

Sr. No	Section & Clause Ref. No./Appendix no/Annexure no	Page No.	RFP text	Query	BFSL Remarks
1	2.2. Project Scope Recruitment	8	The hiring requirements would be given by BFSL appropriate authority, and the same needs to be executed	Clarification needed on the kind of profiles to be hired? Are the requirements PAN India	Yes, Requirement are PAN india. The profile would be Feet on Street, Sales, Backoffice etc. will be advised from time to time. The list above is indicative and the changes would be made post discussion with the partner
2	2.2. Project Scope Recruitment	8	Recruitment fees would be charged only for the candidates who complete 90 Days	For contract staffing the replacement period is 30 days across profiles.	It will be as per RFP Terms. No modification can be done
3	2.2. Project Scope Recruitment	8	No recruitment fees to be charged for rehiring of candidates joining within 6 months from the date of relieving.	Once candidate exits from system, it is considered as new hire. Is the partner expected to maintain the tracker	Yes, Partner is expected to maintain the tracker / details. Re-hiring will be done basis the clauses mentioned in the RFP
4	2.2. Project Scope Recruitment	8	The minimum salary would be as per the minimum wages applicable in the respective states and the maximum salary would be defined by BFSL before the recruitment.	What are the kind of profiles? What is the salary range being looked at?	Refer the serial number 1. The salary would be defined & advised from time to time
5	2.2. Project Scope Joining Formalities	8	BOB Financial Solutions Limited's Code of Conduct policy is mandatory to be read carefully and signed by the deputed associates and authenticated and recorded by the empaneled vendor. In case of breach of the code of conduct policy by the deputed employee will lead to the disciplinary action against the deputed associate and the empaneled vendor	We can have the code of conduct as part of onboarding and take digital acceptance of associates	Yes

6	2.2. Project Scope Joining Formalities	8	Offer letter will be issued basis the completion of the joining formalities by the candidates. Document submission need to be done by candidate before issuance of the offer letter.	The mandatory documents collected by us are: copies of Aadhar, PAN, highest education qualification and cancelled cheque/passbook	Below mentioned details are also required. Resume, Education Certificate, 3 Photograph, Experience Letter / Relieving Letter of Previous Employer (if applicable), Existing UAN (If Applicable), Existing ESIC Number (If applicable), Employee Information Form duly signed by employee, Code of Conduct Policy of BFSI duly signed by employee
7	2.2. Project Scope Joining Formalities	8	Doing the permanent address verification & previous employment verification and providing the report and trackers. The cost need to be borne by bidder for employee Background verification and will be part of the recruitment fee. Background verification is must for all outsource manpower	Any other BGV expected apart from these two?	Currently the BGV would be undertaken with these two parameters. However, there can be changed after mutual discussion
8	2.2. Project Scope Payroll Processing	9	Remittance of statutory dues related to outsourced manpower on or before due dates and the concerned documents to be submitted to BFSL HR team for Audit.	A client portal access is given where all details, challans etc are available for client reference	However we would require the copy of challan from time to time for the audit requirement
9	2.2. Project Scope Payroll Processing	9	Any reimbursement should be processed separately as per the standard operating procedure defined by BFSL	How many reimbursement cycles?	The same would be advised as mentioned in the RFP terms and condition
10	2.2. Project Scope Statutory Compliance	9	Proof of all compliance payment to submitted along with the invoice	A client portal access is given where all details, challans etc are available for client reference	However we would require the copy of compliance payment from time to time for the audit requirement
11	2.2. Project Scope Discipline	10	The empaneled vendor shall maintain strict discipline among its employees and shall abide by and conform to all rules and regulations promulgated by the BOB Financial Solutions Limited governing the operations.	Are we looking at supervisors to be deployed to monitor the outsourced employees? If yes what ratio is being looked at	This should be monitored through the calls and continuous communication. In case of any breach prompt corrective action to be taken

