf of the SP have full authority and power to execute this agreement and bind SP.

#### **6.0 Fees, Taxes, Duties, Payments and Penalty:**



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- 6.1** SP shall be paid fees and commission in the manner detailed in **Schedule ‘E’** hereunder written subject to deduction of income tax thereon wherever required under the provisions of the Income Tax Act by the Bank.
- 6.2** All other taxes duties and other charges which may be levied excluding GST shall be borne by the SP and the Bank shall not be liable for the same. Bank will reimburse service tax at actual.
- 6.3** All expenses, stamp duty and other charges expenses in connection with execution of this agreement shall be borne by SP.

**7.0 Infrastructure facilities and Uniform to be provided by TSP/CBC:**

- 7.1** It is desirable to provide minimum infrastructure facilities, such as a table, chairs, drinking water facility and wash room facility at the CSPs.
- 7.2** A cash box with lock and key has to be provided to the CSP for safe keeping and transport of cash and other valuables.
- 7.3** Each BCA should be provided with Uniform, Cap Jacket, ID card any similar material required for them.

**8.0 Grievance Redressal Mechanism:**

- 8.1** Customers desirous of making suggestions or complaints may be facilitated with a locked Complaint Box at CSP with keys held by the Base Branch Manager.
- 8.2** Complaints register to be maintained as per Bank’s policy on grievance redressing at CSP.

**9.0 General Indemnity, Indemnity, Integrity pact and Non-Disclosure Agreement:**

- 9.1** The Bidder shall indemnify Bank and keep indemnified against any loss arising out of deficiency in service or fraud, embezzlement of funds committed by the BCA deployed by them or the employees of the bidder or damage caused to bank by misdeeds of the employees of the bidder or any loss / damage that Bank may sustain on account of violation of patent, trademarks, logo etc. by the Bidder by executing an instrument to the effect on a Non-Judicial stamp paper (Annexure-18)
- 9.2** Furthermore, the bidder shall be jointly and severally liable towards the Bank for any breach, non-performance or violation of the terms of this agreement by the bidder, and its employees, shall keep the Bank, its employees and shareholders harmless and indemnified to the extent of any loss incurred by the Bank on account of omission and commission of the bidder, its employees with respect to all dealings with the customers, pursuant to this Agreement.
- 9.3** Each Participating bidder/s shall submit Integrity Pact as per attached Annexure-16 of the RFP duly stamped at the time of submission of Bid documents or as per satisfaction of the Bank. The Non-submission of Integrity Pact as per time scheduled prescribed by Bank may be relevant ground of disqualification to participating in Bid process.
- 9.4** The Bidder should execute Non- Disclosure Agreement (NDA) as per Annexure 7of the RFP.

**10.0 Terms and Termination**

- 10.1** The agreement shall be valid for a period of three years from the date of its execution.
- 10.2** The Bank reserves the right to terminate the contract at any point of time if,
  - 10.2.1** The services are found to be unsatisfactory.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**10.2.2** There is a consistent failure to maintain the customer satisfaction.

**10.2.3** Desired levels of output by the Service Provider are not met.

**10.2.4** There is a discrepancy found in the accounts maintained by the Service Provider, the records of the Bank and non-compliance of the terms of this SLA.

**10.2.5** The customers serviced by the Service Provider complain to the Bank that the Service Provider is inefficient.

**10.2.6** Any other reason which in the opinion of the bank is not conducive to the continuation of the services of the Service Provider.

However, before terminating the contract, the Bank will give a written notice specifying the defects in services to the Service Provider and ask him to rectify the defects within a period of 30 calendar days. In case the defects are not rectified, the bank would be authorized to terminate the contract with the Service Provider.

**10.3** In the event of termination of the agreement, all records, information including documents etc. shall be returned by SP to the Bank as per instructions of the Bank.

**10.4** The Bank shall have a right to terminate the agreement immediately by giving a notice in writing to SP in the following eventualities:

**10.4.1** If SP applies to the Court or passes a resolution for voluntary winding up of SP or any other creditor / person files a petition for winding up or dissolution of SP.

**10.4.2** If any Receiver/Liquidator is appointed in connection with the business of the SP or SP transfers substantial assets in favor of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of SP.

**10.4.3** If SP is unable to render the services up to the mark as envisaged under this agreement upon a reasonable assessment of the circumstances by the Bank which affect rendering of the services by SP as envisaged under this agreement.

**10.4.4** If any acts of commission or omission on the part of SP or its agents, employees or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its customers.

**10.4.5** If SP is owned/ controlled wholly/ partly by any other bank operating in India

**10.4.6** If any officer/ employee/ director of SP or their relatives as defined in section 6 of the Companies Act, 2013 becomes a director/ officer or employee of the Bank.

