



KERALA STATE BACKWARD CLASSES DEVELOPMENT CORPORATION LIMITED
(A Government of Kerala Undertaking)
CIN-U75122KL1995SGC008705

Request for Proposal for Selection of System Integrator (SI) For Business Process Re-engineering and Implementation of Core Financial Services Solution (CFSS)

PREBID QUERY RESPONSE - selction of SystemIntegrator for the implementation of CFSS

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
1	11 (Integration)	44	External Integrations	Integration with the following platforms and agencies: NSDL, CIBIL, CERSAI, GST Portal, Partner Banks (via API banking)	We understand that all costs related to the consumption of external/third-party APIs (including but not limited to credit bureaus, GST, banking integrations, etc.) shall be borne by KSBCDC. Request your confirmation on the same.	The cost of statutory/mandatory third-party services (such as credit bureaus, CERSAI, etc.) will be borne by KSBCDC. However, the selected SI shall be responsible for integration, configuration, API development, and any middleware/technical effort required for enabling these integrations. Any additional third-party tools or services proposed by the SI for implementation shall be borne by the SI unless explicitly approved by KSBCDC.
2	35 (Eligibility Criteria)	71	5	The Bidder should have executed at least one project with a minimum project cost of Rs. 5 Crore (Rupees Five Crore only) during the last five years in the area of IT System Integration / Core Financial System / Digital Transformation / Enterprise Application Implementation	We request you to kindly consider implementation experience over the past 7 years for assessing bidder eligibility and evaluation criteria.	The RFP clause remains unchanged and stands as published.
3	Penalties	62	Penalties	1 Uptime >= 99.9% No Penalty 2 99.50% <= Uptime < 99.9 % 0.5 % of total cost of monthly cloud cost + 2% ATS of the specific application monthly Payment 3 99.00% <= Uptime < 99.50 1.0 % of total cost of monthly cloud cost + 5% ATS of the specific application monthly Payment 4 Uptime < 99.00% 2.0 % of total cost of monthly cloud cost + 10% ATS of the specific application monthly	Since the cloud/infrastructure environment is being provisioned and managed by KSBCDC, we request that any penalties associated with cloud infrastructure performance, availability, or related parameters be removed from the scope of the SI.	It is hereby clarified that the uptime SLA and associated penalty clauses specified in the RFP shall be applicable only to the application, services, and components under the scope and control of the System Integrator (SI). Any downtime attributable solely to infrastructure components (including cloud, data center, network, or related services) provisioned and managed by KSBCDC or its designated agencies shall be excluded from SLA and penalty calculations. The mechanism for measurement of uptime and attribution of downtime shall be finalized during the implementation phase in mutual consultation with the selected SI. <i>(Corrigendum will be issued)</i>
4	Annexure – 19	150	13	DC/DR cloud setup related information	Since the cloud/infrastructure environment is being provisioned by KSBCDC, we request you to kindly delete this clause from the RFP.	The clause shall be retained. While the DC/DR cloud/infrastructure environment will be provisioned by KSBCDC or its designated agency, the System Integrator (SI) shall be responsible for defining the detailed infrastructure requirements, architecture, sizing, configuration, and deployment specifications required for the proposed solution. The SI shall also ensure proper integration, performance optimization, security configuration, and successful operation of the solution on the provisioned DC/DR environment.

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
5	BRIEF DESCRIPTION OF IMPLEMENTATION MODEL	33	5	The application OEM or SI will be responsible for hosting the solution	Since the cloud/infrastructure environment is being provisioned by KSBCDC, we request you to kindly delete this clause from the RFP.	Hosting of the solution will be provisioned on cloud/infrastructure environment arranged by KSBCDC. However, the System Integrator (SI) / OEM shall be responsible for deployment, configuration, application management, and overall operational readiness of the solution on the provided infrastructure.
6	10.DATA MIGRATION	42	10.DATA MIGRATION	The SI is responsible for performing the sizing and providing the infrastructure accordingly. The migration strategy will leverage an Extract, Transform, Load (ETL) approach, focusing on integrity, security, and minimal downtime.	We understand that the infrastructure shall be provided by KSBCDC. The System Integrator (SI) shall be responsible for assessing and recommending the appropriate sizing and specifications of the required infrastructure.	Infrastructure required for the project will be provisioned by KSBCDC or its designated agency. However, the System Integrator (SI) shall be responsible for assessing, recommending, and validating the appropriate sizing and specifications of the infrastructure based on solution requirements, data migration needs, and performance considerations as per RFP.
7	14. INFRASTRUCTURE	51	a	The infrastructure provisioned by the State Data Centre (SDC) should adhere to the sizing mentioned by the application OEM for KSBCDC. The application OEM should validate the proposed infrastructure quoted by State Data Centre (SDC) and certify the same as sufficient based on the transaction volume (mentioned in RFP) & LLMS TPS envisaged by KSBCDC for next 6 years. The OS & RDBMS instance proposed shall be the latest version from OEM and supported by proposed applications quoted	As the DC & DR hosting infrastructure is to be provided by KSBCDC, we request confirmation that the Operating System (OS) and RDBMS licenses shall also be provisioned as part of the same DC & DR cloud hosting infrastructure.	The complete responsibility for provisioning, licensing, compliance, installation, configuration, and ongoing maintenance of the Operating System (OS), RDBMS, and any other required software shall rest with the System Integrator (SI). This shall include the application and management of all future patches, updates, upgrades, security fixes, and any new frameworks or components required for the stable, secure, and compliant operation of the proposed solution throughout the contract period.
8	16. Escrow Arrangement	53	16. Escrow Arrangement	The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the selected SI or owner of the software meaning that KSBCDC shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.	Considering that the cost associated with appointing and maintaining an Escrow agent is significantly high, we propose that KSBCDC and the selected bidder may opt for a secure locker arrangement in a nationalized bank for safekeeping of the source code in lieu of a formal Escrow mechanism.	RFP Clause remains unchanged
9	FTR SHEET		FTR SHEET Establishment & Payroll - 153	PF Management Capability to allot PF Number to existitng employees and maintenance of PF accounts, Mapping of PF accounts with Salary of respective staff members for credit of prescribed monthly contribution from salary, Support to credit the amount of interest at prescribed rate to PF accounts (Half-yearly, Quarterly or monthly) depending upon yield earned from investment in securities. The system should handle interest processing, Generation of PF Statement on Half Yearly/ user defined basis. Reconciliation of PF Trust Account with BCDC account (if any), Maintenance of record of nomination/amendment in nomination for PF, Gratuity etc., Marking of lien on PF & Gratuity with reasons thereof. Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting, Support VPF , percentage basis and amount	We request you to kindly confirm whether KSBCDC maintains its own Pension Fund and PF Trust. If so, please clarify whether automation and system support for these modules are required as part of the scope of work.	It is clarified that KSBCDC does not maintain its own PF Trust or Pension Fund, and is currently covered under the EPFO framework. Accordingly, automation and system support for in-house PF Trust or Pension Fund management are not required as part of the current scope of work. However, the proposed system should be capable of integrating with or supporting EPFO-related processes, as applicable.
10	1		General Query	Hardware Sizing	Please share the below details to arrive at the hardware sizing Particulars	Provided in RFP
					Total Number of Users	
					Number of Concurrent Users	
					Number of Product Holdings Per Customer	
					Number of Branches	
					Number of Customers	
					Number of Accounts	

