

## Corrigendum

**Request for Proposal (RFP) for Selection of Service Provider for Implementation of Door Step Banking Services (DSB) through Universal Touch Points (UTP) RFP Ref. No.: DIT/BPR & BTD/OA/2074/2019-20 Dated: 14/08/2019**

RFP Page no	Existing Clause	Modified Clause
Page 49, Clause - 24. Compliance with Laws. Point-C	If at any time during the term of this Agreement, if Anchor Bank is informed or information comes to its attention that the selected bidder is or may be in violation of any terms and conditions mutually agreed between the Anchor Bank and the bidder, which proves to be unsatisfactory to the Anchor Bank, then the Anchor Bank shall be entitled to terminate this Agreement by giving not less than 630 days' notice in writing.	If at any time during the term of this Agreement, if Anchor Bank is informed or information comes to its attention that the selected bidder is or may be in violation of any terms and conditions mutually agreed between the Anchor Bank and the bidder, which proves to be unsatisfactory to the Anchor Bank, then the Anchor Bank shall be entitled to terminate this Agreement by giving not less than 30 days' notice in writing.
Page no 25, Category C- Technical Solution & Presentation Table Point-2	<p>Technical Demonstration: Bidder approach for Implementation of Door Step Banking Services (DSB) for the Banks in terms of value delivery and market leading technology differentiation capability.</p> <p>a) Data Center, Disaster Recovery Infrastructure, Hosting and Operation management (tier-3 data center, CERT-IN certified, etc) – (5 Marks)</p> <p>b) Integration with existing Banking system- (5 Marks)</p> <p>c) Integration with NPCI - (5Marks)</p> <p>d) MIS &amp; Reports-(5 Marks)</p> <p>e) Detailed understanding of the Scope of the RFP -(10</p>	<p>Technical Demonstration: Bidder approach for Implementation of Door Step Banking Services (DSB) for the Banks in terms of value delivery and market leading technology differentiation capability.</p> <p>a) Data Center, Disaster Recovery Infrastructure, Hosting and Operation management (tier-3 data center, CERT-IN certified, ISO 270001 or equivalent certified etc) – (5 Marks)</p> <p>b) Integration with existing Banking system- (5 Marks)</p> <p>c) Integration with NPCI - (5Marks)</p> <p>d) MIS &amp; Reports-(5 Marks)</p> <p>e) Detailed understanding of</p>

	Marks)	the Scope of the RFP -(10 Marks)
Page-70, Commercial Bid- Table-3, Clause –Point-11	Lowest Bidder (L1) will be determined on Grand Total for the period of contract i.e. 3 years (Total Cost of Ownership, i.e. TCO)	Lowest Bidder (L1) will be determined on Grand Total (i.e. Total Cost of ownership-TCO) as mentioned in Table 3 of Commercial Bid format.
Page – 29 Part – IV Scope of Work	The bidder has to provide an end to end Solution for Door Step Banking Solution across the Banks on a high availability technology architecture having DC & DR in India on Hosted/ Service Provider's On-Prem Model along with all required Hardware, Mobile App, Web Portal, Call Centre, Connectivity with NPCI / Bank's system, Software application, Manpower for door step delivery and Facility Management Services.	The bidder has to provide an end to end Solution for Door Step Banking Solution across the Banks on a high availability technology architecture having DC & DR in India on Hosted/ Service Provider's On-Prem Model along with all required Hardware, Mobile App, Web Portal, Call Centre, Connectivity with NPCI / Bank's system, Software application, Manpower for door step delivery and Facility Management Services.  <b>Connectivity with NPCI shall be established through AUA Bank (i.e. Anchor Bank or any other member Bank one Bank among the member Bank which shall act as AUA for the purpose of Aadhaar based transactions viz. e-KYC/ AEPS etc.</b>
	The bidder should have positive net-worth in last three financial years (i.e. 2016-17, 2017-18 & 2018-19)  -Copies of the audited balance sheets of the company showing positive net-worth of the company for the consecutive last three financial years (2016-17, 2017-	The bidder should have positive net-worth in last three financial years (i.e. 2016-17, 2017-18 & 2018-19)  -Copies of the audited balance sheets of the company showing positive net-worth of the company for the consecutive last three financial years (2016-17, 2017-

