



HEAD OFFICE: MALAPPURAM : : FINANCIAL INCLUSION WING

All queries relevant to the RFP received within the stipulated timeline are responded. Same/similar queries of different bidders are excluded for avoiding repetition

Sl no	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Banks Reply
1	14	clause 4.1(2)	The bidder should have been a CBC for providing FI solution	The RFP requires 500 BC locations in PSBs/RRBs. Kindly confirm whether cumulative locations across multiple banks will be considered.	No , Its on Cmulative basis
			(such as EBT, DBT, Aadhaar based Payment etc.) for Public Sector		
			Bank/Regional Rural Bank in India in the last three years. The Kiosk /BC solution should have at least 500 locations in PSB/RRB in India as on RFP date.		
2	16	Clause 4.1(8)	The Bidder must be having satisfactory presence in Kerala and has demonstrated its reach within the state	Kindly define the minimum requirement for "satisfactory presence in Kerala."	Please Refer Clause 43.2.7 and Clause 43.2.9

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3	17	Clause 4.9	The Bidder should have presence in Kerala for the past one years.	What documentary evidence will be accepted to establish presence in Kerala for the past one year?	Please Refer Clause 4.1.8
4	24	Clause 10.13.1.1	FI transactions to be done using embedded/non embedded TAB not below the version 10 which consists of 5 to 8" screen, ThermalPrinter, L1 complied Finger print scanner etc It is commended to use android version 10 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.	Kindly clarify whether embedded Android Micro ATM devices complying with NPCI standards can be supplied instead of separate tablet-printerscanner combination	Allowable provided the devices embedded should comply with all technical specification required by the bank.
5	23	Clause 10.12.10	The successful bidder/s shall be required to supply hard-wares relating to any new services to be enabled at BCA locations / any other new process (Eg: Face Authentication) mandated in future by regulators like NPCI, UIDAI, RBI and IBA etc.	Future regulatory hardware upgrades are to be borne by the bidder. Kindly clarify whether significant future hardware changes mandated by regulators will be subject to commercial renegotiation	Cannot be modified
6	24	Clause 10.13.1.12	Device to have GPS LAT Long tracking facility.	Please specify the GPS tracking and geotagging requirements and reporting frequency expected by the Bank.	Facility Should be available realtime whenever the device is active and communicating with servor. Proper audit trail of geo location to be maintained by the BC, details will be provided as and when demanded

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7	22	Clause 10.8	Successful Bidder will have to deploy the solution at the designated locations within the time period specified for the purpose.	Please specify the deployment timeline for all allotted locations after issuance of Letter of Intent	45 days
8	22	Clause 10.9	Successful Bidder shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 1000/- per day for the period beyond the permitted time line will be .Maximum penalty is ₹5,000 per month per location. Kindly confirm whether this is the cumulative penalty cap for the location.	Kindly clarify whether the 72-hour resolution timeline excludes force majeure situations and remote-area logistics delays. Maximum penalty is ₹5,000 per month per location. Kindly confirm whether this is the cumulative penalty cap for the location.	Only for force majeure (situation could be exempted)
9	28	Clause 12.2	As a part of facility management the Successful Bidder shall provide minimum one technically competent resource at the Head Office of the Bank or such other places stipulated by the Bank at the vendor's cost, who shall be available as per Bank's working hours for attending any Troubleshooting/ updates/	One technical resource is required at Head Office. Kindly confirm whether this resource is required throughout the contract period or only during implementation.	Through out the contract period

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10	33	Clause 17.1	<p>modifications in concurrence with the bank.</p> <p>The successful bidder would be required to appoint from among the following as BCA. This list would be revised from time to time based on Reserve Bank of India directives 1. Post Offices.</p>	Is IIBF certification mandatory before deployment of BCAs or can it be completed within a specified period after onboarding?	As stipulate by RBI from time to time currently a BC shall obtain certificate within 9 months of start of operation
11	34	Clause 17.1(c)	20. The BCA business point should be minimum 500 Metre away from the Branch premises of the Bank.	The kiosk must be 500 meters away from the branch. Kindly clarify how this distance will be measured and whether exceptions may be approved.	No ,Bank will deploy
12	22	Clause 8.13	If the performance of any of the BCAs engaged in the project is not Satisfactory (Not performing at-least 50 Financial Transaction in a month) or is in the opinion of the Bank, acting in any manner detrimental to the interests of the Bank, the Bidder shall be required to replace the said person within 15 days of such intimation given by the Bank or any such time limits	Kindly clarify whether penalties for low transaction volumes will be waived in areas where customer adoption is low despite deployment	Nor permitted./Its own mechanism for the same. Exceptions cannot be considered