**10.5** In the event of the termination of the agreement by the Bank pursuant to clause 10.3 hereinabove, SP shall be liable and responsible to return all records and information in its possession.

**10.6** The Bank will have exclusivity at the Customer Service Points of the SP for the BC/BF arrangement.

**11.0 Governing Laws & Jurisdiction:**

The contract shall be governed by and construed in accordance with the laws of India. All disputes arising from this Agreement shall be resolved through arbitration conducted in terms of the Arbitration and Conciliation Act, 1996, by a sole arbitrator. If a consensus is not reached within both the parties regarding appointment of the sole arbitrator within 10 days of the raising of the dispute by one of the parties, both the parties shall appoint one arbitrator each and the two arbitrator so appointed will appoint third arbitrator and the dispute shall be decided by the panel of the said three arbitrators. The decision of the panel shall be binding on both the parties. The arbitration shall be conducted in **Mumbai** and the language of

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

arbitration shall be **English** subject to the provisions of arbitration contained above, the courts in **Mumbai** shall have exclusive jurisdiction over all matters arising out of or in connection with this Agreement. The CBC/SP shall continue work under the contract during the arbitration proceedings/legal action unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the court/arbitrator or the umpire, as the case may be, is obtained.

**12.0 Notices:**

Any notice, invoice, approval, advice, report or any other communication required to be given under this Agreement shall be in writing and may be given by delivering the same by hand or sending the same by prepaid registered mail, telegram or facsimile to the relevant address set forth in **Schedule F** hereof or such other address as each Party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given by telegram or facsimile) or on receipt of acknowledgement due.

**13.0 Miscellaneous:**

**13.1** Any provision of this Agreement may be amended or waived, if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each party, or in this case of a waiver, by the Party against whom the waiver is to be effective.

**13.2** No failure or delay by any party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

**13.3** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, undertakings, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of the Agreement. However, if there is any inconsistency between any stipulation mentioned in the SLA and the RFP Floated, the terms of the RFP will be binding. Further, If any clause mentioned in the RFP is not included on the SLA which should have been mentioned to make it binding, the said clause will be deemed to have been mentioned in the SLA. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any party hereto.

**13.4** Neither this agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder.

**13.5** The SP shall execute and deliver such additional documents and perform such additional actions, as may be necessary, appropriate or reasonably requested to carry out or evidence the transactions contemplated hereby.

**13.6** The invalidity or unenforceability of any provisions of this Agreement in any jurisdiction shall not affect the validity, legality or enforceability of the remainder of this Agreement in such jurisdiction or the validity, legality or enforceability of this Agreement, including any such provision, in any other jurisdiction, it being intended that all rights and obligations of the Parties hereunder shall be enforceable to the fullest extent permitted by law.

**13.7** In case of any change in applicable laws in India that has an effect on the terms of this Agreement, the parties agree that the Agreement may be reviewed, and if deemed necessary by the Parties, renegotiated in good faith.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- 13.8** The captions herein are included for convenience of reference only and shall be ignored in the construction or interpretation thereof.
- 13.9** If this Agreement is signed in counterparts, each counterpart shall be deemed to be an original.
- 13.10** The SP shall not assign or transfer all or any of its rights, benefits or obligations under this Agreement without the approval of the Bank. The Bank may, at any time, assign or transfer all or any of its rights, benefits and obligations under this Agreement.
- 13.11** The SP agrees that they shall not use the logo, trademark, copy rights of other proprietary rights of the opposite party in any advertisement or publicity materials or any other written communication with any other party, without the prior written consent of the Bank.
- 13.12** This Agreement shall not be construed as joint venture. Each party shall be responsible for all its obligations towards its respective employees. No employee of any of the two parties shall claim to be employee of other party.
- 13.13** The SP shall have a transparent agreement with the BCAs with following clauses, terms and conditions:
- 13.13.1** Remuneration structure should be defined clearly for the services rendered by the BCA
- 13.13.2** Payments to the BCA shall be made /effected at regular intervals and through the account of the BCA maintained at the branch to which he/she is linked.
- 13.13.3** There should be an undertaking between both SP and BCA to maintain confidentiality as stipulated in clause no. 3 of SLA.
- 13.13.4** There should be an undertaking between both SP and BCA to maintain Integrity.
- 13.13.5** Appointment letter to be provided to BCA should have all necessary terms and condition.
- 13.13.6** Exit policy should also be declared in the agreement between SP and BCA.