	18 & 2018-19) should be submitted along with Auditor's Certificate.	18 & 2018-19) should be submitted along with Auditor's Certificate. <b>In case audited Balance sheet of 2018-19 is not yet ready, provisional Balance sheet with Signature &amp; Seal of Chartered Accountant / Company Secretary must be submitted.</b>
	<p><b>Audit by Third Party</b></p> <p>Bank at its sole discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank. The audit charges shall be borne by the selected bidder</p>	<p><b>Audit by Third Party</b></p> <p>Bank at its sole discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank. The audit charges shall be borne by the respective member Bank</p>
	<p><b>Technical Scoring Criteria</b></p> <p>No of Assignment in Door Step Services (similar to the scope in the RFP for Door Step Services) – for any organisation in India, preferably BFSI. (Role played as System Integrator)</p> <ul style="list-style-type: none"> <li>•2 engagements in BFSI (10 Marks)</li> <li>•2 engagements in other than BFSI (7.5 Marks)</li> <li>•1 engagements in BFSI (5 Marks)</li> <li>•1 engagements in other than BFSI (2.5 Marks)</li> </ul>	<p><b>Technical Scoring Criteria</b></p> <p>No of Assignment in Door Step Services (similar to the scope in the RFP for Door Step Services) – for any organisation in India, preferably BFSI by Bidder and/or partner. (Role played as System Integrator)</p> <ul style="list-style-type: none"> <li>•2 engagements in BFSI (10 Marks)</li> <li>•2 engagements in other than BFSI (7.5 Marks)</li> <li>•1 engagements in BFSI (5 Marks)</li> </ul> <p>1 engagements in other than BFSI (2.5 Marks)</p>
Part V Clause 3	The selected bidder has to complete the implementation process as per Scope of Work mentioned herein above within eight (08) weeks from the date	The selected bidder has to complete the implementation process as per Scope of Work mentioned herein above within twelve (12) weeks from

	of issuance of Letter of Intent.	the date of issuance of Letter of Intent.
Part IV	Bidder has to ramp up/down as per Bank's request at 45 calendar days" notice for up to 20% increase/decrease of FTE at individual locations; beyond a 20% increase/decrease of FTE at individual locations.	Bidder has to ramp up/down as per Bank's request at 45 calendar days" notice for up to 20% increase/decrease of FTE at individual locations; beyond a 20% increase/decrease of FTE at individual locations within 90 days.
Page 30 Indicative Flow Diagram – Universal Touch Point – Call Center	For calls related to Bank's specific system e.g. Hotlisting of cards, Accounts related information, etc., Routing the calls to respective Bank through integration of Common Call Centre with the existing call centre of the Bank	Clause modified as under For calls related to Bank's specific system e.g. Hotlisting of cards, Accounts related information, etc., Forwarding the calls to respective Bank through integration of Common Call Centre with the existing call centre of the Bank
Annexure Clause 10	H; The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.	Following clause stand deleted: The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