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			as stipulated by the Bank, failing which, Bank shall have the right to impose Liquidated Damages of Rs.5000/-per month for each such instances.		
13	68	59	Service Agreement & penalties	Please provide the complete SLA matrix and penalty schedule applicable under the contract	Please refer Clause 59.14, 10.9, 18.5.20, 19.9, 19.16, 19.17, 19.18, 20.2, 20.3, 8.13, 18.6.5, 57.1, 57.2, 57.4, 58.1, 59.8, 65
14	68	59	Service Agreement & penalties	Kindly clarify whether there will be a cure period before invoking penalties or termination.	No
15	57	Clause point 4 43.2	Business Correspondent Agents engaged in PSB/RRB in India § Above 5000 (6 Marks) § 4001 to 5000 (5 Marks) § 3001 to 4000 (4 Marks) § 2001 to 3000 (3 Marks) § 1000 to 2000 (2 Marks)+E21:E22 Business	We kindly request the Bank to permit the company to participate exclusively for providing technical assistance and hardware supply Further, we request the Bank to directly onboard the Business Correspondents	Not coming under the scope of this FRP

Sl no	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Banks Reply
16	58	Clause 43.3 point 5	Business Correspondent Agents engaged in PSB/RRB in Kerala § Above 300 (10 Marks) § 251 to 300 (8 Marks) § 201 to 250 (6 Marks) § 151 to 200 (5 Marks) § 100 to 150 (3 Marks)		Not coming under the scope of this FRP

Sl no	Page No. of RFP	Clause No.	RFP Clause	Bidder's Query	Banks Reply
17	58	Clause 43.4 point 8	<p>Percentage of Women engaged as BCA in PSB/RRB in India (Women BCA/Total BCA*100)</p> <p>§ Above 40% (12 Marks)</p> <p>§ 30.01% - 40.00% (9 marks)</p> <p>§ 20.01 % - 30.00 % (06 Marks)</p> <p>§ 10.00% - 20.00 % (03 Marks)</p> <p>§ Less than 10.00% (02 Mark)</p>		Not coming under the scope of this FRP
18	59	Clause 43.4 point 9	<p>Number of Active BCAs at Keralam.</p> <p>§ Above 98 % (14 Marks)</p> <p>§ 96.01 % – 98.00 % (12 Marks)</p> <p>§ 94.01 % - 96.00% (09 Marks)</p> <p>§ 92.01 % - 94.00% (06 Marks)</p> <p>§ 90.00 % - 92.00%</p>		

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			(03 Marks)			
			§ Less than 90.00 %			
			(02Marks)			
			(Active BCA means a BCA who has done at least one financial transaction during a month)			
19	14	clause 4.1(2)	The bidder should have been a CBC for providing FI solution (such as EBT, DBT, Aadhaar based Payment etc.) for Public Sector Bank/Regional Rural Bank in India in the last three years.	The bidder should have been a CBC for providing FI solution (such as EBT, DBT, Aadhaar based payment etfor public sector Bank/Regional Rural Bank in India in last three years	We request the bank to amend this clause as The bidder should have been a CBC for providing FI solution (such as EBT, DBT, Aadhaar based Payment etc.) for Public.Sector Bank/Regional Rural Bank/Cooperative Banks in India in the last three years.The Kiosk /BC solution should have at least 100 locations in PSB/RRB in India as on RFP date.	Not permitted

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20	19	Clause 7.3	Software Application will be provided by the Bank. There will be no separate solution for Kiosk and service at field, it will be a common application (for both KIOSK & Service at field) and the same TAB to be used in both the places. The bidder has to provide Tab/Tablet to the BCAs which should have access to the Bank's solution for putting through the transactions at Kiosk (fixed point) and mobile services at the field (while covering the village/area allotted to the BCA) with latest technologies of versions as allowed by the regulators like RBI,NPCI,UIDAI,etc.	We would recommend bank to provide application which is compatible to any hardware without restricting to specific devices, this will cost the CAPEX and results more productivity and BC Agents attrition	Android Application 10 and above
21	29	Clause 15.2	ACCOUNT OPENING/PRODUCT REGISTRATION AND ACTIVATION	Clarify whether instant BSBDA opening with same-day activation is available in coming future, if yes please provide timelines. This is very much required to ensure the account is activated and agent eligible for additional revenue.	Same day approval possible at branches
22	31	Clause 15.5.6	OPERATIONS AT BC OUTLET (BCO) - (ALLOTTED LOCATION)	Enabling card based txn's at BC Agent points will help them in meeting their billing criterias easily as the keralam is having higher card based txn rate compared to AEPS, currently this is not available at BC points, please provide timelines for enabling	Under process

