

**AMENDMENT-1 to RFP no. KGB/FIC/RFP/02/2021 dated 25.11.2021 "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.

<b>Item No.1</b>		
RFP Page no.2	<b>BID DETAILS IN BRIEF</b>	Sl. No. 8: Last Date of Submission of Bids
<b>Original clause</b>		<b>Revised Clause</b>
22.12.2021, 3.00 PM		28.12.2021, 3.00 PM

<b>Item No.2</b>		
RFP Page no.2	<b>BID DETAILS IN BRIEF</b>	Sl. No. 9: Date and time of opening of Part A- Technical Bid
<b>Original clause</b>		<b>Revised Clause</b>
22.12.2021, 3.00 PM		28.12.2021, 3.30 PM

<b>Item No.3</b>		
RFP Page no.2	<b>BID DETAILS IN BRIEF</b>	Sl. No. 10: Date and time of opening of Part B- Commercial Bid
<b>Original clause</b>		<b>Revised Clause</b>
22.12.2021, 3.00 PM		Will be informed later

<b>Item No.4</b>		
RFP Page no.20	<b>9.13 TECHNICAL CAPABILITIES</b>	9.13.2
<b>Original clause</b>		
9.13.2. Following are the H/W specifications of the embedded/non-embedded TAB		
9.13.2.1. Tablet		
9.13.2.2. Thermal printer		
9.13.2.3. FIR enabled finger Biometric scanner with RD services		
9.13.2.4. EMV card reader with pin-pad.		

<b>Revised Clause</b>	
9.13.2. Following are the minimum H/W specifications of the embedded/non-embedded TAB	
9.13.2.1. Tablet	
<b>Tablet specification</b>	
Preferable Model:	7 Inch full touch screen android based tab
Operating system:	Android version 7 or above (Preferably Android version 9 or above)
Resolution:	1280 * 800 Pixels
Connectivity:	Wi Fi - 802.11 b/ g/ n/ ac
	GPS
	Bluetooth – Yes, v4.00/above
Supported mobile network:	3G or 4G
Communication interface:	GSM/GPRS, Wi Fi, Bluetooth v4.0
Rear camera:	Minimum 5 MP
Front camera:	Minimum 1 MP
Java Support:	Required
Processor:	1GHz dual core or above
RAM:	Minimum 1 GB
Internal Storage:	Minimum 8 GB
Expandable storage Card:	Provision up to 32 GB through Micro SD
SIM:	GPRS SIM upgradable to 3G /4G /5G
GSM/CDMA:	GSM upgradable to 3G/4G/5G
Speaker:	Required
Battery Backup:	Minimum 5100mAH
9.13.2.2. Thermal printer	
<b>Thermal Printer Specification:</b>	
a.	Model should have minimum 2 Inch direct thermal dot printer
b.	Should support <ul style="list-style-type: none"> <li>i. Multilingual printing</li> <li>ii. Image printing</li> <li>iii. Diagnostics check like paper out, lid open, low battery etc.</li> </ul>
c.	Supply/availability of printer paper rolls to be ensured
d.	Should have rechargeable battery
e.	Support connectivity to tablet, preferably via Bluetooth
9.13.2.3. FIR enabled finger Biometric scanner with RD services	
<b>Biometric finger print scanner Specification:</b>	
a.	Have optical/capacitive technology sensor
b.	Support ISO SC37 19794-2/4 or ANSI/INCITS 378 template formats, 500 dpi resolution
c.	STQC certified device
d.	Support for WSQ format, NFIQ Calculation, one to one/one to many verification
e.	Should have rechargeable battery

f.	Support connectivity to tablet, preferably via Bluetooth
g.	Bidder to ensure RD specification compatibility
9.13.2.4. EMV card reader with pin-pad.	
<b>EMV card reader with Pin pad Specification:</b>	
EMV Card Reader:	
a.	EMV L1 & L2 certified
b.	Security - MK/SK, Fixed, DUKPT DES, 3DES, RSA
c.	Certification - PCI PTS 3.X EMV L1 & L2
d.	Capable to read RuPay, Master and Visa Card
e.	Bidder to ensure RD specification compatibility.
Pin Pad:	
a.	Compact MPOS pin pad device which connects to a wide range of smart phones and tablet via Bluetooth
b.	Should have recharge battery
c.	Should have a minimum display of 1 inch
d.	Support connectivity to Tablet, Preferably via Bluetooth
e.	Bidder to ensure RD specification compatibility.