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
11			General Query		Please share Purging policy percentage for volume data at the end of each year	The data purging and archival policy shall be finalized during the implementation phase in consultation with KSBCDC, in accordance with applicable regulatory and operational requirements. The policy shall be subject to change from time to time based on guidelines and directives issued under the Companies Act, RBI, Government of Kerala, and other relevant regulatory authorities. The System Integrator (SI) shall ensure that the proposed solution is configurable to accommodate such changes.
12			General Query		Is DMZ required (if the system is to be accessed over internet) ?	Yes, DMZ shall be considered as part of the solution architecture wherever external/public access is involved. Detailed design will be finalized during implementation.
13			General Query		Is there requirement for any specific database like Oracle, MS SQL and/or PostgreSQL ?	No specific database is mandated. The proposed RDBMS should be industry-standard, supported, scalable, and compatible with the application.
14			General Query		Does "KSBCDC" require DR with 50% or 100% capacity of Production?	DR setup is required as part of the proposed solution. The DR environment shall be provisioned with capacity equivalent to the Production (DC) environment (i.e., 100% of Production capacity) to ensure full business continuity
15			General Query		Does the production environment require high availability (HA)?	Yes, the production environment is expected to have High Availability (HA) to ensure business continuity and minimal downtime.
16			General Query		Is the proposed solution is expected to be hosted on cloud ?	Yes, the solution is expected to be hosted on cloud infrastructure provisioned by KSBCDC or its designated agency.
17			General Query		If the proposed solution expected to be hosted on cloud, does "KSBCDC" has a preferred cloud partner?	The cloud environment / partner (if any) will be as per KSBCDC / Government guidelines and will be communicated to the selected bidder.
18			General Query		Is Integrated Document Management System required for document scanning, uploading and viewing purpose?	Yes, an integrated Document Management System (DMS) is required as part of the solution for document scanning, storage, and retrieval.
19	2		General Query	Environment Requirement	Environments Required Production Pre-Production DR Near DR UAT SIT Reporting Server (Optional) Development (Optional) Training (Optional)	Refer RFP
20			General Query	Existing Application	Existing Applications Used by "KSBCDC" Existing Loan Origination System Existing Loan Management System Existing Loan Collection System Field Inspection App Fixed Asset Management Document Management System Mobile Application for Customers Web Portal for Customers	Refer RFP and FTR
21			General Query	Operations & Collection Mangement	Does the system also excepted to manage the collection process of default loan?	Refer RFP and FTR
22				Mobile Application for Customer	Kindly enlist the features expected from Mobile Application for customer ? Does it only requires the process till lead creation or end to end onboarding journey is expcted ?	Refer RFP and FTR
23				Web Portal for Customers	Kindly enlist the features expected from Web Portal for customer ? Does it only requires the process till lead creation or end to end onboarding journey is expcted ?	Refer RFP and FTR
24				Field Inspection App	Does this App also requires feature speific to assisted onboarding ?	Refer RFP and FTR
25	3		General Query	Existing /Expected Interfaces	Existing /Expected Interfaces Please list all the internal & external systems with whom the proposed solution is expected to be integrated	Refer RFP and FTR