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23	36	Clause 18.5.2	BCA shall function for minimum 4 hours at Kiosks apart from visiting the field for Mobile BC activity failing which it will be treated as the BCA is absent for the day	There is huge cost is involved in seting up KIOSK, whether bank supports for establishment	Cannot be considered
24	39	20	PAYMENT TERMS	Clarify differentiated commercial support for hilly and difficult locations like LWE districts in the country	CURRENTLY NOT UNDER CONSIDERATION
25	98	Technical BID	ANNEXURE XI	As per Annexure XI, no specific details asked about the district presense in Keralam, but in evaluation matrix there are marks for districts presence, whether modifications is allowed for Annexure XI	NO
26	9	1	635 locations with $\pm 10\%$ deviation	Please confirm the minimum guaranteed number of BC outlets during the contract period for commercial viability. If locations are reduced, will commercials be proportionately protected?	No
27	18	7.1	635 locations planned across Kerala	Please share district-wise and branch-wise location list proposed for deployment.	Will be provided at the time of work order
28	54	41	Technical evaluation and scoring	Please provide the exact technical evaluation score sheet with weightages and documentary evidence requirements for each parameter.	Refer Clause 43.1 and 43
29	81	70.5	Bank not responsible for sizing assumptions	Since transaction volumes directly impact operations and cash management, kindly provide expected transaction/business projections per outlet.	Bank can't share such details. The BC may go by their own estimation
30	81	70.6	Any inherent requirement deemed included at no cost	Kindly define the scope boundary and confirm that future regulatory or functional enhancements will be treated as mutually agreed change requests.	Cannot modify the condition

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31	110	Annexure XVII	Commercial format not available in technical sections	Kindly share detailed pricing format and clearly indicate whether pricing should be quoted per BCA, per outlet, per district or consolidated.	Please refer Annexure XVI
32	SLA / Penalty	Relevant SLA Section	Penalties linked to service performance	Please specify maximum cumulative penalty cap applicable per month and per year.	No Cap
33	12	3.5.7	Last date for submission of bids at Kerala Grameen Bank (Address as given below)	We kindly request the Bank to extend the bid submission date by 10-12 working days. This will provide bidders with adequate time to prepare and submit a comprehensive and competitive proposal.	Cannot be considered, Bidder to comply with RFP terms and conditions
34	14	4.1.2	<p>The bidder should have been a CBC for providing FI solution (such as EBT, DBT, Aadhaar based Payment etc.) for Public Sector Bank/Regional Rural Bank in India in the last three years.</p> <p>The Kiosk /BC solution should have at least 500 locations in PSB/RRB in India as on RFP date.</p>	We request the Bank to consider the experience of the Bidder's Parent Company, Holding Company, Subsidiary Company, or Group Company for meeting the eligibility criteria related to FI solution implementation and BC/Kiosk deployments, subject to submission of valid supporting documents.	Condition cannot be modified
35	14	4.1.8	The Bidder must be having satisfactory presence in Kerala and has demonstrated its reach within the state	We request the Bank to consider the experience of the Bidder's Parent Company, Holding Company, Subsidiary Company, or Group Company for meeting the eligibility criteria related to FI solution	Condition cannot be modified

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				implementation and BC/Kiosk deployments, subject to submission of valid supporting documents.	
36	57	43.2 TECHNICAL EVALUATION MATRIX	Business Correspondent Agents engaged in PSB/RRB in Kerala § Above 300 (10 Marks) § 251 to 300 (8 Marks) § 201 to 250 (6 Marks) § 151 to 200 (5 Marks) § 100 to 150 (3 Marks)	We respectfully request the Bank to accept a self-declaration/undertaking on the bidder's letterhead, duly signed by the authorized signatory, as documentary evidence for compliance with this eligibility criterion. The bidder shall provide supporting documents, if required by the Bank during the evaluation process.	Only those documents issued by an independent third party entity and that are verifiable will be accepted
37	57	43.2 TECHNICAL EVALUATION MATRIX	Districts covered in Kerala § 1 mark for each district with at least 2 active BCAs in each district	As banks generally do not provide district-wise BCA deployment details in their experience certificates, we respectfully request the Bank to accept a self-declaration/undertaking on the bidder's letterhead, duly signed by the authorized signatory, confirming the number of active BCAs deployed in each district. The Bank may verify the details and seek supporting documents, if required, during the evaluation process.	cannot be considered, Bidder to comply with RFP terms and conditions
38	57	43.2 TECHNICAL EVALUATION MATRIX	Percentage of Women engaged as BCA in PSB/RRB in India (Women BCA/Total BCA *100) § Above 40% (12 Marks) § 30.01% - 40.00% (9 marks) § 20.01 % - 30.00 % (06 Marks) § 10.00% - 20.00 % (03 Marks)	As banks generally do not provide such detailed BCA deployment details in their experience certificates, we respectfully request the Bank to accept a self-declaration/undertaking on the bidder's letterhead, duly signed by the authorized signatory, confirming the number of active BCAs deployed in each district. The Bank may verify the details and seek supporting documents, if required, during the evaluation process.	cannot be considered, Bidder to comply with RFP terms and conditions

