



**Corrigendum: RFP For “End – to – End Solution” For Merchant Acquiring Business Through Internet Payment Gateway (IPG) On “Revenue Sharing Basis”**

**Corrigendum**

| Sr No. | Page | Clause No.        | RFP Clause  | Amendments/Information/Clarification  |
|--------|------|-------------------|---|---|
| 1      | 70   | Annex 2: Point 29 | <p>The bidder is required to place 1 (One) Relationship/Project Manager and 1 (One) Technical Manager at Bank’s Corporate Office, New Delhi, as per requirement of the Bank, without any extra cost to the Bank. They should have relevant qualifications &amp; experience of handling large projects, preferably related to Merchant Acquiring Business through IPG. Further, The Bidder is required to set up service centres (with proper physical set-up, contact details with complete address, list of personnel deployed as to look after pre-on board services as well to look after sales service, and attend the complaints of the merchants) at stations where PNB is having Zonal offices, without any extra cost to the Bank. (List of present Zonal offices [24] &amp; Circle offices [161] is attached at Appendix-F). The Bidder is required to place 1 (one) Relationship Manager at each Zonal Office, at no extra cost to the Bank.</p> <p>List of present Zonal offices (24) is as below:</p> | <p>The said requirement wherever mentioned will be read as followed:</p> <p>The bidder is required to place 1 (One) Project Manager and 1 (One) Technical Manager at Bank’s Corporate Office, Gurugram, as per requirement of the Bank, without any extra cost to the Bank. They should have relevant qualifications &amp; experience of handling large projects, preferably related to Merchant Acquiring Business through IPG. Further, The Bidder is required to set up service centres (with proper physical set-up, contact details with complete address, list of personnel deployed as to look after pre-on board services as well to look after sales service, and attend the complaints of the merchants) at stations where PNB is having Zonal offices, without any extra cost to the Bank. (List of present Zonal offices [24] &amp; Circle offices [161] is attached at Appendix-F). The Bidder is required to place 1 (one) Relationship Manager/Sales Representative/Project Manager at each Zonal Office, at no extra cost to the Bank. They should have relevant qualifications &amp; experience of handling large projects, preferably</p> |

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|   |    |             | <p>1. Agra 2. Ahmedabad 3. Amritsar 4. Bhopal 5. Bhubaneshwar 6. Chandigarh 7. Chennai 8. Dehradun 9. Delhi 10. Durgapur 11. Gurugram 12. Guwahati 13. Hyderabad 14. Jaipur 15. Jodhpur 16. Kolkata 17. Lucknow 18. Ludhiana 19. Meerut 20. Mumbai 21. Patna 22. Raipur 23. Shimla 24. Varanasi</p> <p>In addition to this, the bidder is required to set up service centres at those locations where number of Merchants is more than 50. If there is an addition of Circle Office/Zonal Office by the Bank in future, the Bidder has to set up Service Centre/depute Relationship Manager there also, at no extra cost to Bank. Bidder should have dedicated Call centre, preferably at Delhi NCR alongwith DC-DR Setup at different locations.</p> | <p>related to Merchant Acquiring Business through IPG.</p> <p>List of present Zonal offices (24) is as below:<br/>1. Agra 2. Ahmedabad 3. Amritsar 4. Bhopal 5. Bhubaneshwar 6. Chandigarh 7. Chennai 8. Dehradun 9. Delhi 10. Durgapur 11. Gurugram 12. Guwahati 13. Hyderabad 14. Jaipur 15. Jodhpur 16. Kolkata 17. Lucknow 18. Ludhiana 19. Meerut 20. Mumbai 21. Patna 22. Raipur 23. Shimla 24. Varanasi</p> <p>In addition to this, the bidder is required to set up service centres at those locations where number of Merchants is more than 50. If there is an addition of Circle Office/Zonal Office by the Bank in future, the Bidder has to set up Service Centre/depute Relationship Manager there also, at no extra cost to Bank. Bidder should have dedicated Call centre, preferably at Delhi NCR alongwith DC-DR Setup at different locations.</p> |
| 2 | 18 | Clause 5.37 | <p>Bidder must have 1 dedicated Project Manager &amp; 1 dedicated Technical Manager mapped with each Zone of the bank. Currently, our bank has 24 Zones. These dedicated officials will be responsible for and will cover 57 Customer Acquisition Centers alongwith 161 Circle Office of PNB for IPG.</p>   | <p>The said requirement wherever mentioned will be read as followed:</p> <p>Bidder must have 1 dedicated Project Manager/Relationship manager/Sales representative mapped with each Zone of the bank. Currently, our bank has 24 Zones. These dedicated officials will be responsible for and will cover 57 Customer Acquisition Centers alongwith 161 Circle Office of PNB for IPG.</p>   |
| 3 | 25 | Clause 5.81 | <p>Bidder needs to have an escrow arrangement with the bank for the software solution being provided.</p>   | <p>The said Clause stands deleted</p>  |