12	2.2. Project Scope Accident or injury to employee	10	The empaneled vendor shall be solely liable for any accident or injury that may happen to any of their employee engaged in the Contract.	A mediclaim and accidental policy and coverage is provided to all outsourced employees	Yes, it is as per the RFP terms & conditions
13	2.2. Project Scope Accident or injury to employee	10	The empaneled vendor shall indemnify and keep indemnified the company against all such claims, damages, compensations and proceedings.	We give open indemnity for statutory compliances but for act and omissions we will have to limit it - open to discuss further	We will go strictly as per RFP terms & conditions
14	2.2. Project Scope Billing & Invoices	10	Credit note to be made and submitted to BFSL for the stopped salary amount with the TAT of 24 hours	Timelines to be re-looked as there is process set for issuance of credit note	We will go as per RFP terms & conditions
15	2.2. Project Scope Absorption of outsourced employees	11	BFSL can absorb an outsourced manpower on the rolls of BFSL with immediate intimation/notice to the empaneled vendor irrespective of the tenure of the outsourced manpower.	Outsourced employees can be absorbed on the rolls of BFSL provided sufficient time is given to complete the formalities	Sufficient timelines would be given and we will go as per RFP terms & conditions
16	2.2. Project Scope Other Requirements	12	The outsourced employee can be absorbed on rolls of BFSL without any extra cost	Absorptions fees is charged for outsourced employees which are absorbed on client rolls.	We will go as per RFP terms & conditions
17	7.2 Indemnity	22	The acts, errors, representations, misrepresentations, willful misconduct or Negligence or gross misconduct attributable to the selected Empanelled vendor or its employees or sub-contractors under this RFP/subsequent agreement.	We give open indemnity for statutory compliances but for act and omissions we will have to limit it - open to discuss further	We will go strictly as per RFP terms & conditions

18	7.3 Limitation of Liability	23	However, Selected Empanelled vendor's liability in case of claims against the Company resulting from Willful Misconduct or Gross Negligence of Service Provider, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited Subject to any law to the contrary, and to the maximum extent permitted by law	We give open indemnity for statutory compliances but for act and omissions we will have to limit it - open to discuss further	We will go strictly as per RFP terms & conditions
19			No clarity on the number of requirements of outsourced manpower	What is the scope in terms of number of people being looked at on outsourced model	The head count details would be provided post the technical bid
20	ANNEX-1-ELIGIBILITY CRITERIA	1	Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.	WILL "PROPRIETORSHIP FIRMS" BE ELIGIBLE TO SUBMIT FOR RFP PROCESS	Yes
21	ANNEX-1-ELIGIBILITY CRITERIA--CLAUSE: B, SL NO-3	3	Minimum 10,000 employees on rolls, please provide the existing strength	WILL THERE BE ANY RELAXATION/MODIFICATION ON EMPLOYEES COUNT ?	No Relaxation will be provided.
22	ANNEX-1-ELIGIBILITY CRITERIA--CLAUSE: B, SL NO-4	3	Bidder should have provided outsourced manpower in at least 3 commercial banks/FI/Corporat	WILL THERE BE ANY RELAXATION/MODIFICATION ON BANK/FII CLIENT COUNT ?	No modification & relaxation
23	ANNEX-1-ELIGIBILITY CRITERIA--CLAUSE: B, SL NO-1	3	Consortium of companies not permitted	WILL ANY CONSORTIM PACT BE ALLOWED TO SUBMIT RFP PROCESS?	It is not allowed
24	Annexure 1	2	Self Declaration	Self Declaration formats for s. no. 3,5,6 & 8 not provided.	Self Declaration will be require on company's letterhead only
25	Appendix 3		Appendix 6	Appendix 6 not provided in RFP	Please refer RFP documents properly
26	Appendix 3		Appendix 2	Appendix 2 in RFP is Authorization Letter and not Bill of Materials	Please refer RFP documents properly

27			No EMD to be attached while submitting technical Bid		BFSL is not asking for EMD at the time of submission of bids but will be taking PBG from shortlisted vendors as per RFP terms
28			Technical bid to be submitted only via email		Yes, it needs to be sent via email. The details are provided in the website
29			Commercial bid to be submitted via email only after qualifying technical bid		BFSL will empanel the bidders and requirement will be floated only to empanelled bidder and bidder has to submit commercial bid via email
30			EMD to be submitted only after qualifying commercial bid		BFSL is not asking for EMD at the time of submission of bids but will be taking PBG from shortlisted vendors as per RFP terms
31			In case we don't qualify in commercial bid then EMD cheque will be returned to us.		BFSL is not asking for EMD at the time of submission of bids but will be taking PBG from shortlisted vendors as per RFP terms