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			§ Less than 10.00% (02 Mark)		
39			<p>Number of Active BCAs at Keralam.</p> <p>§ Above 98 % (14 Marks)</p> <p>§ 96.01 % - 98.00 % (12 Marks)</p> <p>94.01 % - 96.00% (09 Marks)</p> <p>§ 92.01 % - 94.00% (06 Marks)</p> <p>§ 90.00 % - 92.00% (03 Marks)</p> <p>§ Less than 90.00 % (02Marks)</p> <p>(Active BCA means a BCA who has done at least one financial transaction during a month)</p>	<p>As banks generally do not provide such detailed BCA deployment details in their experience certificates, we respectfully request the Bank to accept a self-declaration/undertaking on the bidder's letterhead, duly signed by the authorized signatory, confirming the number of active BCAs deployed in each district. The Bank may verify the details and seek supporting documents, if required, during the evaluation process.</p>	<p>Cannot be considered, Bidder to comply with RFP terms and conditions</p>
40	13	Clause 4.1, Criterion 2	The Kiosk/BC solution should have at least 500 locations in PSB/RRB in India as on RFP date.	<p>Please confirm whether the requirement of 500 locations is to be considered cumulatively across all PSBs/RRBs where the solution is deployed, or 500 locations in each PSB/RRB.</p> <p>Kindly clarify.</p>	<p>we confirm that requirement of 500 locations is to be considered cumulatively across all PSBs/RRBs.</p>
41	13-14	Clause 4.1, Criterion 2	The bidder should have been a CBC for providing FI solution for PSB/RRB in the last three years.	<p>Please confirm whether the three-year period is to be reckoned from the RFP issue date (08-06-2026) or the bid submission date (30-06-2026). Additionally, clarify if a running/ongoing contract that commenced more than three years ago but is still active qualifies under this criterion.</p>	<p>Confirmed that the period reckoned from the date of bid submission and requires an experience certificate for the running/ongoing contracts.</p>

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42	14	Clause 4.1, Criterion 3	Average annual turnover of not less than Rs. 3 crores during 2023-24, 2024-25, and 2025-26.	The financial year 2025-26 audit may not be completed by the bid submission date of 30-06-2026. Please confirm whether a Provisional Balance Sheet or Letter of Audit in progress for FY 2025-26 certified by a Chartered Accountant (with UDIN) will be acceptable in lieu of an audited Balance Sheet.	For FY 23-24, FY24-25 audited balance sheets required and for fy25-26 provisional balance sheet would be accepted.
43	16	Clause 4.6	Consortium of Members shall not be allowed to participate.	If a bidder company has a wholly-owned subsidiary or an associated entity operating BC services in Kerala, can the parent company bid using the credentials of the subsidiary? Please clarify if sub-contracting of any operational activity (e.g., technology hardware supply) is permissible under Clause 8.1 which states 'no subcontracting'.	cannot be allowed and Bidder to comply with RFP terms and conditions
44	22	Clause 10.9	Faulty front-end equipment to be repaired or replaced within 72 hours of reporting. Penalty of Rs.1,000/- per day beyond permitted timeline.	Please clarify if the 72-hour SLA clock starts from the time the fault is reported by the BCA to the BC's helpdesk, or from the time the BC escalates to the Bank. Also, confirm whether this SLA applies uniformly to all districts including remote/difficult terrain areas in Kerala, or if relaxed timelines are permitted for geographically challenged locations.	The onus of uptime is on the CBC and hence CBC needs to devise its own mechanism for identification and rectification of clock. The clock starts from the time of occurrence of fault.
45	31-32	Clause 15.5.6	BCA activities include CASA account opening using e-KYC, Cash Deposit, Withdrawal, Fund Transfer, Mini Statement, Balance Inquiry, AePS (On-Us and Off-Us).	Please confirm the current list of transactions that are live in the Bank's software solution as on date of RFP. The RFP mentions several services as 'not available in present software solution' - please provide a definitive timeline for when these (BBPS, IMPS, Loan Repayment, Aadhaar Seeding, etc.) will be made available, as this impacts operational planning and commercial viability.	a)- Cash withdrawal and Cash Deposit from/to SB accounts with any Bank in the Aadhaar Enabled Payment System (AEPS) platform using Aadhaar Number and fingerprint authentication