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
26	4	Page No 78	Bidder's capability and experience Criteria 2	3.The proposed core applications/products should at least be implemented in BFSI with loan portfolio size of minimum INR 2,500 Crores. Multiple creds accepted. It's not mandatory to have all applications implemented in same client. - Total 18 Marks LOS - 1.5 Each Marks - 6 Marks Max - LMS - 1.5 Each Marks - 6 Marks Max - Accounting System with GST & Treasury - 1.5 Each Marks - 6 Marks Max	We request bank to relax the below criteria The proposed core applications/products should at least be implemented in BFSI with loan portfolio size of minimum INR 1,000 Crores . Multiple creds accepted. It's not mandatory to have all applications implemented in same client. - Total 18 Marks LOS - 3 Each Marks - 6 Marks Max LMS - 3 Each Marks - 6 Marks Max Accounting System with GST & Treasury - 3 Each Marks - 6 Marks Max	RFP Clause remains unchanged
27	5	Page No 78	Bidder's capability and experience Criteria 4	4.The proposed supporting applications should at least be implemented in BFSI. Multiple creds accepted. It's not mandatory to have all applications implemented in same client. Budgeting & Forecasting- 0.5 Each Marks - 1 Marks Max - Need 2 References DMS - 0.5 Each Marks - 1 Marks Max - Need 2 References HRMS & Payroll - 0.5 Each Marks - 1 Marks Max - Need 2 References Mobile App (customers) - 0.5 Each Marks - 1 Marks Max - Need 2 References Web Portal (Customers)- 0.5 Each Marks - 1 Marks Max - Need 2 References	We request Bank to relax the below point 4.The proposed supporting applications should at least be implemented in BFSI. Multiple creds accepted. It's not mandatory to have all applications implemented in same client. Budgeting & Forecasting- 1 Each Marks - 1 Marks Max DMS - 1 Each Marks - 1 Marks Max - HRMS & Payroll - 1 Each Marks - 2 Marks Max Mobile App (customers) - 1 Each Marks - 2 Marks Max Web Portal (Customers)- 1 Each Marks - 1 Marks Max	RFP Clause remains unchanged
28	6		General Query		We request bank to provide the Bid extension upto 10 working days from the day of actual bid submission	Any change will be communicated through a corrigendum on the e-Tender portal.
29	35.Eligibility Criteria	72	4	The OEM of the proposed LOS, LMS and Accounting System should have minimum CMMI Level 3 or above as on Bid Submission Date.	We request you to kindly add as under: "The OEM of the proposed LOS, LMS and Accounting System should have minimum ISO 9001:2025, ISO 27001:2022, ISO 20000-1:2018 OR CMMI Level 3 or above as on Bid Submission Date"	The eligibility criteria specified in the RFP are based on project requirements and duly approved by the Technical Advisory Committee (TAC). Hence, no changes are proposed.
30	Technical Details	11		BCDCOnline, which is managed in-house by the KSBCDC IT team. In addition to loan-related functions, the system supports modules for Human Resources, Provident Fund, Payroll, and other administrative operations. Several digital interfaces and applications have been built around this system, including loan origination, processing, and management modules, enabling comprehensive handling of the loan lifecycle—from sanction to closure.	Please share high level workflows and modules handled in BCDC Online. Please share expected data size, type of Data(SQL/No-SQL)? Please share the DB type also. (SQL/OracleSQL,Postgres etc)?	Refer RFP and FTR
31	3. Scope of Work	15-17		SI to study AS-IS and implement LLMS (LOS/LMS + Accounting) and supporting solutions; SI is single point of contact	Please confirm if multi-OEM architecture is acceptable (best-of-breed), with SI accountable for end-to-end integration, SLAs, and single invoicing. If yes, specify any preferred/excluded OEMs	The proposed solution may comprise components from multiple OEMs. However, the System Integrator (SI) shall act as the single point of contact and shall be fully responsible for end-to-end solution integration, performance, adherence to SLAs, and overall project delivery. There are no specific preferred or excluded OEMs; however, all proposed products/solutions must comply with the RFP requirements and be industry proven. Further, the SI shall meet all the eligibility criteria as specified in the RFP.