Penalty	New clause	<p>If the Vendor fails to maintain guaranteed monthly uptime i.e. 99% in maintaining TAT for delivery services, the Bank shall impose penalty as mentioned below on slab basis:</p> <table border="1" data-bbox="1024 506 1422 1766"> <thead> <tr> <th data-bbox="1024 506 1175 716"><b>Monthly Uptime</b></th> <th data-bbox="1175 506 1422 716"><b>Penalty as % of overall monthly uptime</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="1024 716 1175 831"><b>Above 99.5%</b></td> <td data-bbox="1175 716 1422 831"><b>No Penalty</b></td> </tr> <tr> <td data-bbox="1024 831 1175 947"><b>98% to 99.5%</b></td> <td data-bbox="1175 831 1422 947"><b>2%</b></td> </tr> <tr> <td data-bbox="1024 947 1175 1062"><b>96% to 97.99%</b></td> <td data-bbox="1175 947 1422 1062"><b>4%</b></td> </tr> <tr> <td data-bbox="1024 1062 1175 1178"><b>94% to 95.99%</b></td> <td data-bbox="1175 1062 1422 1178"><b>6%</b></td> </tr> <tr> <td data-bbox="1024 1178 1175 1293"><b>92% to 93.99%</b></td> <td data-bbox="1175 1178 1422 1293"><b>8%</b></td> </tr> <tr> <td data-bbox="1024 1293 1175 1409"><b>90% - 91.99%</b></td> <td data-bbox="1175 1293 1422 1409"><b>10%</b></td> </tr> <tr> <td data-bbox="1024 1409 1175 1766"><b>Less than 90%</b></td> <td data-bbox="1175 1409 1422 1766"><b>Bank reserves the right to invoke the PBG and the contract will be terminated.</b></td> </tr> </tbody> </table>	<b>Monthly Uptime</b>	<b>Penalty as % of overall monthly uptime</b>	<b>Above 99.5%</b>	<b>No Penalty</b>	<b>98% to 99.5%</b>	<b>2%</b>	<b>96% to 97.99%</b>	<b>4%</b>	<b>94% to 95.99%</b>	<b>6%</b>	<b>92% to 93.99%</b>	<b>8%</b>	<b>90% - 91.99%</b>	<b>10%</b>	<b>Less than 90%</b>	<b>Bank reserves the right to invoke the PBG and the contract will be terminated.</b>
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**Annexure – B of the RFP is revised as below:**

S#	Feature in the System	Bidders Comments (Y/N)
<b>Call Center</b>		
1	Accepting request for various services available under Door step Banking (DSB) and redirecting to the DSB Server for further processing.	
2	Queries / request related to PSB loans should be addressed. Further, other queries or request related to various other common services rendered by PSBs which are being rendered or shall be introduced time to time will be addressed from common call center.	
3	Customer Grievance Redressal mechanism i.e. registering the customer grievance details in the application, which can forward the grievance to respective Banks. Further, tracking status up to final closure. The Call Centre Solution should be capable to integrate with existing grievance redressal modules implemented in the individual bank.	
4	Outbound automated calls for Promotion of Government Schemes such as PMJDY, PM Kisan Samman Nidhi, APY etc. / Promotion of Digital Payment Platforms/ Educating customers about Security features & advisory to be followed while using Banking Products.	
5	Lead Generation and sharing the same to members Bank based on the customers data & preference.	
6	For calls related to Bank's specific system e.g. Hotlisting of cards, Accounts related information, etc., <b>Forwarding the calls to respective Bank through integration of Common Call Centre with the existing call centre of the Bank.</b>	
7	Common call centre should have toll free no. No charges will be paid by caller for making call to common call centre.	
8	The Selected Service Provider should operate Contact Centre at multiple locations (minimum of 3) in across India to cater all customer languages as per 8 <sup>th</sup> schedule of constitution.	
9	Bidder has to ramp up/down as per Bank's request at 45 calendar days' notice for up to 20% increase/decrease of FTE at individual locations; beyond a 20% increase/decrease of FTE at individual locations within 90 days.	
10	Span of Control for the agents per Team leaders not to exceed >15, Tls to Manager ratio not to exceed 8, One location head at VP level.	