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					<ul style="list-style-type: none"> · Fund transfer from an account with Kerala Grameena Bank to accounts with other banks using Aadhaar · Customer e-KYC account opening, Updation of KYC · Account Balance Enquiry · Mini Statement · Integration of Jansuraksha Portal with BC Channel is now enabled, enrolment of PMSBY and PMJJBY can be done by BC devices. b) All other additionally include services are under pipeline and it will be implemented in a reasonable time.
46	32-33	Clause 15.5.3	Suitable insurance for Cash held at BCO/KIOSKs and cash in transit to be obtained.	Please specify the minimum insurance cover amount required per BCO/Kiosk for cash-in-hand and cash-in-transit. Also, confirm whether the Bank has an empanelled insurer or if the BC is free to obtain insurance from any IRDAI-registered general insurer.	BC can opt the IRDAI listed insurance provider.
47	39	Clause 20.1	Fixed monthly charges: Above 125 but not exceeding 250 transactions - Rs.2,500; 250 and above - Rs.5,000.	Please clarify whether the fixed charge calculation is based on total financial transactions per BCA per month or unique customer transactions. Also, the table shows 'NIL' for 125 or below transactions - does the Bank envisage any minimum guarantee payment to the BC during the	no minimum guarantee payment., Bidder to comply with RFP terms and conditions

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				ramp-up period (first 6 months) to ensure operational viability?	
48	43	Clause 20.3, Note 4(b)	More than 2 transactions in a particular account per day are ineligible for charge calculation.	Please clarify whether this cap of 2 transactions per account per day applies to both deposit and withdrawal, or is it limited to cash transactions only. Also, confirm the rationale, as customers may legitimately perform multiple transactions (e.g., deposit + withdrawal + fund transfer) in a day.	Maximum cap of 2 transactions including deposit, withdrawal and transfer transactions.
49	43	Clause 20.3, Note 4(c)	More than Rs. 10,000 per transaction in a particular account is ineligible.	Under RBI/PMJDY guidelines, BSBDA accounts may allow cash withdrawals up to Rs.10,000 per day. Please confirm whether transactions of exactly Rs.10,000 are eligible or ineligible for charge calculation, and if the cap applies to individual transactions or the aggregate daily transaction value per account.	Exact aggregate daily transaction amount up to Rs.10000/ is eligible for calculation
50	43	Clause 20.3, Note 4(f)	Fixed charges shall not be paid if BCA has not done transactions in minimum 25 unique customer accounts during the month.	Please clarify how 'unique customer accounts' is defined - does one customer with multiple accounts (SB + RD + loan) count as one unique customer or multiple accounts? Is the threshold of 25 unique accounts feasible for newly activated BCOs (within the first 3 months), and will there be any ramp-up period exemption?	Unique customer accounts is account based consideration. No ramp up period allowed., Bidder to comply with RFP terms and conditions
51	39-43	Clause 20.3	The fixed charges, cash handling & other variable charges to be shared between BCA and BC at 80:20 ratio.	The 80:20 ratio mandated between BCA and BC is prescribed in the RFP. However, the BC also bears all costs of hardware, connectivity, insurance, consumables, and supervisory staff. Kindly provide the rationale for this split and clarify whether this ratio is negotiable or fixed. Also,	a).Fixed b).TDS applicable (Presently exempted our 52 Rural branches)

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				confirm if this ratio applies to gross charges before TDS or net of TDS.	
52	37	Clause 19.5	The successful bidder shall deploy one BC Supervisor (BCS) for every 50 BCAs within 30 days from issue of work order.	Please clarify the minimum qualification, experience, and role/responsibilities expected of the BC Supervisor. Also, is the cost of the BC Supervisor to be entirely borne by the bidder, and is there any provision in the payment structure to compensate the bidder for supervisory costs?	As per HR policy of CBC, Role and responsibilities of the supervisor will be the spoc for bank as well as the CBC for obligations w.r.t the BCs.Obligations covered under the SLA w.r.t BCs attached to him.
53	38	Clause 19.15	Each agent must perform minimum 100 eligible financial transactions per month. If non-performance continues for 3 months, Bank may ask to change the agent.	The minimum transaction threshold in Clause 19.15 is 100 transactions/month, while Clause 20.3 Note 4(e) requires 25 financial transactions for fixed charge eligibility, and Clause 8.13 mentions 50 financial transactions as the threshold for 'satisfactory' performance. Please reconcile these varying thresholds and specify which the definitive benchmark for BCA performance measurement is.	Payments of fixed charges and satisfactory performance are two mutually exclusive parameters.
54	38	Clause 19.16	Failure to open KIOSK/mobile BC (TAB) at allotted centers: penalty of Rs.1,000/- per day, max Rs. 5,000/- per month.	The RFP mandates deployment within 45 days of work order (Clause 51.3 & 59.14). Kindly confirm: (a) Will the Bank provide the list of 635 branch-wise locations with full address details at the time of work order, or earlier? (b) Is the 45-day period extendable in case of delays attributable to the Bank (e.g., delayed location list, connectivity issues, regulatory approvals)?	Will be provided at the time of work order. B) Can be considered on case to case basis.
55	71	Clause 62.1 & 62.2	Performance Bank Guarantee equivalent to Rs.10,000/- per allotted BCA/KIOSK; to be	For 635 locations, the PBG amount would be approximately Rs.63.5 lakhs. Please confirm: (a) Is this the maximum PBG regardless of any increase in location count?	a).please follow the clause 62.1 and 62.2 b)not allowed c)If it is a FD,should