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
32	Core vs Supporting S	16		Core: CRM, LOS, LMS, Accounting; Supporting: HRMS, Budgeting, Field App, DMS, Mobile App, Web Portal, FA.	Confirm system of record expectations: Does Accounting replace Tally as official GL? Any coexistence or parallel run period mandated? Clarify decommissioning approach for legacy	Refer RFP and FTR
33	7. Brief Description of Implementation Model	33		The SI is required to perform the data migration activities and will be responsible for extracting, loading, and transforming the data in the proposed systems/ solutions. The SI must liaise with the KSBCDC IT team for data extraction. Data shall be provided to the SI as extracted from the table, it is the responsibility of the SI to transform and load the data and enable in validation the correctness of the data.	Please confirm who will be handling the testing and UAT to ensure data correctness. The final signoff for Data correctness and UAT shall be with KSBCDC	Refer RFP and FTR
34	9.ii LOS	36		Integrations for financial analysis, bank statements, ITR, etc.	Identify preferred fintech providers for bureau (consumer & commercial), bank-statement analysis, GST pulls, CKYC/eKYC, e-sign/e-stamp, e-NACH. Clarify if SI must onboard new providers or only integrate existing ones.	The integrations mentioned (credit bureau, bank statement analysis, GST, CKYC/eKYC, e-sign/e-stamp, e-NACH, etc.) are indicative. KSBCDC may have existing integrations with certain service providers, details of which shall be shared with the selected bidder. The SI shall be responsible for integrating with existing systems and, if required, onboarding new service providers in consultation with KSBCDC. All costs related to third-party services/API consumption shall be as per the RFP terms.
35	9.vi Customer Mobile	38-39		Android/iOS; secure login (MFA/OTP); loan mgmt, repayments, statements; service SRs; chat/AI bot; notifications; offline; analytics; audit trails.	Confirm ownership of App Store/Play Store publisher accounts (KSBCDC vs SI), OTP/notification providers, languages (Malayalam/English/Hindi), root/jailbreak checks, and SDK policies (analytics/CRMs).	The mobile application shall be published under KSBCDC's official App Store / Play Store accounts. The SI shall assist in deployment and compliance requirements. OTP/notification service providers may be existing or finalized during implementation in consultation with KSBCDC. The application shall support multilingual functionality including Malayalam and English (Hindi may be considered if required). Security features such as root/jailbreak detection shall be incorporated. Use of third-party SDKs (analytics/CRM, etc.) shall comply with KSBCDC policies and require prior approval.
36	Applications in scope to be retained/ replaced	16-18, 57		The solutions required by KSBCDC are classified into Core Solutions and Supporting Solution. Core Applications: CRM, LOS, LMS, Accounting System with GST & Treasury · Supporting Applications: Budgeting and Forecasting, Document Management System, Field Inspection App/ Mobile application for field agent users, Fixed Asset Management, HRMS & Payroll, Mobile Application (customers), Web Portal (customers)	Are CRM, LOS, LMS and Accounting/ Treasury the base of applications to be assessed and replaced, and if the other apps mentioned are only for customizations.	Refer RFP and FTR
37	Data Migration Requirements	41-43		Source Mapping: KSBCDC will undertake the responsibility of source mapping. This includes identifying all relevant data sources, defining data extraction methods, and ensuring that data is prepared for transformation according to the defined business rules and data standards. Destination Mapping: The SI is required to handle destination mapping, which involves defining the schema in the target system, mapping the transformed data to the destination database, and optimizing the data model for performance and scalability.	What is the expected data cleansing responsibility split between KSBCDC and SI?	As per the RFP, KSBCDC shall be responsible for source mapping and providing data as extracted from existing systems. The System Integrator (SI) shall be responsible for data transformation, cleansing, validation, and migration to the target system. Any data issues identified during the process shall be addressed in coordination with KSBCDC. Refer RFP

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
38	REGULATORY COMPLIANCE, SECURITY, AND SYSTEM MAINTENANCE	50		The SI must fix any vulnerabilities/ bugs/issues in the platform at no additional cost during the entire contract tenure. These vulnerabilities/ bugs/issues can be detected by KSBCDC or can be a finding of any internal or external audit conducted by KSBCDC or its auditors periodically during the contract period	Are there any mandated security tools (SIEM, IAM, DLP) at SDC that SI must integrate with? Is VAPT required to be performed by an external CERT-In-empaneled auditor, as part of RFP scope?	The solution shall integrate with security tools (such as SIEM, IAM, DLP, etc.) available at the State Data Centre (SDC), if applicable. The detailed security architecture and integration requirements shall be finalized during the design phase in consultation with KSBCDC. Periodic security assessments, including VAPT, shall be carried out as per prevailing Government guidelines, and may require engagement of CERT-In empaneled auditors as applicable.
39	FTRCFSS.xls	Application Processing-S.no-26		Document upload should be validated for correctness and relevance to avoid dummy documents. Example: If a photo is expected, it should be a photo. If PAN card is uploaded, it should be ensured that it is a PAN card and it is clear.	Is OCR capability also expected in the data capture part.	Refer RFP and FTR
40	FTRCFSS.xls	Application Processing			If OEM doesn't have the required functionality as base, can cost based Change request/APIs be implemented.	Refer RFP and FTR
41	FTRCFSS.xls	Mobile banking		Loan restructuring requests	Customer requests shall be catered via API mode or by batch mode/manually.	Refer RFP and FTR
42	FTRCFSS.xls	CRM		Inbound Call Tracking	Confirm whether KSBCDC requires a contact centre console (CTI integration, click-to-call, call wrap codes) and 360° customer view combining loan, collections, service tickets, and campaign history. If yes, share current telephony stack and ticketing tool, if any.	Refer RFP and FTR
43	SCHEDULE OF EVENTS FOR SUBMISSION OF BIDS	7		Successful bidder has to produce Bank Guarantee equivalent to 10% of the agreed Contract value within thirty days of award of work	Bidder requests the following modification: Successful bidder has to produce Bank Guarantee equivalent to 5% 10% of the agreed Contract value within thirty days of award of work	RFP Clause remains unchanged
44	20. CONTRACT PERIOD	54		a. The contract period may be extended at the sole discretion of the Corporation, under the same team composition, commercial terms, and conditions, provided that the performance and services of the SI are found satisfactory.	Bidder requests the following modification: a. The contract period may be extended on mutually agreed terms and conditions at the sole discretion of the Corporation, under the same team composition, commercial terms, and conditions, provided that the performance and services of the SI are found satisfactory.	RFP Clause remains unchanged

