

**Request for Proposal [RFP] For  
 EMPANELMENT OF COLLECTION AGENCIES/SERVICE-PROVIDERS RELATING TO OVERDUE CREDIT COLLECTIONS  
 RFP REF NO: BGSSL/RFP/COLL./2021-22/02 Date: 13/12/2021  
 Response to Pre-Bid Queries**

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
1	-	-	-	.Kindly guide us where to submit these documents or provide us mailing address to send hard copies.	<b>Please refer Clause 1.7 :Important Details (Schedule of Events, contact &amp; communication details etc. of RFP document</b>
2	-	-	-	This is with regards to the Tender Reference for Empanelment of Collection Agencies/Service-Providers relating to Overdue Credit Collections. Currently for the Dead Line of 20th December, 2021 should I just send the Annexure 1 - Eligibility Criteria	<b>Please refer Clause 1.7 :Important Details (Schedule of Events, contact &amp; communication details etc. of RFP document</b>
3	-	-	-	When do we have to submit this particular Appendix	<b>Please refer Clause 1.7 :Important Details (Schedule of Events, contact &amp; communication details etc. of RFP document</b>
4	-	-	-	Directors KYC - Aadhar Card and Pan Card Company Document - 1 Incorporation Certificate 2 GST Certificate 3 Shop and establishment 4 Company Pan card Kindly let us know if any additional documentation required	<b>Please refer Anexure-I (Eligibility Bid) of RFP document</b>
5	-	Point 2	Relevant credential letters / contract order and supporting documents. Key client references for each service providing details such as name, address, e- mail address, phone no., fax no. and mobile no	Is the list limited BFSI clients only or we can provided NBFS clients too?	<b>You can provide NBFS clients as well</b>
6	-	Point 5 of Eligibility Criteria (Annexure-I)	The bidder company should not currently have been blacklisted by any Government Department/PSU/ or under any declaration of ineligibility for fraudulent/corrupt practices of inefficient/ineffective performance	There is no Fraudulent or any such activity what do we need to mentioned in the " Bidder Response" Column	<b>As mentioned in the Table-B of Point-5 of Annexure-I (Eligibility Criteria). Self-declaration on the bidder's letter head will be required in this regard.</b>
7	-	Appendix 04 - INTEGRITY PACT- Empanelment of Collection Agencies (Page 1)	" through its _____ Department / Office at _____ (hereinafter called the "COMPANY", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part	What do we mention in the blank	<b>Please don not mention anything in the given para as it is for BGSSL to fill the details.</b>
8	-	Appendix 04 - INTEGRITY PACT- Empanelment of Collection Agencies (Page 1)	WHEREAS the COMPANY proposes to procure ----- -----	What do we mention in the blank	<b>Please mention brief description of te RFP as mentioned under Point 1.7 of Important Details (Schedule of Events, contact &amp; communication details etc.).</b>
9	-	Annexure 1, Eligibility Criteria Clause No.2 (Business Operation)	he Bidder should be in the business of collection of bank dues for at least past bank dues for at least past three financial years	The Bidder should be in the business of collection of bank/ <b>Non Banking Financial Company(NBFC)</b> dues for at least past bank dues for at least past three financial years	<b>Yes, Business of collection dues of NON BANKING FINANCIAL COMPANY(NBFC) will also be considered.</b>
10	-	Annexure 1, Eligibility Criteria Clause No.3 (Business)	Should have the experience of providing collection services with minimum 150 FTEs in minimum One Scheduled Commercial Bank in India, During last three financial years.	Should have the experience of providing collection services with minimum 150 FTEs in minimum One Scheduled Commercial Bank/ <b>Non Banking Financial Company (NBFC)</b> in India, During last three financial years.	<b>Yes, experiance in NON BANKING FINANCIAL COMPANY(NBFC) will also be considered.</b>
11	-	RFP Document	Last Date and Time for receipts of tender bids by 03/01/2022 at 15:00hrs IST	Please extender submission date 10 days	<b>No Change</b>