



RFP Empanelment & Selection of Courier agency

RFP NO: CO: BFSL/ GA RFP/2022-23/02.

RFP Dated: 04th Aug, 2022.

Addendum 04, Dated 16th September, 2022.

- **On the Basis of Pre-Bid meeting held at our Goregaon Corporate office on 12th September 2022 between 12:00 pm to 2:00 p.m.**

Dear Bidders,

I) Kindly make a note of below mentioned points:-

- 1) **Validity** of the POD should be **180** days. And it will be on **case to case** basis only.
- 2) Customer **mobile number** should be masked while scanning of POD docs, only address to be visible on packaging when it is out for delivery.
- 3) **SMS** facility should be available for **all** delivery **stages**.
- 4) **Loss of general documents** /courier will be penalized for maximum Rs 1000/-or actual courier cost upon confirmation from concern BFSL admin In charge.
- 5) **Wrong delivery** will be penalised post confirmation from BFSL customer Rs.1000/- for the re-construction of the credit Card.
- 6) Shortlisted bidder should have **API integration tool** for POD tracking purpose only.
- 7) This RFP is related to **Credit card** delivery, admin **documents and other courier if any**.
- 8) Declaration for **main branches** centres to share on company letter head only.
- 9) **Cliental list** along with Name, Address, email id's etc. should be on company's letter head.

10) Single Level authentication with OTP or with Aadhar card at the time of delivery will be on sole discretion of BFSL.

II) Bid Deposit/ EMD: Amount must be submitted at below account and acknowledgement receipt to be shared on email.

Account Name: BOB FINANCIAL SOLUTIONS LTD
Account Number : 32260400000069
Branch Name : MIDCORPORATE MUMBAI,MH
IFSC Code : BARB0MIDBDR

S/D

Authorized Signatory