



CENTRAL BANK OF INDIA
HUMAN CAPITAL MANAGEMENT DEPARTMENT
LEARNING & DEVELOPMENT DIVISION

Sir Sorabji Pochkhanawala Bankers' Training College
JVPD Scheme, Juhu Vile Parle (West), Near Cooper Hospital
Mumbai, Maharashtra – 400056

Tender Ref: CO/HCM/L&D/2023-24/01

CLARIFICATIONS with respect to RFP for
SELECTION OF INFORMATION SERVICE PROVIDERS

Based on the various requests/queries raised by bidders in response to above mentioned RFP and during the Pre Bid meeting held on 06.05.2023, Bank's replies are produced here under:

Sl. No	Clause No.	Page No.	Clause	Query	Bank Response
1	5	8	Broad Scope of Work	Scope has not mentioned for how many companies information is required. It is only mentioned that "provide comprehensive information on Companies and LLPs available on public domain." Information which are required have commercial value, which needs be subscribed from MCA.	Required data shall be used for lead generation and credit appraisal by our Corporate Credit, MSME, Emerging Business, Retail and Rural Development departments. It is not possible at the moment to estimate the number of companies of which information is required.
2	5	8	Broad Scope of Work	It is not mentioned how many years of Financial information (balance sheet and Profit & Loss) are required.	3 years
3	5	8	Broad Scope of Work	It is mentioned that you need Financial Statements (Balance Sheet and Profit and Loss Statements) filed as per MCA21 site. But we have a standardize format in our Product. Or Would you like to have financial statements in .pdf format which are available in MCA site.	Yes
4	5	8	Broad Scope of Work	What tool is required for - "Tool for verifying KYC details"?	KYC for companies, directors and KMPs verification
5	5	8	Broad Scope of Work	1. Scope is to provide data on Request? 2. In what format (.pdf, excel etc.)? 3. What is the delivery mechanism, timeline (TAT)? 4. Approximately how many companies information is required in a year?	Responses, shall be as per the respondent's understanding.

6	5	8	Broad Scope of Work	<p>We have a Product - covering around 30,000 Listed and unlisted Indian companies. In which we do not have information like:</p> <p>a. Incorporation Documents such as Certificate of incorporation, memorandum of association, articles of association, INC 20 A</p> <p>b. Director Disqualified by RoC,</p> <p>c. Litigation against the company in courts or tribunals,</p> <p>d. Suit filed cases- Borrowers in the list of defaulters,</p> <p>e. Anti-Money Laundering Triggers that may help fraud avoidance.</p>	Please refer RFP for the same
7	12	38	Term	Contract period will be 5 years. Please reconfirm	Contract period is negotiable
8	Annexure X	33	Undertaking by Bidder	<p>Our competitor has filed a Cyber related legal case on us in 2009. As of today this case has not come for hearing in the court, and we are confident that we can defend this case very well. Except the court, We do not wish to provide further information on this to anyone.</p> <p>In this scenario, we may not be able to undertake that we are not involved in any legal case. Are we still eligible for bidding?</p>	Yes, without concealing facts
9			Pre-Bid meeting	Please let us know the timing of the meeting	Informed vide mail dated 05.05.2023
10	4.4	7	Eligibility Criteria	All documents are to be submitted or a few select documents can be submitted	Please be guided by RFP
11	4.4	7	Eligibility Criteria	GST Returns—For which Period? What are all the forms like GSTR-1/GSTR-3B etc?	Relevant documents as per respondent's understanding

12	4.4	7	Eligibility Criteria	Do Purchase orders/Work orders, and work experience certificates are mandatory?	Please be guided by RFP
13	4.4	7	Eligibility Criteria	Do all the pages of AOA and MOA need to be signed? Or signing on first page and last page would suffice?	All pages to be signed
14	5	8	Broad Scope of work	Tool for verifying KYC details--?	As per respondent's understanding of scope of work
15	5	9	Broad Scope of work	Anti-Money Laundering Triggers that may help fraud avoidance	Query is not clear
16	10.9	10	Bid/offer	We understand that all the documents/annexures needs to be signed and sealed. Does the supporting documents also needs to be signed?	Yes
17	16	15	Technical Bid Evaluation	Who is Eligible? Criteria for Evaluating Technical Bid?	Please refer page no. 16 of RFP
18	16.5	15	Technical Bid Evaluation	Would Presentation happen after opening of Technical bid?	Yes
19	21	17	Authorized Signatory	Should we provide a General Board resolution authorising the authorised Signatory to sign all agreements/contracts/documents etc on behalf of the Company would work? Does an Authorisation letter would suffice if there is no Specific Board resolution?	Please be guided by clause no. 21