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			submitted within 30 days of work order.	(b) Can the PBG be submitted in tranches (e.g., proportionate to locations where deployment begins) rather than the full amount upfront? (c) Please clarify if the PBG can be in the form of a Fixed Deposit receipt instead of a Bank Guarantee.	be placed with Kerala Grameena Bank
56	71	Clause 61	Period of contract: initially 3 years; extendable for 6 months on same terms and conditions at mutually agreed revised commercials.	Please clarify: (a) Can the contract be extended beyond 3.5 years (3 years + 6 months) if mutually agreed, and what is the maximum permitted tenure? (b) The RFP states 'mutually agreed revised commercials' for the extension period – does this mean rates quoted in the bid will be revised, and if so, what is the indexation/revision mechanism (e.g., CPI-linked)?	a) Decision will be taken at appropriate level as and when required b).decision will be taken at appropriate level as and when required.
57	72	Clause 63.6	Bank shall also have the right to cancel the order and terminate the contract by issuing a 30 Days' notice without assigning any reasons.	Given the significant capital investment required by the BC for hardware, Kiosk setup, recruitment, and training, a 30-day termination notice without cause appears insufficient for cost recovery. Please confirm: (a) Is there any termination compensation or settlement mechanism for the BC in the event of termination without cause? (b) What provisions exist for recovery of BC's sunk costs (hardware, deposits) upon such termination?	a).No compensation for termination providing notice period.
58	57-59	Clause 43.2 – Technical Evaluation Matrix	Criterion 5: BCAs engaged in PSB/RRB in Keralam – Above 300: 10 marks; 251-300: 8 marks; etc.	Please clarify the reference date for counting active BCAs in Kerala for technical scoring – is it the RFP issue date (08-06-2026) or the bid submission date (30-06-2026)? Also, please specify whether 'active BCA' means a BCA who performed at least one transaction in the most recent month, or the average over 3 months.	a).date of submission b).active BC as per certificate provided by the issuing bank.

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59	58	Clause 43.2 - Criterion 9	Number of Active BCAs at Keralam: Above 98% active - 14 marks; Active BCA = at least one financial transaction during a month.	Please clarify: (a) Over which reference period (last 1 month, last 3 months, last 6 months) is the 'active BCA percentage' to be calculated? (b) Provide the letter format (Annexure XI/similar) required from the PSB/RRB to certify the active BCA count in Kerala, as bank officials may need time to collate and issue this data.	a).60 days. b).No specific format prescribed.
60	56	Clause 43.2, Criterion 3	ISO 9001 & 27001 - 10 marks; ISO 27001 only - 7 marks; ISO 9001 only - 4 marks.	Please confirm whether ISO certifications that are currently under renewal (i.e., certificate expired but renewal audit completed and certificate awaited) are acceptable for scoring purposes. Also, clarify if ISO certification in the name of a holding company/group entity is valid for a subsidiary bidder.	a)no b).no limits
61	47-48	Clause 26.3 & Annexure XVIII	Format for sending Pre-Bid Queries - Annexure XVIII.	Please confirm: (a) Whether pre-bid queries are to be submitted only in the Annexure XVIII format or can be submitted in both the Annexure format and this table format as per the Bank's instruction? (b) Is there a maximum limit on the number of pre-bid queries that can be submitted by a single bidder?	a)Yes b).no
62	General / Not specified	Operational Data Request	Average Monthly Revenue per BC Location	Request the Bank to share the average monthly gross commission/revenue earned per BC location under the existing BC arrangement. This data is essential to assess the commercial viability of operations, particularly given the high operating costs in Kerala (agent wages, rent, connectivity, consumables). Without this baseline, it is difficult to project break-even timelines or ensure sustainable BCA earnings. Specific ask: Please provide district-wise or at least	cannot be disclosed