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
45	21. IMPLEMENTATION SCHEDULE	55		Assumptions: The project will commence from the day the SI signs the contract within 14 days of issuance of work order and mobilize resources for the project within 21 days of issuance of work order. Once the official kickoff is performed by the SI the implementation phase will commence. SI to strictly adhere to the phase bound timeline and monitor the penalty clauses. The SI must strictly adhere to the implementation schedule, as specified in the contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the SI will enable KSBCDC to resort to any or all of the following provided that the SI is first given a 30 days' cure period to remedy the breach/ delay: a. Termination of the Contract and claim liquidated damages and any pending work shall be got executed by another agency at the risk and cost of the successful bidder. b. Forfeiting of Security Deposit/Performance Bank Guarantee c. This is without prejudice to the right of KSBCDC to charge penalty and/ or Liquidated Damages as per the RFP/ contract without giving any cure period if KSBCDC	Bidder requests the following modification: Assumptions: The project will commence from the day the SI signs the contract within 30 14 days of issuance of work order and mobilize resources for the project within 30 21 days of issuance of work order. Once the official kickoff is performed by the SI the implementation phase will commence. SI to strictly adhere to the phase bound timeline and monitor the penalty clauses. The SI must strictly adhere to the implementation schedule, as specified in the contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the SI will enable KSBCDC to resort to any or all of the following provided that the SI is first given a 30 days' cure period to remedy the breach/ delay: a. Termination of the Contract and claim liquidated damages and any pending work shall be got executed by another agency at the risk and cost of the successful bidder. b. Forfeiting of Security Deposit/Performance Bank Guarantee c. This is without prejudice to the right of KSBCDC to charge penalty and/ or Liquidated Damages as per the RFP/ contract without giving any cure period if KSBCDC intends not to take both or either of the above two steps in case of a particular delay	RFP Clause remains unchanged
46	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	61		The SI and KSBCDC should execute Contract with KSBCDC, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by KSBCDC. Non-disclosure Agreement. The SI should execute the contract/SLA, NDA, and submit PBG within 21 (twenty one) days from the date of KSBCDC issues Letter of Award to Bidder. Signing of Contract, NDA and submission of PBG has to be completed within 21 Days shall lead to revocation of letter and forfeiture of EMD	Bidder requests the following modification: The SI and KSBCDC should execute Contract with KSBCDC, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by KSBCDC. Non-disclosure Agreement. The SI should execute the contract/SLA, NDA, and submit PBG within 30 21 (thirty twenty one) days from the date of KSBCDC issues Letter of Award to Bidder. Signing of Contract, NDA and submission of PBG has to be completed within 30 21 Days shall lead to revocation of letter and forfeiture of EMD	RFP Clause remains unchanged
47	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	61		Project Commencement - The successful Bidder shall mobilize resources to the Project Management Office of KSBCDC within 21 Days from the date of KSBCDC issues Letter of Award to SI to kickoff the project. Failure of which INR 1,00,000/- will be charged per week of delay from the Bidder to a maximum capping of EMD amount which will be forfeited and the LOA will be withdrawn without notice.	Bidder requests the following modification: Project Commencement - The successful Bidder shall mobilize resources to the Project Management Office of KSBCDC within 30 21 Days from the date of KSBCDC issues Letter of Award to SI to kickoff the project. Failure of which INR 50,000/- 1,00,000/- will be charged per week of delay from the Bidder to a maximum capping of EMD amount which will be forfeited and the LOA will be withdrawn without notice.	RFP Clause remains unchanged
48	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	61		Commencement of Implementation Phase(s) Milestones(s) - Implementation schedule has been given in the RFP document. SI to adhere to that plan. Any delay in commencing the key activities for which SI is only responsible will attract penalties of INR 1,00,000 per week of Delay which will be adjusted from the payment milestone for those activities. No explanation will be entertained from SI if there is any delay for execution. If the subsequent milestone is achieved with in time, penalty recovered will be refunded.	Bidder requests the following modification: Commencement of Implementation Phase(s) Milestones(s) - Implementation schedule has been given in the RFP document. SI to adhere to that plan. Any delay in commencing the key activities for which SI is only responsible will attract penalties of INR 50,000/- 1,00,000 per week of Delay which will be adjusted from the payment milestone for those activities. No explanation will be entertained from SI if there is any delay for execution. If the subsequent milestone is achieved with in time, penalty recovered will be refunded	RFP Clause remains unchanged

