

AMENDMENT-1 to RFP no. KGB/FIW/RFP/01/2023 dated 10.01.2023 "REQUEST FOR PROPOSAL for BUSINESS CORRESPONDENT SERVICES ON OPEX MODEL USING TABLETS"

The amendments/addendums to the above referred RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged.

Item No.1		
RFP Page no.2	BID DETAILS IN BRIEF	Sl. No. 8: Last Date of Submission of Bids
Original clause		Revised Clause
06.02.2023, 3:00 PM		13.02.2023, 3:00 PM

Item No.2		
RFP Page no.2	BID DETAILS IN BRIEF	Sl. No. 9: Date and time of opening of Part A- Technical Bid
Original clause		Revised Clause
06.02.2023, 3:00 PM		13.02.2023, 3:00 PM

Item No.3		
RFP Page no.11	<u>PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS</u>	Sl. No. 2:
Original clause		Revised Clause
CURRENTLY bidder should have been a CBC for providing FI solution (<i>such as EBT, DBT, Aadhaar based Payment etc.</i>) for Public Sector Bank/Regional Rural Bank in India in the last three years.		CURRENTLY bidder should have been a CBC for providing FI solution (<i>such as EBT, DBT, Aadhaar based Payment etc.</i>) for Public Sector Bank/Regional Rural Bank/Scheduled commercial Bank in India in the last three years.

Item No.4		
RFP Page no.11	<u>PRE-QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS</u>	Sl. No. 3
ORIGINAL CLAUSE		
Criteria	Documents to be submitted	
<p>CURRENTLY The Kiosk /BC solution should have at least 500 locations in PSB/RRB in India as on RFP date.</p> <p>(Waived for MSE & Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 17 & 18 of this RFP)</p>	<p>In case of newly amalgamated Public Sector Bank/ Regional Rural Bank, Purchase Order/ Copy of service contracts of pre-amalgamated entity to be submitted.</p> <p>AND</p> <p>Letter from the concerned organization (from amalgamated entity, in case of newly amalgamated Public Sector Bank / Regional Rural Bank as per Annexure XI</p> <p>The bank reserves the right to inspect such installations while evaluating.</p>	
REVISED CLAUSE		
Criteria	Documents to be submitted	
<p>CURRENTLY The Kiosk /BC solution should have at least 500 locations in PSB/RRB/Scheduled Commercial Bank in India as on RFP date.</p> <p>(Waived for MSE & Start Up Bidders only upon production of appropriate certificates, issued prior to RFP date, from competent authority as mentioned in Clause 17 & 18 of this RFP)</p>	<p>In case of newly amalgamated Public Sector Bank/ Regional Rural Bank/Scheduled Commercial Bank, Purchase Order/ Copy of service contracts of pre-amalgamated entity to be submitted.</p> <p>AND</p> <p>Letter from the concerned organization (from amalgamated entity, in case of newly amalgamated Public Sector Bank / Regional Rural Bank/Scheduled Commercial Bank as per Annexure XI</p> <p>The bank reserves the right to inspect such installations while evaluating.</p>	

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Item No.5		
RFP Page no.49	38.2 TECHNICAL EVALUATION MATRIX	Sl no.4
ORIGINAL CLAUSE		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB in India <ul style="list-style-type: none">• Above 5000 (6 Marks)• 4001 to 5000 (5 Marks)• 3001 to 4000 (4 Marks)• 2001 to 3000 (3 Marks)• 1000 to 2000 (2 Marks)	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB/Scheduled Commercial Bank in India <ul style="list-style-type: none">• Above 5000 (6 Marks)• 4001 to 5000 (5 Marks)• 3001 to 4000 (4 Marks)• 2001 to 3000 (3 Marks)• 1000 to 2000 (2 Marks)	Bank Letter from PSB / RRB / Scheduled Commercial Bank	

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Item No.6		
RFP Page no.49	38.2 TECHNICAL EVALUATION MATRIX	SI no.5
ORIGINAL CLAUSE		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB in Kerala <ul style="list-style-type: none">• Above 300 (10 Marks)• 251 to 300 (8 Marks)• 201 to 250 (6 Marks)• 151 to 200 (5 Marks)• 100 to 150 (3 Marks)	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB/Scheduled Commercial Bank in Kerala <ul style="list-style-type: none">• Above 5000 (6 Marks)• 4001 to 5000 (5 Marks)• 3001 to 4000 (4 Marks)• 2001 to 3000 (3 Marks)• 1000 to 2000 (2 Marks)	Bank Letter from PSB / RRB / Scheduled Commercial Bank	

Item No.7		
RFP Page no.50	38.2 TECHNICAL EVALUATION MATRIX	SI no.7
ORIGINAL CLAUSE		
Parameter	Documents required	
Districts covered in Kerala 1 mark for each district with at least 2 active BCAs in each district	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Districts covered in Kerala 1 mark for each district with at least 2 active BCAs in each district	Bank Letter from PSB / RRB / Scheduled Commercial Bank	

Item No.8		
RFP Page no.50	38.2 TECHNICAL EVALUATION MATRIX	SI no.6
ORIGINAL CLAUSE		
Parameter	Documents required	
Tie up with PSBs/RRBs in India <ul style="list-style-type: none">▪ Above 5 PSBs/RRBs (14 marks)▪ 5 PSBs/RRBs (12 marks)▪ 4 PSBs/RRBs (09marks)▪ 3 PSBs/RRBs (06 marks)▪ 2 PSBs/RRBs(03 Marks)	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Tie up with PSBs/RRBs in India <ul style="list-style-type: none">• Above 5 PSBs/RRBs/Scheduled Commercial Bank (14 marks)• 5 PSBs/RRBs (12 marks)• 4 PSBs/RRBs (09marks)• 3 PSBs/RRBs (06 marks)• 2 PSBs/RRBs(03 Marks)	Bank Letter from PSB / RRB /Scheduled Commercial Bank	