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				aggregate average monthly payout per active BC location under the current/previous BC arrangement.	
63	General / Not specified	Operational Data Request	Historical BC Agent Attrition Rate	Please share the annual/monthly BCA attrition rate observed under existing BC operations at KGB. High attrition directly impacts the BC's cost of agent acquisition, onboarding, IIBF certification, police verification, and retraining. Given the penalty in Clause 19.15 (replacement mandated within 3 months of non-performance), the attrition baseline is critical for workforce planning. Specific ask: Provide district-wise attrition data for BCAs over the last 12-24 months under the current BC arrangement, if available.	cannot be disclosed
64	General / Not specified	Operational Data Request	Average Transaction Volume per BC Location	Please share the average monthly financial transaction volume (number and value) per BC location across KGB's existing BC network, ideally segmented by district and product type (AePS, Cash Deposit/Withdrawal, Account Opening, etc.). This data is critical for: (a) Estimating eligibility for fixed charge tiers (Clause 20.3), (b) Assessing whether the 100-transaction minimum per BCA (Clause 19.15) is realistically achievable in most locations, and (c) Stress-testing the commercial bid under low-volume scenarios.	cannot be disclosed
65	General / Not specified	Operational Data Request	Number of Currently Vacant/Non-Functional BC Locations	Please provide the current count of BC locations that are vacant or non-functional within KGB's existing 635-location network, along with the duration of vacancy and reasons (BCA resignation, fraud,	cannot be provided

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				connectivity failure, etc.). This information will help bidders prioritize activation timelines, estimate the effort for remediation, and plan resource deployment within the 45-day rollout window (Clause 59.14).	
66	General / Not specified	Operational Data Request	Average Monthly Income Earned by Existing BC Agents (BCAs)	Please share the average monthly net income (after BC's retention of 20%) earned by active BCAs under the current BC arrangement. This is particularly critical in the context of Kerala's high minimum wage requirements and living costs. If BCA earnings are below the state minimum wage, it will adversely impact the BC's ability to retain quality agents, compliance with labour laws (Clause 19.8), and overall service continuity. Specific ask: Provide average BCA earnings data at least at the district level.	cannot be provided
67	General / Not specified	Operational Data Request	Minimum Guaranteed Payout / Business Assurance from Bank	The current payment structure (Clause 20.3) is entirely variable and performance-linked with no minimum guaranteed payout. Given the substantial upfront capital investment by the BC (hardware, Kiosk setup, PBG, insurance, HR), we request the Bank to consider and clarify: (a) Whether any minimum monthly guaranteed payment per location (e.g., Rs.1,500-2,000 per BCA) will be provided during an initial ramp-up period of 6 months? (b) Whether the Bank is open to introducing a floor-level commission guarantee to ensure BCA viability, especially in low-footfall locations? This is a common practice in several RRB/PSB BC deployments and	a).no b)no

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				significantly improves service sustainability.	
68	38	Clause 19.17	Outlet Inactivity Penalty: Rs.1,000/- per day (from 11th working day onwards) for non-functioning BCO; max Rs.5,000/- per month per centre.	Request for Relaxation/Removal: We request the Bank to either (a) remove this penalty entirely for the first 6 months post-activation to allow sufficient ramp-up time, or (b) increase the grace period from 10 working days to 20 working days before penalty triggers. Justification: BCO non-functionality can arise due to reasons beyond the BC's control – BCA health issues, device failure (for which a separate penalty already exists under Clause 10.9), natural calamities, or connectivity disruptions. The concurrent application of both a device downtime penalty (Clause 10.9) and an outlet inactivity penalty for the same event amounts to double penalisation. The Bank is requested to confirm that these two penalties will not be levied simultaneously for the same incident.	a)no b).no penalties are mutually exclusive.
69	38	Clause 8.13	BC Replacement Delay Penalty: Rs.5,000/- per month for each non-performing BCA (below 50 financial transactions/month) not replaced within 15 days.	Request for Relaxation/Removal: We request: (a) Extension of the replacement window from 15 days to 30 days, given the time required for BCA identification, background verification, police clearance, IIBF certification, and Bank approval in each new location. (b) Removal of the penalty if the delay is attributable to Bank processes (e.g., delayed approval of new BCA by the Base Branch). (c) Alignment of the performance threshold – the clause references 50 transactions/month as the benchmark, while Clause 19.15 states 100	a) not allowed b)can be considered in genuine cases.