11	Service Provider should be able to meet the Contact Centre Service Level of 85% of the calls answered within 20 Seconds.	
12	Overall Calls abandoned without servicing should be <3%.	
13	Agent Occupancy should be at 70%	
14	TAT target should be met for 95% Service requests	
15	Bidder has to ensure Continuity of Business for site / people	
16	Bidder shall be able to invoke people and Technology DR within 4 hours of the disaster.	
17	Bidder shall be responsible for all the hardware and software facilities required for smooth operation of a Contact Centre. This includes: Complete hardware and software (desktops, headphones, Servers, Routers, gateways etc)	
18	Necessary middleware required for integration for the service provider applications with all member Bank systems	
19	Bidder has to provide holistic CRM, Knowledge management system, Workforce Management system, Quality management tools	
20	Bidder has to provide industry standard ACD, Call Recording solution	
21	Bidder has to provide Industry standard Call Centre Metrics and dashboard to the banks on pre agreed frequency (Daily/Monthly..etc..)	
22	Bidder has to ensure that overall customer Complaints on the e2e DSB including contact center should be less than 1%	
23	Whenever a customer raises request for a service, he will have to select Bank for which he needs Service. New Customers can lodge a request using Aadhaar+OTP verification or any other authentication method finalised by the bank	
24	Centralised Call Center should follow stringent security measure viz. blocking external emails (only few designated managers can be given access to emails- that can be used to send emails to whitelisted IDs of different banks), no paper / printer / mobile phone / print screen or other means of data copy on the production floor.	
<b>Common Web Portal</b>		
25	For Customers – Option to lodge and track service request / grievances for Door Step Banking, link of individual Bank's portal.	
26	For Customers – Option to route call / hyperlink (know number) of member Bank's call center.	
27	For Banks – Dashboard for the Banks with options to see the calls related to respective Banks, access the MIS and grievance	

<b>Common Mobile APP</b>		
28	Option to lodge and track service request / grievances for Door Step Banking.	
29	In app provision to dial toll free number of member Banks	
30	Icon /Hyperlink of Mobile Banking App of each member Bank.	
<b>Service Request Handling Application</b>		
31	As this Interface is to be- used by the Call Center Executive, Number of Screens and Data input fields are to be kept minimum, form will be approved by the Bank	
32	Citizen Service request shall also be handled through Web/Mobile Application which has to be developed by Vendor	
33	Each Call Center executive will enter into the application using their login and password. Executives will have landing page where he can (i)add service request or (ii) add complaint with reference to existing service request (iii) search/track existing service request and answer query (iv) lodge and initiate process related to services where Agents are not required (viz. card hot listing etc.) The team leader will have separate landing page where he/she can see the call details of other executives be it query or complaint or new service request. Team leader may forward the complaint to respective officer via e-mall/SMS	
34	All the entries will be automatically time-stamped	
35	Each call will have unique topology and id. For ex- Service request will start with SRDDMMYY(Bank Code-xx) xxxx, complaint will start with CPDDMMYY(Bank Code -xx) xxxx, Query will start with QRDDM MVY(Bank Code -xx)xxx.	
36	Search can be done on the basis of various attributes such as- Mobile number, Service Request id, Name, UID etc	
37	All the details with reference to the caller, requested service, preferred time of visit etc. has to be captured on this application. All the fields will have basic auto-validations	
38	There should be an Eligibility Test Mechanism in the interface at the Call Centre by which the executive will be able to check genuineness of caller.	
39	Also develop a mechanism for inclusion of any new query of applicant into the existing FAQ. Alerting system for every SLA breach has to be there.	
40	The complaints with reference to any services have to be captured against service request id.	
41	The status of application should be updated on this application on real time basis. If a citizen enquires about	

	status of service, the call center executives should be able to provide status of application at any time	
42	The service request allocation to Agent as per. predefined rule should be done using this application.	
43	The development of an application that would provide a stage wise update to the citizen regarding the progression in the service delivery process.	
44	Feedback call to be conducted by call center executive after the delivery of the service to the customers.	
45	Also develop a mechanism for inclusion of any new query of applicant into the existing FAQ. Alerting system for every SLA breach has to be there.	
	<b>Service Delivery Application Interface</b>	
46	The application should be platform agnostic i.e. supporting all platform viz. Android / IOS / Windows etc.	
47	The application should support Single Sign-On for all Bank's applications Payment Gateway, Payment Wallet integration.	
48	The application should Integrated with NPCI for Aadhaar based Biometric Authentication.	
49	The application should Integrated with Bank's other related Applications.	
50	The application has to be integrated with member Bank's SMS gateway for sending updates to customers.	
51	Every Agent will be provided their secured login id & password.	
52	Home Screen of the Agent application should have following components <ul style="list-style-type: none"> <li>i. Day to Day list</li> <li>ii. Service fulfilment form against service request id</li> <li>iii. FAQ</li> <li>iv. Raise Grievance</li> <li>v. Role based MIS</li> </ul>	
53	After login, Agent should be able to view the daily planner for scheduled activities. This should be in sync to delivery time as chosen by citizens against their service request id. Daily planner will raise alerts to the Agent.	
54	Service Request handling application will push the new service requests to Agents as per predefined rule through this application. Once assigned, Agent should be able to view the filled data by call Center Executive, Applicant's Contact Details, Requested Service Details, Scheduled Time of visit etc.	
55	Agent may call in case of rescheduling and update it accordingly.	
56	Agent will login to the wrapper interface (i.e. interface page	