**14.0 Force Majeure**

- 14.1** The Service Provider or the Bank shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Service Provider or the bank, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Service Provider shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 14.2** In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. However, financial constraints by way of increased cost to perform the obligations due to any reason, if the obligations can be performed otherwise, shall not be treated as a force majeure situation. If the duration of delay continues beyond a period of 180 days, the Bank and the Service Provider shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank regarding whether the

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

event so claimed by the bidder is a force majeure event or not shall be final and binding on the Service Provider.

**1.0 SCHEDULE `A`**

**Details of specific Services & Products to be rendered by BCA**

1.0 Bank intends to provide banking services in unbanked pockets and other location of Rural/ Semi Urban / Urban / Metro areas which are predominantly inhabited by people having no or difficult access to banking services or make available the banking and other services as convenient of customers at near to their door step by setting up of biometric supported Kiosks/Non-Kiosks. Through this Kiosks/Non-Kiosks, Bank is also focusing on providing convenient remittance facilities especially to the migrants in Rural/Urban areas.

2.0 It is intended that the SP shall setup biometric based banking services Kiosks/Non-Kiosks within 45 days from the date of allotment in Rural/ Semi urban/ Urban/ Metro areas. The number may be increased / decreased as per requirement of the Bank in view of allotment of areas of coverage allotted to the bank or for any other unexpected reasons. The Kiosks/Non-Kiosks shall be exclusively used for banking services and not for any other purpose.

**3.0 Broadly the scope of activities shall include:**

- 3.1 Identification and enrollment of customers borrowers
- 3.2 Creating awareness about savings and other products
- 3.3 Processing and submission of applications to banks
- 3.4 Collection/payment of small value deposits
- 3.5 Sale of micro insurance/mutual fund products/pension products/other third party products.
- 3.6 Receipt and delivery of small value remittances/ other payment instruments.
- 3.7 Conducting surveys for various schemes to be implemented time to time.
- 3.8 Preliminary verification of documents submitted by customers.
- 3.9 Follow up and recovery of overdue credit
- 3.10 Or any other product implemented by the Bank on FI channel.

4.0 The BC Agents will be undertaking activities within the normal course of the bank's banking business, but conducted through banking service Kiosks/Non-Kiosks at places other than the bank premises.

4.1 The BC Agents shall act prudently and shall exercise all due diligence in carrying out its duties and obligations under this Agreement.

4.2 Assumptions for expected minimum level of performance from each Kiosks/Non-Kiosks outlet are given in commercial bid form.

4.3 BCA must not deny for service within the normal course of the bank's banking business at any point of time **to Bank customers / other Bank customers & penalty thereof.**

**5.0 Do's and Don'ts for BC Agents to be appointed by SP**

**5.1 Do's**

- 5.1.1 Treat every customer with due respect.
- 5.1.2 Maintain friendly relations with the Bank's Branch Manager / staffs
- 5.1.3 Protect oneself well while traveling to and from Bank with cash.
- 5.1.4 Perform Day End and Settlement as per the terms.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- 5.1.5 Maintain the cash registers and transaction receipts carefully.
- 5.1.6 Read the manuals carefully and clarify doubts.
- 5.1.7 If there is any problem with the terminal or branch, report to Field Supervisor immediately.
- 5.1.8 Keep the terminal clean, safe and well charged.

**5.2.0 Do's For Disbursal**

- 5.2.1 Complete the disbursals effectively and efficiently.
- 5.2.2 Before the disbursal period starts, ensure the terminal is ready for disbursals.
- 5.2.3 Take measures to protect the cash meant for disbursal.
- 5.2.4 Disburse the amount to all the intended recipients. If required, take the terminal to the customer's location or keep late hours.

**5.3.0 Don'ts**

- 5.3.1 Do not discriminate the customers based on religion, caste, creed, political party, family feuds, social status, and personal friendship.
- 5.3.2 Do not charge the customers for any transaction or providing any help.
- 5.3.3 Do not exploit customers – do not solicit or extract any favor in return for services you provide in cash or kind.
- 5.3.4 Do not give an impression that you are a benefactor of a customer, you are doing your duty
- 5.3.5 Do not encourage informal borrowing or lending.
- 5.3.6 Do not reveal transaction details of the customers to anybody else.
- 5.3.7 Do not complete a cash transaction in the terminal until cash actually changes hands.
- 5.3.8 Do not mix up personal money with Bank's or customers' money.
- 5.3.9 Do not keep large amounts of cash for long time.
- 5.3.10 Do not leave the cash or terminals in unsafe places.
- 5.3.11 Do not keep customer's card or customer's copy of transactions with you.