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				transactions. The Bank should confirm which threshold governs and apply penalties accordingly. Charging Rs.5,000/month per BCA on a BC earning Rs.2,500 in fixed charges for that location makes the penalty economically disproportionate.	
70	22	Clause 10.9	Device Downtime Penalty: Rs.1,000/- per day beyond 72 hours for faulty equipment; maximum Rs.5,000/- per month.	Request for Relaxation/Removal: We request: (a) Extension of the downtime resolution window to 5 working days (instead of 72 hours) for locations in remote/interior Kerala districts where logistics for device replacement are challenging. (b) Exclusion of device downtime caused by Bank-side issues (CBS outage, FI gateway failure, UIDAI/NPCI connectivity issues) from penalty calculation. (c) Clarification that the Rs.5,000/month cap is the absolute maximum penalty per device/location regardless of the number of days of downtime. The Bank should share the uptime SLA expected (e.g., 95%, 99%) and whether downtime due to planned Bank maintenance windows is excluded.	a).not allowed. b)not allowed c)Maximum penalty per location per instance is Rs.5000
71	44	Clause 21 / SLA Schedule	Customer Grievance Resolution Penalty: Implied through review/monitoring mechanism and potential contract termination under Clause 51.1.	Request for Clarification and Relaxation: (a) Please provide the specific TAT (turnaround time) expected for resolution of customer complaints escalated to the BC, and the associated penalty structure if TAT is breached. (b) Confirm whether the BC is penalised for complaints that are ultimately found to be system/Bank-side errors (CBS failure, UIDAI server unavailability, wrong account mapping). (c) Request that	a)TAT is 7 working days b).no c).yes

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				customer complaints due to Bank-side technical failures be excluded from BCA/BC performance scoring and penalty calculations. The Bank should maintain a transparent complaint categorisation system to distinguish between BC-attributable and Bank-attributable grievances.	
72	44 / 68	Clause 21.4 / Clause 59.3	Audit/Compliance-Related Penalty: Bank has right to audit BC records; implied penalties for non-compliance with audit observations.	Request for Clarification and Relaxation: (a) Please specify the penalty structure (if any) for audit observations/non-compliances beyond those already listed in the RFP. (b) Confirm the reasonable timeframe provided to the BC to rectify audit observations before a penalty is triggered. (c) Request that first-time minor audit observations (procedural lapses, documentation gaps) be treated as advisory notices rather than penalty-triggering events, with a 30-day rectification window. The cumulative effect of multiple penalty streams (operational, device, audit, SLA) simultaneously can render the project financially unviable, particularly for smaller BC operators.	Bank is not insisting any penalty structure/scheme for audit observations. However, if any regulator imposes any penalty for any lapse on the part of the BC/BCA, the same will be recovered from the BC at actuals.
73	22 / 37-38	Clause 10.9, 19.16, 19.17, 59.14	SLA Breach Penalty: Multiple overlapping SLA-linked penalties for device downtime, outlet inactivity, deployment delay, and BCA replacement delay.	Request for Rationalisation: We request the Bank to rationalise the penalty framework by: (a) Introducing an aggregate monthly penalty cap per BC (e.g., not exceeding 10% of monthly gross payable) to prevent cumulative penalties from exceeding revenue, making the project financially unviable. (b) Establishing a clear hierarchy - when a single event (e.g., BCA absence + device non-functional + BCO inactive) triggers multiple penalty clauses, only the	all penalties are mutually exclusive

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				<p>single highest penalty should apply, not all concurrently. (c) Introducing a 'cure period' of 3 months from contract commencement during which penalties are suspended to allow stabilisation of operations. Consideration of Kerala's unique labour market dynamics (higher wages, stronger labour unions, lower BCA availability in certain districts) is requested in designing the penalty framework.</p>	
74	72-73	Clause 63 / Clause 64	<p>Contract Termination for Repeated Non-Compliance: Bank can terminate with 30-day notice without assigning reasons; termination also triggered by repeated SLA failures.</p>	<p>Request for Relaxation/Modification: We request: (a) Modification of the 30-day unilateral termination clause (Clause 63.6/64) to include a minimum compensation formula for sunk costs incurred by the BC (hardware book value, PBG cost, recruitment/training costs) in case of termination without cause. (b) Introduction of a formal 'Performance Improvement Plan (PIP)' mechanism – where the BC is issued a notice, given specific performance targets, and a minimum 60-day window to demonstrate improvement – before termination is invoked for non-performance. (c) Confirmation that termination compensation is payable in all cases of termination initiated by the Bank (other than fraud), as the BC would have made substantial capital investments based on the expected 3-year contract tenure. The current termination clause, with no compensation and a mere 30-day notice, represents a disproportionate risk for the</p>	Cannot be modified.

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				BC and may deter quality bidders from participating.	

20.06.2026
Malappuram

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General Manager