	for each respective Bank) following which the s/he may select requested service and then it will be redirected to the Bank's application interface	
57	The application or the agent must not store any user information anywhere except in designated server.	
58	Upon submission of application, Bank's service charge will be lien marked in the in the account of customer. After successful completion of service request, charges will be debited and deposited to respective Bank's Pool Account. Service request will be accepted only if lien marking is possible in the account by the Bank. In second phase of implementation, Agent shall collect the said charges for the required service in cash, if citizen has no account with the Bank. Same shall be deposited electronically in the account of respective Bank through the Agents account on the spot.	
59	All the transaction and payment details should be properly logged. For every financial transaction that is carried out by the Agent, receipt must be provided to the citizen in the form of an SMS prompt or through a Micro-ATM / POS (Point of Sale) machine.	
60	All the entries done by the Agent should be time-stamped, Geotagged and should be enforced by application. This data should be available in the respective Bank's MIS.	
61	Different layers viz. Bank Admin, Supervisors, Agents etc. will have role based access.	
62	All 100 centres must have at least one Supervisor in each centre along with one dedicated Project Manager in each centre.	
63	The application should generate payment receipt as per prescribed format.	
64	All change requests have to be fulfilled without any additional fee. At any instant of time, The Bank may change work-flow or add some SMS or tracking or add new module without any additional cost.	
65	Citizen can track their application from application interface at any time through Web Portal / SMS/Mobile Application.	
66	The selected bidder will provide dialer along with solution for call-recording, all the calls will be recorded from the time when Agent made calls to citizen regarding Appointment.	
	<b>Data Center, Disaster Recovery Infrastructure, Hosting and Operation management</b>	
67	To host and provide all data center, DR infrastructure which includes servers, storages, DB licenses (if any) etc.	

68	Hosting application in at least tier-3 data center or equivalent Cloud Infrastructure. Data Center / DR Site must be situated in India Only. Deployment over block chain technology may also be explored, if approved / permitted by the Banks.	
69	In case of deployment is proposed over Cloud Infrastructure then the Cloud service provider should be MeitY (Govt. of India) empanelled and STQC audit compliant for Public Cloud service offering of PaaS and IaaS. For Public Cloud service offering for SaaS, should be compliant as and when MeitY takes it up for empanelment <b>on yearly basis</b> .	
70	Shall get application audited from CERT-IN certified auditors before or within 3 months of deployment of application.	
71	All the data which includes Service related and Customer Data is sole property of respective Bank only and it must be ensured that it is not being stored.	
72	All the data will be stored in proper interoperable format and regular backup will be "provided to the Bank/Sync to Bank's Server on Quarterly basis. Upon cessation of contract, all the Software, latest Source-code and data with reference to customers, service will be provided to the member Banks.	
73	Diligent carrying out of System Administration, System upgrades management, Application Deployment and Upgrades;	
74	Maintenance and management of the Operating System, Data Base Management System, Network and Security administration system;	
75	Data backup as per mutually agreed schedule and preservation of backed up data;	
76	Proper handling of application failure within the primary data centre and the disaster recovery site;	
77	Maintenance of multiple security zones in the Data Centre;	
78	Proper maintenance of documentation of Physical and Network Security devices, processes and policies;	
79	Maintenance of infrastructure management tools and reports;	
80	Maintenance of incident and false report tracking;	
81	Maintenance of an asset registers with end of support and end of life particulars and tracking of the same;	
82	Monitoring of Internet connectivity, including liaising with network service provider for line faults, provisioning of new lines and related matters	
83	All equipment must be at least under on-site support from the OEM or an authorized agency.	
84	Backup of all the trading and other recorded data to be	