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
49	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	62		Failure to meet Implementation Phase(s) Milestone(s) - If the SI fails to achieve implementation milestones which is in line with the payment milestone defined in the RFP, a penalty of 5% will be deducted from the missed milestone's for each week of delay, subject to a maximum penalty of 20% of the Total Contract Value amount. In case there is delay of more than 2 months for an implementation milestone then KSBCDC has right to review the contract for additional penalties / termination or execute exit management.	Bidder requests the following modification: Failure to meet Implementation Phase(s) Milestone(s) - If the SI fails to achieve implementation milestones which is in line with the payment milestone defined in the RFP, a penalty of 5% will be deducted from the missed milestone's for each week of delay, subject to a maximum penalty of 10% 20% of the Total Contract Value amount. In case there is delay of more than 2 months for an implementation milestone then KSBCDC has right to review the contract for additional penalties / termination or execute exit management.	RFP Clause remains unchanged
50	SERVICE LEVEL EXPECTATIONS AND PENALTY	62		99.50% <= Uptime < 99.9 %	Bidder requests the following clarification: Uptime is also dependent on infra controlled by Govt. Please confirm that downtime due to infra/network/DB is excluded from penalties	It is hereby clarified that the uptime SLA and associated penalty clauses specified in the RFP shall be applicable only to the application, services, and components under the scope and control of the System Integrator (SI). Any downtime attributable solely to infrastructure components (including cloud, data center, network, or related services) provisioned and managed by KSBCDC or its designated agencies shall be excluded from SLA and penalty calculations. The mechanism for measurement of uptime and attribution of downtime shall be finalized during the implementation phase in mutual consultation with the selected SI. (Corrigendum will be issued)
51	31. TENDER DOCUMENT FEES & EARNEST MONEY DEPOSIT (EMD)	69		The proposed EMD amount can be furnished in the form of: Direct remittance to KSBCDC as mentioned in e-tendering portal by NEFT/RTGS/IMPS.	Bidder requests that EMD in the form of Bank Guarantee shall also be accepted	RFP Clause remains unchanged
52	32. PERFORMANCE B	70		d) The Performance Bank Guarantee (PBG) should be valid for a period of 81 months (75 months of contract duration and 6 months of claim period) from the date of issue of PBG. The PBG will have to be renewed/ resubmitted with fresh validity and claim period in case of extension of the contract.	The bidder requests the following modification: d) The Performance Bank Guarantee (PBG) should be valid for a period of 78 81 months (75 months of contract duration and 3 6 months of claim period) from the date of issue of PBG. The PBG will have to be renewed/ resubmitted with fresh validity and claim period in case of extension of the contract.	RFP Clause remains unchanged
53	48.3 Termination for Convenience	87			Bidder requests that this clause be deleted	RFP Clause remains unchanged
54	48. TERMINATION	87		Contract to the extent not terminated when the value of the liquidated damages exceeds 10% of the contract value.	Bidder requests the following modification: Contract to the extent not terminated when the value of the liquidated damages exceeds 5% 10% of the contract value.	RFP Clause remains unchanged
55	49. EXIT MANAGEMENT	88		KSBCDC may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.	Bidder requests the following modification: KSBCDC may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.	RFP Clause remains unchanged
56	55. SUBCONTRACTING	92		The SI shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the SI under the contract without the prior written consent of KSBCDC.	Bidder requests clarification that which activities can be sub contracted	RFP Clause remains unchanged
57	Annexure – 3 FORM	122		Annexure – 3 FORMAT OF POWER-OF-ATTORNEY	Bidder requests the following modification: Please accept Power of Attorney in the bidder's own format	RFP-prescribed format shall be used, TAC-approved.
58	Annexure – 7 PERFO	126			Bidder requests addition of the following clause: Bank's liability shall stand automatically discharged unless a claim in writing is lodged with the Bank within the period stated in the BG including the extended period. The BG will automatically be deemed to expire on the date of expiry of the BG as mentioned in the agreement even if the physical copy has not been returned to us.	RFP Clause remains unchanged

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
59	Annexure – 17 TURNOVER, NET PROFIT AND NET WORTH CERTIFICATE	147		Signature of statutory auditor/ Cost auditor	Bidder requests the following modification: Signature of statutory auditor/ Cost auditor/ Chartered Accountant/ Company Secretary	May Be Approved (Corrigendum will be issued)
60	General	NA		Absence of Financial Bid Format	Bidder requests the following: Financial Bid Format in which the prices have to be quoted by the bidder is not provided in the RFP. Please provide.	The Financial Bid Format will be available on the e-tender portal during submission. Bidders may refer to the uploaded BOQ document for quoting prices
61	16. Escrow Arrangement	53		The escrow will be released to KSBCDC in the event of the Contract being terminated for either default or Insolvency of the SI or should be SI cease or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be affected by the agent within 15 days of receipt of written demand from the KSBCDC, therefore.	Bidder requests to delete this clause.	RFP Clause remains unchanged
62	16. Escrow Arrangement	53		The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the selected SI or owner of the software meaning that KSBCDC shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.	Bidder requests to delete this clause.	RFP Clause remains unchanged
63	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	61		The SI's project personnel shall be deputed at the above location. However, if the SI elects to deploy any resources at locations other than the KSBCDC Head Office, no additional cost shall be payable during the entire contract period.	Bidder requests the following modification: - Being a fixed price assignment, KSBCDC should define key roles that would be required onsite, rest required manpower deployment should be at the discretion of the bidder (onsite/remote) as delivery is already proposed to be governed under stringent SLAs.	RFP Clause remains unchanged
64	24. SERVICE LEVEL EXPECTATIONS AND PENALTY	61		However, if the SI elects to deploy any resources at locations other than the KSBCDC Head Office, no additional cost shall be payable during the entire contract period.	As we understand this is milestone based fixed price bid, thus the mentioned statement does not hold any significance as payouts are based on milestones and service levels. Request you to remove this.	RFP Clause remains unchanged
65	SERVICE LEVEL EXPECTATIONS AND PENALTY	62		Post Go live: up-time availability	The bidder requests the following modification: The SLAs are highly stringent, request below modifications. Uptime >= 99.5% - No penalty 99.50% <= Uptime < 99% - 0.25 % of total cost of monthly cloud cost + 1.0 % ATS of the specific application monthly Payment 99% <= Uptime < 98 - 0.5 % of total cost of monthly cloud cost + 2.5% ATS of the specific application monthly Payment p time < 98% - 1.0 % of total cost of monthly cloud cost + 5% ATS of the specific application monthly Payment	Revised SLA & Penalty Clause (Uptime) Uptime ≥ 99.9% No Penalty 99.50% ≤ Uptime < 99.9% 2% of ATS of the specific application monthly payment 99.00% ≤ Uptime < 99.50% 5% of ATS of the specific application monthly payment Uptime < 99.00% 10% of ATS of the specific application monthly payment Additional Condition: The above uptime and penalty shall be applicable only for application/services under the scope and control of the System Integrator (SI). Any downtime attributable to cloud infrastructure, data center, network, or any components managed by KSBCDC or third-party agencies shall be excluded from uptime calculation and penalty applicability (Corrigendum will be issued)
66	SERVICE LEVEL EXPECTATIONS AND PENALTY	62		The percentage uptime is calculated on monthly basis as follows: (Total contracted hours in a month – downtime hours within contracted hours)/ (Total contracted hours in a month) *100	This should also consider any factors beyond the control of SI. Quantum of such downtime should not be included for calculating penalties. SI will provide necessary justifications for the same with SLA resport.	Downtime beyond SI control will be excluded from penalties; SI to submit SLA justification.