20				We cannot give the unlimited liability as per the policies of our Company. Hence, we request you to please allow us to add the sentence as "in no event shall either party or its officers, directors and employees, be liable to the other for any special, indirect, incidental, consequential, punitive or exemplary damages (including without limitation lost business opportunities, lost revenues, or loss of anticipated profits or any other pecuniary or non-pecuniary loss or damage of any nature whatsoever), even if advised of the possibility of such damages. the maximum liability of either party to the other shall be limited to the subscription fee paid by bank in the twelve (12) months preceding the date of liability."	Unlimited liability is not envisaged. Terms and conditions can be negotiated at the time of contract
	23	17	Indemnity and Limitation of Liability		
21	Annexure VII	31	Details of Engagement with Other Banks	Do we need to provide any documentary evidence to confirm that a particular company/ Bank is our client or not ?	Yes
22	Annexure XI	34	Point i	We are engaged in the business of providing independent financial analytics and information services. Whereas in the NDA it is mentioned as "Vendor inter-alia is engaged in the business of providing Professional Behavioral Coaching services to various business entities in India & abroad.". Can we change the same?	Yes, Corrigendum will be issued
23	Annexure XI	34	Point ii	Should we need to fill the gaps? If so, what is to be filled there?	No

24	Annexure XIII	40	Commercial Bid	Please let us know the meaning of inclusive of applicable of taxes, excluding GST (CGST/SGST/IGST), duties and levies,?	Bank would additionally pay GST
25	Annexure XIV	41	Integrity pact	We will be executing all the documents in Karnataka and hence arranging the E- Stamp paper for the same here in Karnataka. First party: Probe Information Services Private Limited. Second party: Central Bank of India. Description: Integrity Pact. Please confirm the details and correct us.	Yes
26	Annexure XIV- Clause 1.4	41	Integrity pact	Please let us know what will be the damages and replacement costs incurred by the Buyer?	Damages as applicable to breach of provision of Anti Corruption laws
27	Annexure XIV- Clause 4.4	43	Integrity pact	We are collecting data from various public resources. The third line in this clause specifies that the "SERVICE PROVIDER is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorized Service Provider". We just want to clarify this with you and accepting this does not mean that we are the original manufacturer of information as the same is not applicable here.	Yes
28	Annexure VI: Functional specifications; Sr no 1	30	Tool for verifying KYC details	Request CBI to provide details on data points required under this clause.	KYC for companies, directors and KMPs verification required

29	Annexure VI: Functional specifications; Sr no 4	30	Incorporation Documents such as Certificate of incorporation, memorandum of association, article of association, INC 20 A	Request CBI to confirm if it is open to receiving these documents via SFTP feeds	We are open to explore
30	Annexure VI: Functional specifications; Sr No 5	30	Pin code wise company data	Request CBI to confirm the data points to be provided as per pin code. Is the bank looking for leads based on the pin code / district provided? We currently have a coverage based on the registered office district for entities.	Yes, we are looking for leads
31	Annexure VI: Functional specifications; Sr no 19	31	Anti-Money Laundering Triggers that may help fraud avoidance	Request CBI to share details on the data points expected here from the data aggregator	Please be guided by RFP
32	General Query			Request CBI to confirm the count of companies and LLPs expected to be covered under the scope of work on an annual basis	Required data shall be used for lead generation and credit appraisal by our Corporate Credit, MSME, Emerging Business, Retail and Rural Development departments. It is not possible at the moment to estimate the number of companies of which information is required.
33	General Query			Request CBI to clarify if the scope of work as detailed in Annexure VI is to be provided via a platform or data feeds via SFTP/API	We are open to explore
34	General Query			Request CBI to confirm the period of engagement for the selected bidder	Period of engagement is negotiable

35	General Query			Request CBI to confirm by when does the selected bidder commence the assignment (how many days post award of mandate?)	We would require immediate operationalization
36	General Request			Request CBI to host the pre-bid meeting scheduled on 6th May via online mode as well and share meeting link with interested bidders	Mail sent on 5th May regarding the meeting time and place. It was a physical meeting.
37			Tool for verifying KYC details	Request you to please specify the mode of delivery. Is it a self use platform that the bank requires or is it through API integration to Banks CBS?	We are open to explore
	5	8			
38			Incorporation Documents such as Certificate of incorporation, memorandum of association, articles of association, INC 20 A	Does the bank require these documents in physical form or through the tool itself?	Not in physical form
	5	8			
39	Commercial BID	40	Cost per unique Company Search	Request the Bank to share an indicative volume to enable us provide the costing	Contract period is negotiable
40			Services offered	Does the bank need these services offered on a portal, or on website as an API, or through mobile app?	We are open to explore
	16.7	16			
41	Annexure XI	40	Commercial Bid	Is there any estimate or min monthly guarantee / estimate of number of searches required in one year?	Required data shall be used for lead generation and credit appraisal by our Corporate Credit, MSME, Emerging Business, Retail and Rural Development departments. It is not possible at the moment to estimate the number of companies of which information is required.
42			Identifying industry trends	Please clarify what exactly is required	Industry trends and relevant data of peers
	5	9			

			& benchmarking peers		
43	5	9	Financial Statements (Balance Sheet and Profit and Loss Statements) filed as per the MCA21 site - <i>Please elaborate</i>	Please elaborate	Please be guided by RFP
44	5	8	Pin code-wise company data	Clarity on data will be provided by the bank	Data required for Lead Generation