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| 4 | 69 | Annex<br>2: Point<br>20 | Bidder should have direct arrangement for Internet Banking Integration with at least 45 banks with all Major PSU Banks to be activated within a TAT of 6 working days.   | The said clause wherever applicable will be read as follows:<br><br>Bidder should have arrangement for Internet Banking Integration with at least 45 banks with all Major PSU Banks to be activated within a TAT of 10 working days.   |
| 5 | 12 | Clause<br>5.11          | The Bidder should have direct arrangement for Internet Banking/Mobile Banking integration with at least 45 banks. With all major Public sector banks to be activated within a TAT of 6 working days. In case the bidder fails to meet the said TAT, a penalty may be levied on the Selected Bidder to extent of actual loss to the bank or 1% of the next month billing amount where the delay is attributable to the bidder and will be at bank's discretion. | The said clause wherever applicable will be read as follows:<br><br>The Bidder should have arrangement for Internet Banking Integration with at least 45 banks with all Major PSU Banks to be activated within a TAT of 10 working days. In case the bidder fails to meet the said TAT, a penalty may be levied on the Selected Bidder to extent of actual loss to the bank or 1% of the next month billing amount where the delay is attributable to the bidder and will be at bank's discretion. |
| 6 | 24 | Clause<br>5.64          | Bidder will be responsible for first level of customer service and provide 24 X 7 X 365 operational services and helpdesk  | The said clause wherever applicable will be read as follows:<br><br>Bidder will be responsible for first level of customer service and provide helpdesk for operational services from 7:00 AM to 11:00 PM including Holidays.  |
| 7 | 86 | Annex<br>9: Point<br>15 | Bidder will be responsible for first level of customer service and provide 24 X 7 X 365 operational services and helpdesk  | The said clause wherever applicable will be read as follows:<br><br>Bidder will be responsible for first level of customer service and provide helpdesk for operational services from 7:00 AM to 11:00 PM including Holidays.  |

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| 8  | 71            | Annex<br>2: Point<br>35 | Bidder will be responsible for first level of customer service and provide 24 X 7 X 365 operational services and helpdesk   | The said clause wherever applicable will be read as follows:<br><br>Bidder will be responsible for first level of customer service and provide helpdesk for operational services from 7:00 AM to 11:00 PM including Holidays.   |
| 9  | 97            | Annex<br>- 14           | Please submit your quote inclusive of taxes, if any.  | The Commercial quotes are to be submitted exclusive of taxes.   |
| 10 | 41            | Clause<br>11.2 a)       | The Revenue Share quoted by the Bidder for IPG in the Commercial Bid will be inclusive of charges for all related activities such as installation, maintenance & management of IPG, reconciliation, addressing of charge back & holdover, replenishment of consumables etc. | The said clause wherever applicable will be read as follows:<br><br>The Revenue Share quoted by the Bidder for IPG in the Commercial Bid will be inclusive of charges for all related activities such as installation, maintenance & management of IPG, reconciliation, addressing of charge back & holdover etc.   |
| 11 | New<br>Clause | New<br>Clause           | Requirement Raised by Bidders for Information: Current Business Volumes & Expected Projections  | Currently, Bank's average Annual Transaction Volume is approx. Rs 700 Crores (CC, DC & NB Included). The Contract Period for the said RFP is coined as 5 years, wherein Bank has set target to reach a minimum Transaction Volume of approx. Rs 6000 Crores within the contract period.<br><br>The Current Average Transaction Ticket Size is Rs 5300/- approx. |
| 12 | 15            | Clause<br>5.19 n)       | Certification of acquiring host by Schemes such as MasterCard, Visa, Rupay, AMEX, other schemes etc. Bank will assist but at no cost to the Bank & it will be borne by the Bidder.  | The said clause wherever applicable will be read as follows:<br><br>BIN Cost will be borne by the Bank , whereas all Certification of acquiring host by Schemes such as MasterCard, Visa, Rupay, AMEX, other schemes  |

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|    |    |                  |  | etc.will be borne by the Bidder. Bank will assist but at no cost to the Bank.   |
| 13 | 25 | Clause 5.74 h)   | Policy for Credit Evaluation of merchants and credit against card receivables  | The said Clause stands deleted  |
| 14 | 45 | Clause 11.12 ii) | The price and other terms and conditions as agreed between the bidder and the Bank shall be valid for a period of three years from the date of signing the contract with the Bank having the right to extend it at the same terms and conditions and price further for at least 1 year with termination clause until completion of Services to be performed under this Agreement or unless terminated as set forth herein. | The said clause wherever applicable will be read as follows:<br><br>The price and other terms and conditions as agreed between the bidder and the Bank shall be valid for a period of Five (5) years from the date of signing the contract with the Bank having the right to extend it at the same terms and conditions and price further for at least 1 year with termination clause until completion of Services to be performed under this Agreement or unless terminated as set forth herein. |
| 15 | 23 | Clause 5.47      | The solution should have real time Fraud Risk Management Monitoring Solution deployed at bidder's end. The following capabilities shall be available as part of Risk and Fraud Management.   | The said clause wherever applicable will be read as follows:<br><br>The solution should have Real time/near Real Time Fraud Risk Management Monitoring Solution deployed at bidder's end. The following capabilities shall be available as part of Risk and Fraud Management.   |
| 16 | 27 | Point 2 & 3      | Experience Certificate signed by the Official, not below the rank of General Manager/Divisional Head of the related Bank on Bank's letter head.  | Experience Certificate signed by the Official, equivalent to the rank of Chief Manager or above of the related Bank on Bank's letter head with his/her Name, Designation, Contact Details clearly mentioned.  |
| 17 | 69 | Point 22         | Bidder should have necessary infrastructure to connect with various market aggregators to enhance business.  | The said clause wherever applicable will be read as follows:<br><br>Bidder should have necessary infrastructure to  |

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|    |    |                   |   | connect with various market aggregators to enhance business as well as the Selected Bidder has to integrate with Market Aggregators provided by the Bank from time to time to enhance business. |
| 18 | 87 | Annex 9: Point 31 | Ability to interact and connect with other aggregators to enhance business etc.   | Nature is changed from "Non-Mandatory" to "Mandatory"   |
| 19 | 84 |                   | Referral Handling (Force Transactions):<br>Referral is used by issuer. If card holder activity is suspicious, cardholder should then call issuer bank, authenticate himself to get referral code and perform transactions.<br>Mandatory | The said Clause stands deleted  |