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
67	40.10 Commercial Bid Evaluation	80		The cost allocated for Phase 1 System Study activities in the BOQ shall not exceed 5% of the Total Project Cost. The bidder shall ensure compliance with this requirement in the commercial proposal. Any bid exceeding this cap may be treated as non-responsive.	The phase one is highly critical and include huge deligence and documentation. Cost allocation should be at-least 20% of the total Project Value.	RFP Clause remains unchanged
68	SERVICE LEVEL EXPECTATIONS AND PENALTY	63		Database Response Assessment	Bidder requests following modification: For each 0.25% drop in the service level during business hours, penalty would be @0.25% (One Percent) of the monthly ATS cost.	RFP Clause remains unchanged
69	SERVICE LEVEL EXPECTATIONS AND PENALTY	63		Application response time	Bidder requests following modification: For each 0.25% drop in the service level during business hours, penalty would be @0.25% (One Percent) of the monthly ATS cost.	RFP Clause remains unchanged
70	SERVICE LEVEL EXPECTATIONS AND PENALTY	63		Page Transitio n	Bidder requests following modification: For each 0.25% drop in the service level during business hours, penalty would be @0.25% (One Percent) of the monthly ATS cost.	RFP Clause remains unchanged
71	SERVICE LEVEL EXPECTATIONS AND PENALTY	64		Response/ resolution time for technical problem in Application & infrastructure: Critical	Bidder requests following modification: Incident Management: Critical Incidents to be addressed within 15 minutes of the occurrence of the issue and a workaround is to be provided within 30 minutes 3 hr to mitigate the issue. Resolution for the issue is to be provided within 24 hours (maximum 1 day) of the occurrence of the issue. • Penalty for Core Applications: The SI will be liable to pay a penalty of Rs. 105,000/- per day for the delay in providing permanent solution beyond the resolution time of 1(one) day. • Penalty for Supporting Applications: The SI will be liable to pay a penalty of Rs. 2500/- per day for the delay in providing permanent solution beyond the resolution time of 1(one) day.	RFP Clause remains unchanged
72	SERVICE LEVEL EXPECTATIONS AND PENALTY	65		Response/ resolution time for technical problem in Application & infrastructure: Key	• Incident Management: Key Incidents to be acknowledge within 30 minutes of the occurrence of the issue and a workaround is to be provided within 6 hours to mitigate the issue. Resolution for the issue is to be provided between 24 to 48 hours (maximum 2 days) of the occurrence of the issue. • Penalty for Core Applications: The SI will be liable to pay a penalty of Rs.-7,2500/- per day for the delay in providing permanent solution beyond the resolution time of 2(two) days. • Penalty for Supporting Applications: The SI will be liable to pay a penalty of Rs.-42000/- per day for the delay in providing permanent solution beyond the resolution time of 2(two) days.	RFP Clause remains unchanged
73	SERVICE LEVEL EXPECTATIONS AND PENALTY	66		Response/ resolution time for technical problem in Application & infrastructure: Key	Incident Management: Significant Incidents to be acknowledge within 45 minutes of the occurrence of the issue and a workaround is to be provided within 2 days to mitigate the issue. Resolution for the issue is to be provided within 4 days of the occurrence of the issue. • Penalty for Core Applications: The SI will be liable to pay a penalty of Rs. 5,2500/- per day for the delay in providing permanent solution beyond the resolution time of 4(four) days. • Penalty for Supporting Applications: The SI will be liable to pay a penalty of Rs. 32000/- per day for the delay in providing permanent solution beyond the resolution time of 4(four) days.	RFP Clause remains unchanged