Item No.9		
RFP Page no.50	38.2 TECHNICAL EVALUATION MATRIX	SI no.8
ORIGINAL CLAUSE		
Parameter	Documents required	
Percentage of Women engaged as BCA in PSB/RRB in India (Women BCA/Total BCA *100) <ul style="list-style-type: none">Above 40% (12 Marks)30.01% - 40.00% (9 marks)20.01 % - 30.00 % (06 Marks)10.00% - 20.00 % (03 Marks)Less than 10.00% (02 Mark)	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Percentage of Women engaged as BCA in PSB/RRB in India (Women BCA/Total BCA *100) <ul style="list-style-type: none">Above 40% (12 Marks)30.01% - 40.00% (9 marks)	Bank Letter from PSB / RRB /Scheduled Commercial Bank	

<ul style="list-style-type: none"> ▪ 20.01 % - 30.00 % (06 Marks) ▪ 10.00% - 20.00 % (03 Marks) ▪ Less than 10.00% (02 Mark) 	
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Item No.10		
RFP Page no.50	38.2 TECHNICAL EVALUATION MATRIX	Sl no.9
ORIGINAL CLAUSE		
Parameter	Documents required	
Average Active BCA Percentage Per Month during June'22, July'22 Aug '22 in PSB/RRB in India {{(Active BCAs in October 2022+November 2022+December 2022)/ 3} / No of BCAs}}*100 <ul style="list-style-type: none">▪ Above 98 % (14 Marks)▪ 96.01 % – 98.00 % (12 Marks)▪ 94.01 % - 96.00% (09 Marks)▪ 92.01 % - 94.00% (06 Marks)▪ 90.00 % - 92.00% (03 Marks)▪ Less than 90.00 % (02Marks) <p>(Active BCA means a BCA who has done at least one financial transaction during a month)</p>	Bank Letter from PSB / RRB	
REVISED CLAUSE		
Parameter	Documents required	
Average Active BCA Percentage Per Month during October 2022, November 2022, December 2022 in PSB/RRB/Scheduled Commercial Bank in India {{(Active BCAs in October 2022+November 2022+December 2022)/ 3} / No of BCAs}}*100 <ul style="list-style-type: none">▪ Above 98 % (14 Marks)▪ 96.01 % – 98.00 % (12 Marks)▪ 94.01 % - 96.00% (09 Marks)▪ 92.01 % - 94.00% (06 Marks)▪ 90.00 % - 92.00% (03 Marks)▪ Less than 90.00 % (02Marks)	Bank Letter from PSB / RRB/Scheduled Commercial Bank	

(Active BCA means a BCA who has done at least one financial transaction during a month)	
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Item No.11		
RFP Page no.60	54. SERVICE AGREEMENT AND PENALTIES	54.15
Original clause		Revised Clause
54.15. The successful bidder/s have to implement the solutions in all identified locations within 45 days of issuance of work order/intimation, including integration with Banks gateway. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the BCA location is functional.		54.15. The successful bidder/s have to implement the solutions in all identified locations within 180 days of issuance of work order/intimation, including integration with Banks gateway. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 5,000/- per month till the BCA location is functional.

Item No.12		
RFP Page no.60	57. PERFORMANCE GUARANTEE	57.1
Original clause		Revised Clause
57.1. The successful bidder shall provide irrevocable and unconditional Performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs.10,000/- (Rupees Ten thousand only) per allotted BCA/KIOSK.		57.1. The successful bidder shall provide irrevocable and unconditional Security Deposit/Performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs.10,000/- (Rupees Ten thousand only) per allotted BCA/KIOSK.

Item No.13		
RFP Page no.20	9.13. TECHNICAL CAPABILITIES	9.13.1.1
Original clause		Revised Clause
9.13.1.1. FI transactions to be done using embedded/non embedded TAB not below the version 7 which consists of 7 to 8" screen, Thermal Printer, Finger print scanner etc. It is recommended to use android version 9 and above by considering the end of support for Android version 7 and 8 and any ANDROID version comes to end of support, corporate BC shall be required to replace the device with latest ANDROID VERSION.		9.13.1.1. FI transactions to be done using embedded/non embedded TAB not below the version 7 which consists of 5.5" to 8" screen, Thermal Printer, Finger print scanner etc. It is recommended to use android version 9 and above by considering the end of support for Android version 7 and 8 and any ANDROID version comes to end of support, corporate BC shall be required to replace the device with latest ANDROID VERSION.

Item No.14		
RFP Page no.20	7. RESPONSIBILITIES OF BIDDER	7.3
Original clause		Revised Clause
<p>7.3 The bidders should have proven capability to provide robust and scalable hardware technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery of financial services / products / Biometric solutions, Card Based solutions etc.) with a Bank / Financial Institution / Micro Finance Institution either on its own OR if the bidding Service Provider has an Tie Up arrangement with Hardware Supplier, the agreement should not be less than 365 days old with Technology Service Provider. A copy of such agreement should be enclosed.</p>		<p>7.3 The bidders should have proven capability to provide robust and scalable hardware technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery of financial services / products / Biometric solutions, Card Based solutions etc.) with a Bank / Financial Institution / Micro Finance Institution either on its own OR if the bidding Service Provider has an Tie Up arrangement with Hardware Supplier, the agreement should not be less than 365 days old with Technology Service Provider. A copy of such agreement/PO may be enclosed wherever possible.</p>

Malappuram
25-01-2023

General Manager

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