**6.0. Duties and Responsibilities of BC Agents on behalf of SP.**

- 1.1 To conduct financial awareness programmes in the villages allotted.
- 1.2 To identify the potential customers and fitment of activities.
- 1.3 To initiate the enrollment process by collection of master data, filling up of forms, preliminary processing of loan applications / account opening forms for deposits including verification of data.
- 1.4 To submit duly filled in application forms and other support documents at the Base Branch in physical form and without any delay, as specified by the Bank for authentication of the customer data and authorizing the beneficiary for opening the account.
- 1.5 To assist in post-sanction monitoring and follow-up for recovery (only after complying with RBI instructions on recovery agents).
- 1.6 To promote and nurture Self Help Groups (SHGs) / Joint Liability Groups (JLGs), wherever relevant.
- 1.7 To market Bank's other products, education and advice on managing money and debt counseling.
- 1.8 Handling of customer transactions at Customer Service Point (CSP) / Point of Sale (POS).
- 1.9 Handling of Enrolment devices and Hand-held devices at CSPs (POS) locations, uploading / downloading of transactions.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

- 1.10** Physical custody, care, safety and up keeping of systems / devices provided for front-end operations at Customer Service Points (Points of Sale).
- 1.11** Collection and payment of small value deposits and withdrawals.
- 1.12** Receipt and delivery of small value remittances/ other payment instruments.
- 1.13** The BCA will be linked to an identified base branch. In respect of all such transactions, the SP/his agent will be authorized to accept / deliver cash either at his place of work or at any convenient location subject to the ceilings per day / per customer as laid down.
- 1.14** SP will ensure that BCAs conduct all financial transactions online only.
- 1.15** BCA will be required to handle recovery of principal / collection of interest in respect of borrowal accounts.
- 1.16** Cash Management Services including receipts / payments, movement, safety and security of cash, etc. will be arranged at their own cost, expenses and risks. The BCA will indemnify the Bank of all losses / risks associated with the cash in transit, cash balances held or handled by the SP/his agents, including misconduct, negligence, fraud etc. on the part of the SP's personnel.
- 1.17** The SP will be required to obtain Fidelity Insurance Policy for their BCAs, insurance for cash retention and cash transit, with bank clause.
- 1.18** The BCAs should not hold cash more than what is reasonably required by them, which will be determined by the Bank from time to time based on the volume of transactions at each CSP.
- 1.19** The BCA should be responsible for the security of the cash held by them for customer payments and of the cash deposited by the customers in their accounts.
- 1.20** The BCA will account for all such cash received by providing a daily statement to the Bank detailing all cash payments made to customers, cash receipts from the customers and cash balances held at each of the locations at the start and the end of the day.
- 1.21** The formats and the details to be furnished, accounting system, procedure for balancing and reconciliation, etc. will be prescribed by the Bank. The BCA must meticulously adhere to the instructions of the Bank in this regard or he must be penalized.
- 1.22** BCA should be responsible for cash and accounting of transactions, receipts of transactions, details of exceptional transactions, etc.
- 1.23** The BCA will tally cash balances as per the POS terminal with the physical cash available at any point of time during the day, and also during the surprise visit/audit conducted by the Bank.
- 1.24** The BCA will take a printout, in duplicate, of the opening balance of cash, closing balance of cash and the list of all transactions every day.
- 1.25** One copy of the printout will be retained by the BCA for records and the second copy will be handed over to the Base Branch as a supporting document for the disbursements / deposits.
- 1.26** Maintenance of records as prescribed by the Bank.
- 1.27** Settlement of every CSP's account on day to day basis.
- 1.28** Where a customer wishes to close his/her account, a proper written request will be given to the BCA at the CSP, who will note the instructions in a separate register and the status of the account as 'caution account closure request pending' may be made in the handheld device. Acknowledgement of the customer will also be obtained in the register.
- 1.29** All dues between the Bank and the customer will be settled before closure of the account.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

## **2.0 SCHEDULE 'B'**

The successful Bidder(s) shall install and commission the equipment, in terms of this RFP, at locations decided in consultation with the Bank.

## **3.0 SCHEDULE 'C'**

### **1.0 Business Correspondent Agents:**

- 1.1 Must hold a certificate of passing exam of 12th Standard or its equivalent exam or permitted by Bank.
- 1.2 Must conform to RBI guidelines (Annexure-24) IIBF certification for BC Agents.
- 1.3 Should be conversant with the local dialect without any criminal background and able to handle and operate the electronic wi-fi devices.
- 1.4 Should have knowledge about the area.
- 1.5 Should have significant presence in the area.
- 1.6 Should not be owned or controlled by any Director or officer / employee of the bank or a relative having the same meaning under section 6 of the Companies Act, 1956.
- 1.7 Age of individual BC should not be exceeding 60 years at the time of selection. Continuation as BC, subject to annual performance review, till the age of 65 years.

