



Empanelment & Selection of Courier agency (for Non-secured items)

RFP NO: CO: BOBCARD / GA RFP/ 2024-25/ 01

Sr. No.	Pg No	Point No	Tender Original Clause	BOBCARD Clarification	Request for Change / Modification / Addition / Deletion	BOBCARD Responses
1	6	13	Online Submission Kindly submit documents thru https://eauction.auctiontiger.net/EPROC/		Unable to view this RFP on the auction tiger portal	Please check event id Event ID: 48878 on EPROC portal
2	6	13	Online Submission Kindly submit documents thru https://eauction.auctiontiger.net/EPROC/		Documents have to be submitted in physical copy or soft copy on this portal	Documents to be uploaded online on EPROC portal
3	6	NA	Eligibility cum Technical bids will be opened, in the presence of the bidder's representatives who choose to attend the opening of technical bid.		Indicative timeline for opening of bids	It will be inform to shortlisted bidders only.
4	8	2.1	The RFP for Empanelment & Selection of Courier agency (for Non-secured items) should be in English. However, it should have the capability to support certain communication templates in Hindi language.		Templates shall be provided by BOB Cards team or bidder has to provide these	This will be communicated separately to shortlisted vendors only.
5	8	2.1	The RFP for Empanelment & Selection of Courier agency (for Non-secured items) should be in English. However, it should have the capability to support certain communication templates in Hindi language.		Duration of storing these templates with bidder?	This will be communicated separately to shortlisted vendors only.
6	9	6	6. Financial quotes are required to be submitted including all cost with applicable GST as extra.		Please share the format of sharing financial quote with BOB Cards team	This will be share with the shortlisted vendors only

7	9	10	Recovery for delayed delivery (beyond applicable TAT from pickup) will be made @ Re.10/- per packet per day basis discretion of BOBCARD.		Please clarify this point	Delivery TAT:For Intercity- T+1; Metro City- T+2; Other Cities- T+4;
8	9	10	Recovery for delayed delivery (beyond applicable TAT from pickup) will be made @ Re.10/- per packet per day basis discretion of BOBCARD.		Seeking an exemption for Startup and MSME bidders	Delivery TAT:For Intercity- T+1; Metro City- T+2; Other Cities- T+4;
9	9	12	Company reserves the right to consider one or more courier for different segment of documents		Please suggest what documents are being considered herein. What is the expected size and weight of these documents	As per requirements
10	9	13	Reputational loss due to failure of services and or acts of omission/commission, negligence, fraud by your staff/franchise will be on your part and recovered from you.		Seeking an exemption for Startup and MSME bidders	Being a shadow of PSU, there is a huge risk of reputational loss and hence this clause is required to be kept, and as per the principles of vicarious liability, the responsibility of the employees is on the employer
11	9	3.1.1	. Any new government/ regulatory requirements that impact the provided RFP for Empanelment & Selection of Courier agency (for Non-secured items) to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.		Seeking a limitation on this cost to be borne by the bidder basis the size of development	It is on part of part of business team to decide if they want to keep a cap on this cost if incurred, or they can also go for mutually agreed cost which will be incurred when such requirement arise
12	10	4	The Bidder has to size the RFP for Empanelment & Selection of Courier agency (for Non-secured items) covering services to ensure availability, scalability, redundancy and performance of the RFP for Empanelment & Selection of Courier agency (for Non-secured items), and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.		Please share an indicative volume, weight of consignment to be couriered, expected scaling up of volume to project and share the commercials accordingly	General documents in case of letters etc.Bulk consignment of IT peripherals and marketing as the case may be.

13	10	4	Courier vendor Registered / Corporate office should be in Mumbai location.		Please suggest if registered office can be somewhere else and 1 of the functional offices can be in mumbai	Vendor should have Registered / Corporate office in Mumbai
14	10	4	• Courier vendor own offices should be available in all METRO and major cities of India		Please specify all cities where office is required and seeking an exemption in this clause for MSME and startup bidders	Vendor has own courier office /not considered for franchisee
15	10	4	Average minimum Turnover 50 lacs / year.		Seeking an exemption for Startup and MSME bidders	Exemption on providing certificate for MSME vendors
16	10	4	Inwards and outwards services should be available for all BOBCARD Offices (PAN India).		Please explain the exact requirement	List of BOBCARD offices as attached separately
17	10	4	All bulk dispatches (Boxes, carton etc) should be packed properly & care should be taken for no damage.		Please specify the average weight and type of consignments to be couriered	2-20 Kg per box
18	18	5.8	All bidder will be required to enter into an integrity pact with the Company as per the CVC guidelines in Appendix.05		Please clarify if Integrity pact has to be sent in hard copy to the BOB Cards office or soft copy works	Documents to be upload online on EPROC site
19	18	Part II	We will call for a commercial bid from the technically qualified bidders post empanelment with the BOBCARD Limited.		Please suggest if we have to only submit eligibility and technical bid in this RFP on auction tiger portal and no commercial bid as of now	Yes
20	18	Part II	We will call for a commercial bid from the technically qualified bidders post empanelment with the BOBCARD Limited.		Please suggest if commercial bid has to be submitted post empanelment basis this RFP response	Yes
21	Annexure 1	8	Details of : Description of business and business background Service Profile Domestic & International presence Alliance and joint ventures		Please suggest international presence as needed in which countries	None at the moment
22	Annexure 1	9	The Bidder/Prime Bidder should have an annual financial turnover of INR 50lacs or above in each of the last three financial years from operations in India		Seeking an exemption for Startup and MSME bidders	Exemption on providing certificate for MSME vendors
23	Appendix 1 - technical	2	Serviceable Area covered by participant Bidder in terms of PIN Codes (Please attach List)		Are these pincodes where we can send courier?	PIN Code list serviceable by Vendor
24	NA	NA	General		Please suggest if courier has to be sent via Inland / RPAD or speedpost	through courier only

25	NA	NA	General		Please suggest if PAN India courier can be sent centrally from one location by the bidder for startup and MSME bidders	That is the bidders call. Documents should reach the destinations within the time specefied.
26	NA	NA	General		Please share expected serviceable locations	Servicebale PIN Code list to be shared by Vendor
27	NA	NA	General		Please suggest an indicative volume of consignments, type of consignments and average weight of consignments as expected year on year	Not confirmed
28	NA	NA	General		Are hardcopies of rfp to be submitted or soft copy only	Documents to be upload online on EPROC site
29	NA	NA	General		All documents have to be on letterhead of the company signed and stamped by authorised signatory?	Yes