<b>Item No.5</b>		
RFP Page no.33	<b>15. PAYMENT TERMS</b>	15.2 SI No.2: <b>Cash handling charges</b>
<b>Original clause:</b>		
<ul style="list-style-type: none"> <li>○ Cash Deposit, Withdrawal (on us &amp; off us) &amp;</li> <li>○ Cash Withdrawal (On-Us) by SHG account holder under dual authentication.</li> </ul>		<p><b>0.30% of the volume of cash handled by BCA in a month</b></p> <p>(Cash Handling Charge is subject to maximum Cap of Rs.25/- per transaction)</p>
<b>Revised clause:</b>		
<ul style="list-style-type: none"> <li>○ Cash Deposit, Withdrawal (on us &amp; off us) &amp;</li> <li>○ Cash Withdrawal (On-Us) by SHG account holder under dual authentication.</li> </ul>		<p><b>0.30% of the volume of cash handled by BCA in a month</b></p> <p>(Cash Handling Charge is subject to a minimum of Re. 0.42 and a maximum of Rs.25/- per transaction)</p>

<b>Item No.6</b>		
RFP Page no.33	<b>PAYMENT TERMS</b>	15.4 <b>(New Clause added)</b>
<p>15.4. Any charges, including authentication charges, disincentives, penalty etc. levied by UIDAI, NPCI or any other statutory authority for the transactions done through AePS have to be borne by the Successful Bidder. The payment will be made after deduction of the above charges, if any.</p>		

Item No.7		
RFP Page no.45	38.2 TECHNICAL EVALUATION MATRIX	Sl. No. 4
Original clause		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB in India Above 5000 (16 Marks) 4001 to 5000 (12 Marks) 3001 to 4000 (08 Marks) 2001 to 3000 (05 Marks) Less than 2000 (03 Marks)	Bank Letter from PSB / RRB	
Revised Clause		
Parameter	Documents required	
Business Correspondent Agents engaged in PSB/RRB/Scheduled Commercial Bank in India Above 5000 (16 Marks) 4001 to 5000 (12 Marks) 3001 to 4000 (08 Marks) 2001 to 3000 (05 Marks) Less than 2000 (03 Marks)	Bank Letter from PSB / RRB /Scheduled Commercial Bank	

Item No.8		
RFP Page no.45	38.2 TECHNICAL EVALUATION MATRIX	Sl. No. 6
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 providing BC services to PSB/RRB/Scheduled Commercial Bank in each district	Bank Letter from PSB/RRB/Scheduled Commercial Bank. In case the location details with district name is not available in the certificate issued by Bank, in addition to the certificate from Bank, the Successful Bidder should submit an	

(Active BCA means a BCA who has done at least one financial transaction during a month)	<p>affidavit mentioning the district-wise details of current locations in Kerala, along with the official contact number of the respective Branch Manager.</p> <p><b>Or</b></p> <p>Any Document signed by Bank officials supporting the claim such as Service Level Agreement etc.</p>
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Item No. 9		
RFP Page no.45	<b>38.2 TECHNICAL EVALUATION MATRIX</b>	Sl. No. 7
<b>Original clause</b>		
<b>Parameter</b>	<b>Documents required</b>	
<b>Percentage of Women engaged as BCA in PSB/RRB in India (Women BCA/Total BCA *100)</b> <ul style="list-style-type: none"><li>Above 40% (12 Marks)</li><li>30.01% - 40.00% (09 Marks)</li><li>20.01 % - 30.00 % (06 Marks)</li><li>10.00% - 20.00 % (03 Marks)</li><li>Less than 10.00% (02 Mark)</li></ul>	Bank Letter from PSB / RRB	
<b>Revised Clause</b>		
<b>Parameter</b>	<b>Documents required</b>	
<b>Percentage of Women engaged as BCA in PSB/RRB/Scheduled Commercial Bank in India (Women BCA/Total BCA *100)</b> <ul style="list-style-type: none"><li>Above 40% (12 Marks)</li><li>30.01% - 40.00% (09 Marks)</li><li>20.01 % - 30.00 % (06 Marks)</li><li>10.00% - 20.00 % (03 Marks)</li><li>Less than 10.00% (02 Mark)</li></ul>	Bank Letter from PSB / RRB /Scheduled Commercial Bank	

Item No.10		
RFP Page no.45	38.2 TECHNICAL EVALUATION MATRIX	Sl. No. 8
Original clause		
Parameter	Documents required	
Average active BCA percentage Per Month during May'21, June'21 & July'21 in PSB/RRB in India {[(Active BCAs in May'21+June'21+July'21)/ 3] / No of BCAs}*100 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) (Active BCA means a BCA who has done at least one financial transaction during a month)	Bank Letter from PSB / RRB	
Revised Clause		
Parameter	Documents required	
Average active BCA Percentage Per Month during July'21, Aug'21 & Sep'21 in PSB/RRB in India {[(Active BCAs in July'21+ Aug'21+Sep'21)/ 3] / No of BCAs}*100 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) (Active BCA means a BCA who has done at least one financial transaction during a month)	Bank Letter from PSB/RRB  <b><i>(The change is in base months only)</i></b>	

Malappuram  
16.12.2021

**Assistant General Manager**