## **4.0 SCHEDULE 'D'**

### **1.0 TECHNOLOGY SERVICES**

- 1.1 The SP should have its own hardware for Kiosks/Non-Kiosks that shall have connectivity with Financial Inclusion Gateway Server (FIGS) located at Mumbai. The FIG Server is interfaced with CBS Server of the Bank. The SP shall be required to incorporate new standards i.e. Micro ATM standards version 1.5.1 with respect to Kiosks/Non-Kiosks as and when prescribed by UIDAI, IDRBT, Government of India, and Reserve Bank of India etc. for compliance of devices at no extra cost. The Kiosks/Non-Kiosks solution should support inter-operability.
- 1.2 The SPs intending to use their own Hardware/Software application can bid for this RFP at their own cost. The cost for this Hardware/Software will not be factored in the commercial. Our existing vendors are exempted from this criteria mentioned above paraphrase.

### **2.0 CBS SERVER OF THE BANK:**

All branches of the Bank are under Core Banking Solution 'B@NCS 24' and RRBs are functional on FINACLE.

### **3.0 FI GATEWAY/SERVER**

The FI Server is located in Mumbai and is interfaced with CBS. Bank has engaged M/s Atyati Technologies Pvt. Ltd. for its Maintenance & service support”



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**4.0 KIOSKS / NON-KIOSKS SET UP**

Typically Kiosks/Non-Kiosks should have a Laptop, Biometric Scanner, Camera, Passbook printer, IRIS scanner, FIR enable Fingerprint scanner, Face Authentication, EMV Card scanner, Printer and Debit Card reader with PIN /Aadhaar base (as per specification for micro ATM version 1.5.1 by UIDAI). The Kiosks/Non-Kiosks shall have connectivity with FI Gateway/Server. Arrangement with M/s Atyati Technologies Pvt. Ltd (for FIGS) and M/s Tata Consultancy Services (for CBS). The transactions shall be online on a real time basis and the customers should receive immediate verification of their transactions through visuals (screen based) or other means (debit or credit slip).

The devices procured should have STQC certification. Bidder shall need to ensure availability of SDK for the device and should be able to support development to interface with M/s Tata Consultancy Services with the SDK.

The finger print device specifications (Biometric Specification) are given as under:

Parameter	Specification
Minimum Platen Area	12.8mm(w)x16.5mm(h)
Resolution	Minimum 500DPI with 5% margin on the lower side
Grey Scale/ Image type	8 bit, 256 levels
Template Standards	ISO 19794-2
Image quality	High Quality Image ( NFIQ<=2) in dry, wet, dirt, oil dry and mehendi conditions

**SCHEDULE `E`**  
**FEE PAYABLE TO SERVICE PROVIDER**

**1.0 Charges to be paid to the Service Provider: Commission /Charges / Commercial**

For the activities mentioned in Column below, Service Provider will be paid remuneration at the rates finalized by the bank and given as per Annexure-21.

Sr. No.	Services	Proposed Remuneration Payable as per RFP 2024
1	Account Opening: BSBD / PMJDY	Rs. 20 per account ( A+B) C) activation of account Rs.10/- D) RuPay card issuance and activation- Rs.10
2	Account Opening Saving with E-KYC and issuance of RuPay Card	Rs.20/ per account for e-KYC funded account and Rs 10/ for issuance of RuPay card Total maximum Rs.30/ per account
3	Account Opening: Saving Ac with V-KYC	Rs.30/ per account for V-KYC Non funded account
4	Account Opening: Saving Ac with V-KYC	Rs 30/ per account for V-KYC+Rs 20 for funding. Maximum Rs.50/ per account for V-KYC funded account
5	Cash deposit (own bank) Maximum transactions	0.25% of transaction amount. Maximum Rs 50/- per CIF per day