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
74	C. EXPERIENCE AND SERVICE CAPABILITY	72		The Bidder should have prior experience in Business Process Re-engineering and Digital Transformation Implementation of Loan Life Cycle Management System (LOS, LMS & Accounting System) in at least one (1) BFSI with loan portfolio size of minimum INR 2,500 Crores of the client.	Requesting following modification: The Bidder should have prior experience in Business Process Re-engineering and Digital Transformation Implementation of Loan Life Cycle Management System (LOS, LMS & Accounting System) in at least one (1) BFSI or Non banking Financial / Government Organization with loan portfolio size of minimum INR 2,500 500 Crores of the client	RFP Clause remains unchanged
75	C. EXPERIENCE AND SERVICE CAPABILITY	73		All the proposed core applications/products should be implemented in at least one (1) BFSI with loan portfolio size of minimum INR 2,500 Crores. 1. LOS 2. LMS 3. Accounting System with GST	Requesting following modification: All the proposed core applications/products should be implemented in at least one (1) BFSI or Non banking Financial /Government Organization with loan portfolio size of minimum INR-2,500 500 Crores. 1. LOS 2. LMS 3. Accounting System with GST	RFP Clause remains unchanged
76	C. EXPERIENCE AND SERVICE CAPABILITY	73		All the proposed supporting applications/ products should at least be implemented in at least one (1) BFSI. 1. Budgeting and Forecasting 2. Document Management System 3. Field Inspection App/ Mobile application for field agent users 4. Fixed Asset Management 5. HRMS & Payroll 6. Mobile Application (customers) 7. Web Portal (customers)	Requesting following modification: All the proposed supporting applications/ products should at least be implemented in at least one (1) BFSI or Non banking Financial/Government Organization. 1. Budgeting and Forecasting 2. Document Management System 3. Field Inspection App/ Mobile application for field agent users 4. Fixed Asset Management 5. HRMS & Payroll 6. Mobile Application (customers) 7. Web Portal (customers)	RFP Clause remains unchanged
77	40.9 Detailed Technical Evaluation Parameters:	78		Criteria 2	Requesting following modification: The proposed core applications/products should at least be implemented in BFSI or Non banking Financial/Government Organization.with loan portfolio size of minimum INR 2,500-500 Crores.	RFP Clause remains unchanged
78	40.9 Detailed Technical Evaluation Parameters:	78		Criteria 3	Requesting following modification: The proposed supporting applications should at least be implemented in BFSI or Non banking Financial/Government Organization. Multiple creds accepted.	RFP Clause remains unchanged
79	40.11 Evaluation Mechanism Final Evaluation – Weighted Techno-Commercial Evaluation	81		Quality cum Cost Based System (QCBS) of evaluation 60:40 (60 points for technical bid and 40 points for commercial bid)	Please consider changing to 70:30	RFP Clause remains unchanged
80	Page#71, A. GENERAL Item #6			The Bidder should have at least 100 technical (Information Technology) personnel on its payroll.	This requirement should be increased to 300, as most OEMs/vendors currently have their resources actively deployed in ongoing projects, leaving only a minimal bench strength. Therefore, a resource base exceeding 300 would indicate that the vendor/OEM is a larger and more capable organization	RFP Clause remains unchanged
81	Page#72, B. FINANCIAL Item #1			The Bidder should have an annual turnover of Rs. 20 Crore or more (Rupees One Hundred Crore) in the last three financial years (2022-2023, 2023-2024 and 2024-2025).	Please consider the Turn Over Criteria to 100 Crores s	RFP Clause remains unchanged
82	Page#76, 40.2 SELECTION AND EVALUATION PROCESS			Round 3 : Commercial Marks will be given. Final T1-L1 marks will be given as per QCBS. Technical weightage 60%. Commercial Weightag 40%.	There will be a Quality dilution risk, with lower technical weightage, vendors with comparatively weaker technical capabilities can still win by quoting lower prices. This may impact solution robustness, scalability, and long-term performance. Hence, please consider the Industry Standard as 70% Technical weightage and 30% Commercial.	RFP Clause remains unchanged

Sr. No.	Section Number	Page Number	Point Number	RFP - Original Clause	Query	KSBCDC Response
83	Page#73, Item#3 C. EXPERIENCE AND SERVICE CAPABILITY			All the proposed core applications/products should be implemented in at least one (1) BFSI with loan portfolio size of minimum INR 2,500 Crores. 1. LOS 2. LMS 3. Accounting System with GST	Please consider experience in any one of the items : (LOS/LMS/Accounting Software) is sufficient. We request that at least one of these items be considered within a BFSI portfolio of minimum INR 2,500. Additionally, experience in implementing the other two items within any BFSI portfolio should be included as an add-on criterion, without any minimum cap.	RFP Clause remains unchanged
84	Page#73, Item#4 C. EXPERIENCE AND SERVICE CAPABILITY			All the proposed supporting applications/products should at least be implemented in at least one (1) BFSI. 1. Budgeting and Forecasting 2. Document Management System 3. Field Inspection App/ Mobile application for field agent users 4. Fixed Asset Management 5. HRMS & Payroll 6. Mobile Application (customers) 7. Web Portal (customers)	Please consider experience in any 4 out of 7 of the items	RFP Clause remains unchanged
85	Page#73, Item#5 C. EXPERIENCE AND SERVICE CAPABILITY			The Bidder should have executed at least one project with a minimum project cost of Rs. 5 Crore (Rupees Five Crore only) during the last five years in the area of IT System Integration / Core Financial System / Digital Transformation / Enterprise Application Implementation	Please modify the criteria as : " Bidder should have executed OR Under Implementation at least one project (of Rs. 5 Cr.) during the last five years in the area of IT System Integration / any large scale solution / Core Financial System / Digital Transformation / Enterprise Application Implementation"	RFP Clause remains unchanged
86	Page#73, Item#5 C. EXPERIENCE AND SERVICE CAPABILITY			---- do----	Please add as add-one criteria of Implementing or under implementation experience of similar solution in any one of the Kerala State owned/Sponsored/Undertaking Financial Institutions during the last 3 years/5 years	RFP Clause remains unchanged

Sajith G
General Manager (HRM & Admin)