	provided at end of every month in open data or interoperable format	
85	The solution should have highest security standards like Virtualization, Data (both in motion and at rest) encryption using higher standard hardware based (HSM), Segregation of servers, compartmentalization, secured coding practices, OWASP etc. for implemented for Data Security of integrated databases and software.	
86	The Service Provider should at all-time be compliant with latest standards / guidelines certification viz. Micro ATM Standard 1.5.1 and its subsequent latest version, eKYC 2.5 and other subsequent updated framework released by UIDAI, AEPS Specifications, PCI-DSS certifications etc. issued by Government / RBI / IBA / IDRBT / NPCI / UIDAI authorities/ MeITY/ CERT-IN / STQC / ISMS and/or other statutory authorities related to services rendered under scope of work.	
87	Bidder has to ensure risk mitigation including reputational risk of the Bank and to safeguard the interest of Bank. Any illegal, unlawful, act of any person engaged by the bidder shall be treated as responsibility of the Bidder.	
88	Selected agency shall assist in Security Audits and when applicable and will rectify the errors raised in security audits. Cost of Security Audit will be borne by the Bank.	
89	Role Based Access Management and Data Access Restrictions: System functionality access will be provided at the role and location level. In order to restrict the information access, system will ensure user will have access to the information he/she is entitled to. System should be secure and feature an intelligent Log-in & Log- out facility. The same user should not be able to Log-in simultaneously at different machines.	
90	Audit Trail and -System logs: Audit trails and System logs with reference to all application and database users and respective activities should be available at all the time. The selected agency must ensure that Audit trails should not be deleted or tampered.	
	<b>Integration with existing Banking system</b>	
91	Bidder is required to integrate the proposed solution with member Bank and NPCI for both Financial and Non-financial Transaction.	
92	System shall act as pass through server and No sensitive transactional data shall be retained / captured in the	

	proposed solution.	
	<b>Integration with NPCI</b>	
93	Bidder is required to integrate the proposed solution with NPCI for Financial Transaction.	
94	The hand held devices/mobile device will be provided by the bidders to their agents. Necessary integration and certification with NPCI/UIDAI/Individual Switches of the banks is to be performed by the bidder on their own cost.	
	<b>Charges</b>	
95	Different services require to visit only customer location to collect / delivery of document / cash.	
96	Other services require to visit both Bank branches and customer site to collect & delivery of document / cash.	
97	Financial services will be required to handle cash with proper precautionary measures defined by statutory bodies like Govt. of India, RBI etc.	
	<b>Service area &amp; timing</b>	
98	Service area of catering of every Banking Agents will be 5-10 kilometre depending on the accessibility of the area.	
99	All request generated up to 3:00 P.M. should be completed within 3 hours of request generation and request generated after that should be completed by 1:00 pm next working day.	
	<b>Service type (to be rendered through Agents)</b>	
100	Request handled by the bidder application may be of two types:	
	<b>Pre-Service Request</b>	
101	Where action is required before the agent reaches the customer for the completion of request. Delivery of Account Opening forms/ TD advice/ Draft/ account statement/interest certificate etc. after collecting from branch.	
102	Post-Service request: Where action is required after the banking agent reaches the customer first viz. Cheque pickup/ cheque requisition slip pickup/ authorization for payment of tax/pickup of 15G & 15H / mandate for DD etc..	
103	Service provider is supposed to deploy banking agents to provide following services to the customers of the member banks as per indicative list mentioned below: A. Non-Financial Transactions i) Pick up of Negotiable instruments	