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

	Rs. 49000/- per day									
6	Cash deposit (other bank— AEPS / RuPay card)	0.25% of transaction amount. Maximum Rs 12/-								
7	Cash withdrawal (on us) Maximum transactions Rs 49000/- per day	0.25% of transaction amount. Maximum Rs. 50/- per CIF per day								
8	Cash withdrawal (off us) Maximum Rs.10000/- per transaction	0.25% of transaction amount. Maximum Rs. 12/-								
9	Fund transfer (own bank) Maximum Rs.10000/- per transaction	0.25% of transaction amount. Maximum Rs.10/-								
10	Fund transfer (other Bank— AEPS/RuPay card) Maximum Rs.10000/- per transactions	0.40% of transaction amount. Maximum Rs.10/-								
11	TDR/RD opening	The incentives are payable for canvassing/ facilitating deposits to the branches <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Period</td> <td>Less than 6 months</td> <td>6 months to less than 12 month</td> <td>12 months and above</td> </tr> <tr> <td>Commission</td> <td>NIL</td> <td>0.15%</td> <td>0.20%</td> </tr> </table> <p style="text-align: center;">Maximum Rs.20/- per funded account</p>	Period	Less than 6 months	6 months to less than 12 month	12 months and above	Commission	NIL	0.15%	0.20%
Period	Less than 6 months	6 months to less than 12 month	12 months and above							
Commission	NIL	0.15%	0.20%							
12	IMPS / NEFT	Rs.5 per transactions								
13	Enrollment under Micro Insurance Jansuraksha Scheme- PMSBY	Rs. 1/- per enrollment								
14	Enrollment under Micro Insurance Jansuraksha Scheme- PMJJBY	Maximum commission paid to BC Agent by Bank is Rs.30/-per enrollment. (Bank receive commission per enrolment quarter wise and sharing proportionately to BC Agent as per below ) 1 <sup>st</sup> Quarter-BC receive Rs.30/ per enrolment 2 <sup>nd</sup> Quarter-BC receive Rs.22.50 per enrolment 3 <sup>rd</sup> Quarter- BC receive Rs.15.00 per enrolment 4 <sup>th</sup> Quarter- BC receive Rs.7.50 per enrolment								
15	Enrollment for social security pension scheme (APY)	Rs.50/- per enrollment								

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

16	<p>Incentive for fresh deposit canvassed during the quarter ( Incremental) : incentive is payable quarterly</p> <p>( Commission will be paid to BC and CBC in the ratio of 50:50)</p>	<p>*Increase up to Rs.1 Lakh: Rs. 250/- ( only to BC/CSP)            *Increase of above Rs.1 Lakh to 2 lakh: Rs.500/-            *Increase of above Rs.2 Lakh to 5 lakh: Rs.1000/-            *Increase of above 5 Lakh up to 10 lakh: Rs. 2000/-</p> <p>*Increase of above Rs.10 lakh up to Rs.25 Lakh: Rs.3000/-            *Increase of above Rs.25 Lakh : Rs.5000/-</p>																														
17	<p>a. Incentive / Fixed commission for count of unique CIF (customers) in Rural and Urban BC Points - Commission will be paid to BC and CBC in the ratio of 50:50</p> <p>b. Incentive / Fixed commission for count of unique CIF (customers) in Tier-1 metro Cities i.e. Hyderabad, Delhi, Bangalore Mumbai, Ahmedabad, , Kolkata, Chennai and Pune ( Commission will be paid to BC and CBC in the ratio of 50:50)</p> <p>c. Incentive / Fixed commission for count of unique CIF (customers) in Tier-1 cities with population more than 50 lakhs Commission will be paid to BC and CBC in the ratio of 50:50)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="text-align: center;">Count of Unique CIF</th> <th style="text-align: center;">Commission</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Below 25</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">26 to 50</td> <td style="text-align: center;">Rs. 1000/-</td> </tr> <tr> <td style="text-align: center;">51 to 100</td> <td style="text-align: center;">Rs. 1500/-</td> </tr> <tr> <td style="text-align: center;">above 100</td> <td style="text-align: center;">Rs. 2000/-</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="text-align: center;">Count of Unique CIF</th> <th style="text-align: center;">Commission</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Below 25</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">26 to 50</td> <td style="text-align: center;">Rs. 5000/-</td> </tr> <tr> <td style="text-align: center;">51 to 100</td> <td style="text-align: center;">Rs. 7000/-</td> </tr> <tr> <td style="text-align: center;">above 100</td> <td style="text-align: center;">Rs. 10000/-</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e1f5fe;"> <th style="text-align: center;">Count of Unique CIF</th> <th style="text-align: center;">Commission</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Below 25</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">26 to 50</td> <td style="text-align: center;">Rs. 3000/-</td> </tr> <tr> <td style="text-align: center;">51 to 100</td> <td style="text-align: center;">Rs. 5000/-</td> </tr> <tr> <td style="text-align: center;">above 100</td> <td style="text-align: center;">Rs. 8000/-</td> </tr> </tbody> </table>	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 1000/-	51 to 100	Rs. 1500/-	above 100	Rs. 2000/-	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 5000/-	51 to 100	Rs. 7000/-	above 100	Rs. 10000/-	Count of Unique CIF	Commission	Below 25	0	26 to 50	Rs. 3000/-	51 to 100	Rs. 5000/-	above 100	Rs. 8000/-
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**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

