

Prebid queries reply - Ref No: PNB HO/DBD/Loyalty Rewards/RFP/2022-23/01 Dated 22.04.2022- Request for Proposal (RFP) For Implementation of Loyalty Rewards Program for Various Digital Channels: Credit Card, Debit Card, UPI, Internet Banking, Mobile Banking etc. for Punjab National Bank

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
1	3	Page 3; Table A	Fee for RFP document (non-refundable)	Trust the confirmation details of online transfer for the "fee for RFP document" need to be submitted along with the technical bid, please confirm.	As per RFP Clarification" proof for the remittance of Fee shall be submitted"
2	3	Page 3; Table A	Total Security Deposit 1. Earnest Money Deposit – (Bid Security) 2. Performance Security	Trust the Demand draft for the Earnest Money Deposit (Bid Security) needs to be submitted in the envelope containing the technical bid itself, please confirm.	Kindly refer the Corrigendum
3	16	c- Migration	The Bidder will migrate all existing reward point data to the proposed solution.	a) We understand that migration activity will be performed by the bidder as a part of the scope, will be helpful what all areas will be covered as a part of the migration? b) Please also let us know number of fields that will be migrated in one record in every customer file. c) How many years of historical data need to be migrated as a part of this activity?	As per RFP Clarification: "The required information shall be shared with the successful Bidder."
4	16	b. Redemptions, Sub Clause ii - Redemption Fulfillment, point no. - xvii	ISO 8583 Message standard formats and Rest APIs for relevant integrations with the Bank's systems should be followed.	a) Is the bidder going to use its own SMS & Gateway services or will the bidder need to integrate it with the bank's communication provider? b) Kindly advise on two-three sample messages/use cases where you will be using that	As per RFP Clarification: Here it pertains to integrate the system with different applications of the bank."
5	17	B - Customer Engagement Module, Sub Clause - e - Database Maintenance	Back Up – The Bidder should have a Disaster Recovery Site and the Bank's data must be stored in dedicated servers.	Can the bank please confirm if the entire solution will be hosted in the bank's premises or some parts of it will have to be maintained by the bidder?	As per RFP
6	18	h. Analytics & Intelligence	The mobile application shall be provided in Android and iOS platforms	Which mobile application does the bidder need to provide as it has been mentioned in the RFP that there is an existing mobile	As per RFP Clarification: Separate Mobile application/website will be provided by the bidder for

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
				app of the bank by the name of PNB One and PNB Genie?	redemption of points by the customers.
7	19	B - Custom er Engage ment Module, Sub Clause - j - Marketin g	Designing of marketing campaigns/program for rewards program, artwork, E-mailers, poster, leaflets, catalogues etc. by bidder to help bank to carry promotion for Loyalty Reward Program	a) If this has to be done by the bidder, we need to factor in the cost for this and quote it as a part of the Commercial bid. Kindly confirm if the bidder can add it as a separate line item/parameter and term it as 'Any other item' cost in Annexure 7 - Commercial Bid? b) We need to understand the approximate numbers and periodicity of the marketing campaigns to arrive at the cost for this.	As per RFP
8	19	B - Custom er Engage ment Module, Sub Clause - j - Marketin g	Deploying regular SMS and Emails communication to customers for promoting the program.	a) There are 3 costs - 1) Platform enablement cost for enabling 2) The Cost to relay the communication and 3) The Monthly Cost for teams to creating around the customer information. b) Would the bank undertake the communication relaying and creative creation of the marketing content? c) If to be borne by the vendor, Kindly let us know the approx. volume numbers for all of these as asked	Kindly refer the corrigendum
9	19	Page 19; Point j (ii)	Designing of marketing campaigns/program for rewards program, artwork, E-mailers, poster, leaflets, catalogues etc. by bidder to help bank to carry promotion for Loyalty Reward Program.	Kindly confirm whether the costs associated with marketing activities (cost of designing marketing campaigns/program, artwork, e-mailers, poster, leaflets, catalogues, GIFs, etc) and deployment of marketing campaigns will be borne by the bank? Kindly explain estimated volumes & where to capture these rates in the commercial bid.	As per RFP
10	19	Page 19; Point j (iii)	Deploying regular SMS and Emails communication to customers for promoting the program.	Kindly confirm whether the costs associated with deploying SMS & email communication to customers will be borne by the bank? Kindly explain estimated volumes & where to capture these rates in the commercial bid.	Kindly refer the corrigendum

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
11	21	D - Advance d Feature s Module	Bidder should be able to integrate with various applications of the Bank provided by various service providers, as and when required.	a) Is the bank going to provide the APIs for this to the bidder or will the bidder need to build these APIs? b) Will it be a push or the pull of information via the APIs? c) We would like to know approximately how many such applications will be required to be integrated with and with how many service providers?	As per RFP Clarification: 'Various applications are already mentioned in the RFP. Vendor should have the capability of integration through SDK platform ,API platform ,etc.
12	21	D - Advance d Feature s Module	Intelligence & Geo Tagging - Using intelligence necessary offer recommendations must be provided to customers. Customers to get Offer notifications on the basis of their geographical location, demographics and shopping behaviour. The offers must be personalised based on customer transaction behaviour.	This will incur additional efforts and cost on our part, can the bidder add an extra line item/parameter and term it as 'Any other item' cost as a part of Annexure 7 - Commercial Bid?	As per RFP
13	22	Page 22; Point H (v)	Any new technological advancement/market trend followed by peer Banks in providing impetus to the existing Rewards Program will automatically become part of the scope.	In a realistic scenario, the commercials will be quoted basis the scope of work currently under consideration and hence we request the bank to limit the bidder's scope of work as defined in the current RFP.	Kindly refer the corrigendum
14	23	4.4 - Eligibility Criteria, Sub Clause - 2	The Bidder should have expertise in providing an End-To-End Loyalty Program Management Solution for at-least 10 Commercial Banks/ Public Sector Banks within India (at least 5 PSU Banks and/or 5 large private sector banks) including a dedicated interactive secure online website for a loyalty rewards program with SSL which enables customers to register, inquire about loyalty points and request for redemptions. Bidder should have expertise in providing an End-To-End Loyalty Program Management Solution for	Will the bank look at giving relaxation to MSE and Startup companies for this clause? If yes, kindly let us know the extent of relaxation as one of the other PSU bank had given such relaxations to MSE and Startup entites in line with the Govt of India guidelines.	Kindly refer the corrigendum