	<p>(Cheques/Drafts/Pay Orders etc).  ii) Request Account Statement.  iii) Pick up of new chequebook requisition slip.  iv) Delivery of non-personalised Cheque Books, Drafts, Pay Orders, Term Deposit Receipt /Acknowledgement etc.  v) Acceptance of 15G, 15H forms.  vi) Acceptance of IT challan /Government Business/ GST.  vii) TDS / Form 16 Certificate issuance.  vii) Delivery of Prepaid instrument/Gift card.  ix) Issuing Standing Instructions</p> <p>B. Financial Transactions  i) Cash Deposit  ii) Cash Withdrawal</p>	
104	In case of Cash Deposit/ Cash Withdrawal services, entire responsibility of cash management, security, insurance (Cash/ Fidelity etc.), Cash Van (if required for movement of cash) etc. reside with the bidder. The services may be added/ amended as per bank's requirement or change in business scenario during the evaluation phase. Indicative process flow shall be as under, however Bidder need to propose their own process flow in detail, taking a clue from it.	
	<b>Manpower &amp; Training</b>	
105	Bidder shall engage the number of Agents depending on the requests received. The number of Agents should be proportionate to the request received and in no case there should be any delay in the service for want of Agents.	
106	The bidder should make arrangement for imparting Training related to handling of solution provided at bank end. Training Material/Manual copy is also to be provided for handling the solution at their own cost.	
107	Agents recruited by bidder should have good knowledge /experience of handling important data,. Agents involved in the work should preferably impart with IIBF course for BC/BF or similar courses in due course of time to make them aware of Banking domain. Cost of the same shall be borne by bidder.	
108	Manpower management is entirely responsibility of the bidder. Necessary insurance of the Agent / Cash / Logistic has to be obtained by the bidder.	

109	Agents should have a vehicle with them.	
110	Agents will have to visit multiple times, if required, for fulfillment of a service. There won't be any additional fee paid for multiple visits.	
111	All the deployed resources should be Minimum qualification of (10+2), with knowledge of handheld devices.	
112	All the deployed resources should be able to speak in Hindi / English and local dialect	
	<b>MIS &amp; Reports</b>	
113	The bidders should have capability to produce Standard Call Centre reports but not limited to call volume report, Interval level call arrival report, Service Level report, Abandon report, Bank wise/Service request wise Report...etc	
114	The bidder should have capability and will be responsible for carrying on Reconciliation of the calls and bill raised per member bank.	
	<b>Monitoring of services</b>	
115	The bidder should be able to create a central monitoring facility which will monitor all financial transaction and/or non-financial transaction and submit a report on daily basis to branch owing the financial transaction on the same day or next working day. The cash deposit/ receiving receipt should also be submitted to the owning branch on same day or visit on the next working day (in case of late receipt)	
	<b>Others</b>	
116	Proposed solution shall provide Dashboard based facility to the member Banks for monitoring / tracking of service call / complaints and grievances related to the service provided. The tracking module shall be linked with GPS Tracking system and must be updated on real time for call updates.	
117	In order to impose quality and safety assurance in the service delivery, Bidder has to do due diligence of the employees/ agents / service boy etc. engaged under this project. Following documents of the Agents shall be furnished by the Bidder at the time of agreement with the member Bank. It shall be updated from time to time as per requirement, change etc. <ul style="list-style-type: none"> <li>i. Identification Proof</li> <li>ii. Address Proof</li> <li>iii. Satisfactory Police Verification Certificate</li> <li>iv. Engagement Letter of issued by the employer</li> </ul>	

	<p>v. Direct or Tripartite Agreement (as the case may be) with the bidder and employer and agent clearly spelling the terms and conditions, scope of work, ethics of service delivery and remuneration structure.</p> <p>vi. Account details of the Agent</p>	
118	Selected bidder shall immediately inform the Bank and the customer upon any change in the Agent responsible for service delivery.	
119	The RFP is for engagement of service provider, purely on contractual basis and there won't be any employee employer relationship between Bidder/ partners/ any Agent and Bank.	
120	The selected bidder shall take appropriate action to comply with data protection obligation including, without limitation, the adoption of appropriate technical and organizational method to ensure that entire system is safe guarded against accidental destruction, loss, technical malfunction, falsification, theft etc.	
121	The DSB solution & System will be verified by CISO of Banks in view of Information Security mechanism followed by DSB Service Provider.	