18	Aadhaar seeding	Rs. 5/- per successful a/c Aadhaar number updation is allowed at the time of account opening but presently Aadhaar seeding is not allowed at BC Points.																		
19	Mobile seeding	Rs. 5/- per account Mobile number updation is allowed at the time of account opening but presently Mobile seeding is not allowed at BC Points.																		
20	Passbook update/printing	Maximum commission is Rs.25 per customer per month. Commission will be paid Rs.5/ per Passbook printed per customer for maximum five times per month. Monthly occasion for Passbook printed per customer: One time:-Rs.5/ Two time:-Rs.10/ Three time: Rs.15/, Four time-Rs.20/ Five times –Rs.25/, and Sixth time onwards maximum Rs.25/ only.																		
21	Incentive for Passbook Printing	Additional incentive will be paid for Unique CIF <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Sr. no</th> <th>Unique CIF</th> <th>Amount of incentive</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Up to 24</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>25 to 49</td> <td>200.00</td> </tr> <tr> <td>3</td> <td>50 to 74</td> <td>300.00</td> </tr> <tr> <td>4</td> <td>75 to 99</td> <td>400.00</td> </tr> <tr> <td>5</td> <td>100 &amp; above</td> <td>500.00</td> </tr> </tbody> </table>	Sr. no	Unique CIF	Amount of incentive	1	Up to 24	0.00	2	25 to 49	200.00	3	50 to 74	300.00	4	75 to 99	400.00	5	100 & above	500.00
Sr. no	Unique CIF	Amount of incentive																		
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3	50 to 74	300.00																		
4	75 to 99	400.00																		
5	100 & above	500.00																		
22	Cheque collection	Rs.5 per Cheque																		
23	Mini statement	Rs.1 per account per month																		
24	BBPS	Rs.2/-per successful transaction																		
25	Pension life certificate authentication through Jeevan Praman (Aadhaar enabled)	Rs.5/- per successful submission																		
26	Request new Cheque book	Rs.5/- per Cheque book																		
27	Stop payment of Cheque	Rs.5/- per Cheque book																		
28	Account opening of SUKANYA SAMRIDDHI Scheme and Funding of account	Rs.50/- per funded account only. Rs 10/- per transaction per month Rs.5/ - for standing instructions mandate / per account only once																		
29	PPF	Rs.50/- per funded account only. Rs 10/- per transaction per month Rs.5/ - for standing instructions mandate / per																		

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

		account(Once)
30	Recovery collection up to bank approved limit in NPA account	*Sub-Standard account- 1% of amount recovered. *Doubtful account (D1, D2 & D3) 2% of amount recovered *Loss Asset and Written off account- 10% of the amount recovered. *Note- the existing account with outstanding balance of Rs. 10 Lakh and below as on 31 <sup>st</sup> March of previous year or as decided by the Bank, may be considered for allotment to BC. However for loss and written off account, the above cap may not be stipulated.
31	Request for SMS alert / email statement (if mobile no. / e-mail is already registered)	Nil
32	Apply for RuPay debit cards in old account.	Rs.10 /- per successful card issuance and activation
33	Block RuPay card	Rs.5/- per successful card block
34	General Insurance	25% of commission received to the Bank
35	Life Insurance	25% of commission received to the Bank
36	Health Insurance	25% of commission received to the Bank
37	Loan Sourcing	0.25% of the disbursed amount subject to maximum amount of Rs.10000/- per application, No commission will be payable for rejected loan application for whatsoever reason.
38	SHG & JLG: For formation & promotion, including credit linkage	Not exceeding Rs. 1000 per SHG/JLG formed and credit linkage with the Bank in stages
39	Collection in standard loan account up to Bank approved limit	0.25% of transaction amount or Maximum Rs 50/- per CIF per day. Maximum commission to be paid to BC agent per month Rs.5000/
40	Balance enquiry On Us through local Biometric / AEPS/ RuPay Card	Nil commission
41	Balance enquiry Off Us through local Biometric / AEPS/ RuPay Card	Nil Commission
42	Cheque enquiry status	Nil Commission

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

43	Lead generation of Opening of Current Deposit accounts	Rs.100/ per account opened with fund
44	Collection of data of proposed beneficiaries capturing their economic profile for future linkage or associations	Rs.100/ per beneficiaries on linkage or association
45	Renewal of CKCC accounts at BC Points	Rs.200 per account renewed with utilization of services of BCs.
46	Conversion of Inoperative account to Operative only through biometric KYC	1)For conversion of Inoperative account having balance of Rs.3000/ & above –Rs.50/ per inoperative account 2)For conversion of Inoperative account having balance amount less than Rs.3000/ Remuneration Rs.20/ per inoperative account
47	Re-KYC of account at BC Points. BC software for enabling customers to conduct Re-KYC function at BC Point.	Remuneration Rs.20 for each Re-KYC account.

- 1.1** All charges/fees except fixed payment and incentives for fresh deposit canvassed will be paid in the ratio of 80:20 to the BCA and CBC/SP. The amount payable to BCA will be paid through Escrow account of CBC/SP directly through Bank.
- 1.2** List of services and Products offered by the Bank may be added from time to time with mutual consent and as per RBI/Govt. directives.
- 1.3 Cap on Business/Commission:** Reserve Bank has expressly prohibited sourcing of Bulk deposits, NRE/NRO FCNRB deposits, and deposits from Public Sector Companies/Government Departments by this channel.
- 1.4 If BCA works in the capacity of Business Facilitator,** the commission payable to BF will also be paid to the BCA directly by Bank.
- 1.5** The remuneration will be payable for BC points completing at least 1 successful financial transactions per day and minimum log in for 20 days for north eastern state/LWE district and 24 days for rest of India.

**5.0 SCHEDULE 'F'**

Address for communication to be stated under Schedule 'F'

1. The Dy. General Manager  
 Central Bank of India  
 Mumbai – 400021

2. Director  
 \_\_\_\_\_  
 \_\_\_\_\_

**IN WITNESS WHEREOF,** the Parties hereto have executed this Agreement the day and year first hereinabove written.

For Central Bank of India  
 Witness  
 1.

For M/s \_\_\_\_\_(Service Provider)  
 Witness  
 2.

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure-27**

**Performance Bank Guarantee**  
**(To be stamped as per applicable stamp Duty)**

TO,  
CENTRAL BANK OF INDIA  
MUMBAI

-----.

In consideration of M/s Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as “Purchaser”) having agreed to purchase various service (hereinafter referred to as “SERVICE”) from M/s ----- (hereinafter referred to as “Contractor”) on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the “Contract”) subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the “as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the as per the terms and conditions of the said contract.

1) We, ----- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to ----- any money or moneys not exceeding a total sum of Rs. ( Rs 5000 per kiosks) may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of contractor to perform as per the said contract, and also failure of the contractor to maintain as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether contractor has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding not withstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser’s claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. -- ----- (the date should be one year after the expiry of the Bank Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

i)	Our liability under this Bank Guarantee shall not exceed Rs ... (Rs .5,000 per kiosk)
ii)	This Bank Guarantee shall be valid up to -----; and
iii)	<b>We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- (mention the date which is one year after the date of expiry of PBG).</b>



**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2024 at -----

For and on behalf of ----- Bank.

sd/- -----

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

**Annexure 28**

**LETTER OF ANNUAL REVIEW FOR CORPORATE BUSINESS CORRESPONDENTS**  
**(Only Applicable for successful bidders post RFP)**

The General Manager,  
Agriculture and Social Banking Dept.  
Central Bank of India, Central Office  
Mumbai.

Sir,

We refer to our bid for your RFP No. Ref No. \_\_\_\_\_ dated \_\_\_\_\_ for Corporate Business Correspondent. Required data has been submitted for Annual Review to include financial and operational condition to comply with annual Compliance Certificate for the FY-2022-23 & 2023-24.

<b><u>S No.</u></b>	<b><u>Description/Parameter</u></b>	<b><u>Reply/Comments</u></b>
	<b><u>Financial Condition of Service Providers</u></b>	
a.	Turnover, Profit/Loss Statement and Tangible Net Worth of Service Provider.	
	<b><u>Operational Condition of Service Providers</u></b>	
b.	Business Continuity Plan (BCP) of Service Provider.	
c.	Grievance Redressal Mechanism in case a grievance is received against the supplied services of Cash Vans.	
d.	Details of Penalty Imposed on Service Provider by our Bank in FY 2022-23.	
e.	Details regarding Risk Assessment and Mitigation undertaken by the service provider for supplying Cash Van services to our Bank.	
f.	Steps taken by Service Provider to ensure data confidentiality for the services provided to our Bank.	
g.	Due diligence/Capability Assessment of the employees of the Service Provider deployed for the services provided to our Bank.	
h.	Confirmation from the Service Provider that it is meeting the statutory obligations such as Minimum Wages Act, ESI Act , EPF Act ,	

**CENTRAL BANK OF INDIA**  
**RFP FOR EMPANELMENT OF CORPORATE BUSINESS CORRESPONDENTS**

	Gratuity Bonus Act Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act) etc. or under any other State/Union legislation in respect of staff engaged by your firm for providing services to our Bank.	
--	---	--

Yours faithfully,

Authorized Signatory Name:

Designation:

Agency/bidder's Corporate Name Address

Email and Phone #

List of documents enclosed:

- 1.....
2. ....
3. ....
4. ....