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			at-least 10 Commercial Banks/ Public Sector Banks within India (at least 5 PSU Banks and/or 5 large private sector banks) including a dedicated interactive secure online website for a loyalty rewards program with SSL which enables customers to register, inquire about loyalty points and request for redemptions.		
15	23	Page 23 - Point 2 [Clause 4.4 - Eligibility Criteria]	<p>The Bidder should have expertise in providing an End-To-End Loyalty Program Management Solution for at-least 10 Commercial Banks/ Public Sector Banks within India (at least 5 PSU Banks and/or 5 large private sector banks) including a dedicated interactive secure online website for a loyalty rewards program with SSL which enables customers to register, inquire about loyalty points and request for redemptions.</p> <p>The Bidder should submit a certificate issued by the respective Banks or Bank Business Units for the same. The certificate should be as per Annexure provided.</p>	<p>For the Eligibility Criteria, please extend the Start-up and MSE exemption to (i) Experience criteria, and Financial capability, i.e. (ii) Turnover criteria and (iii) Net Worth criteria</p> <p>We humbly submit that experience sought should not be limited to banking but must also include BFSI and other large enterprises in retail, health care, b2b etc where complex Loyalty programs and CRM solutions are deployed.</p>	Kindly refer the corrigendum
16	23	Page 23 - Point 3 [Clause 4.4 - Eligibility Criteria]	The Bidder should be certified with PCI-DSS standards (version 3.2 or above)	We humbly submit that we are in the process of renewing the PCI certificate and request Bank to accept the past certificate and self-declaration pertaining to renewal for eligibility.	As per RFP Clarification " should be PCI-DSS complaint at the time of submission of Bid."
17	23	Page 23 - Point 4 [Clause 4.4 - Eligibility Criteria]	The Bidder should have the arrangement for both primary Data Center and DR center with full back up and the Data Center should be ISO 27001 certified. The Bidder	We are undergoing ISO 27001 and we are hosted on MS Azure which follows the complete process of RBI and Meity. We will be submitting the certifications of MS Azure. A letter by the auditors of ongoing ISO audit can	As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			shall comply with the Storage of Payment Data norms vide circular number RBI/2017-18/153 DPSS.CO.OD No. 2785/06.08.005/2017-2018 issued by Reserve Bank of India on 6 April 2018.	be furnished by us. Please consider this request.	
18	23	Page 23 - Point 6 [Clause 4.4 - Eligibility Criteria]	The Bidder must initially have the capability of managing and maintaining a minimum of 10 Crore customer accounts and should be able to ramp up the capacity further in the future. Proof to this effect has to be submitted by the Bidder	Request clarity on the proof required to be submitted in this context	As per RFP Clarification: Proof has to submitted as per Annexure 18.
19	24	4.4 - Eligibility Criteria, Sub Clause - 9	The Bidder should have a minimum average annual turnover of INR 50 Crores during the last three financial years i.e 2018-19, 2019-20, 2020-21.	Request if this clause as well could be relaxed for MSE and Start-up companies	Kindly refer the corrigendum
20	24	4.4 - Eligibility Criteria, Sub Clause - 10	The Bidder should have a positive Net Worth in the last three Financial Years (2018-19, 2019-20 & 2020-21).	Kindly let us know if this clause will be relaxed too for MSE and Startup companies?	As per RFP
21	24	Page 24- [Clause 4.4 - Eligibility Criteria] Point 9	The Bidder should have a minimum average annual turnover of INR 50 Crores during the last three financial years i.e 2018-19, 2019-20, 2020-21.	For the Eligibility Criteria, please extend the Start-up and MSE exemption to (i) Experience criteria, and Financial capability, i.e. (ii) Turnover criteria and (iii) Net Worth criteria We humbly submit that experience sought should no be limited to banking but must also include BFSI and othe large enterprises in retail, health care, B2B etc where complex Loyalty programs and CRM solutions are deployed.	Kindly refer the corrigendum
22	25	5.1 - Instructions to Bidder	The bank may extend the time for submission of the bids.	Request if the bid can be extended by a week/10 days at the most for a proper submission	Kindly refer the Corrigendum

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
23	26	Page 26; Point 5.4	5.4. Price Composition a. The commercial should be quoted in the commercial bid form attached to this bid (Annexure L).	In the annexures provided in the RFP, annexure L is not present. We believe this should be annexure 7. Please confirm the understanding.	Kindly refer the Corrigendum
24	27	Page 27; Point 5.5 C (c)	During the course of Reverse Auction if eligible bidders accept the base price and do not place any bid below the accepted base price after logging into the Reverse Auction portal, then out of these bidders, the one who has quoted least total price in Table of Commercial bid format(Annexure 07) shall be treated as L1 bidder and Bank reserves the right to further negotiate with L1 bidder and finalize the final prices.	<p>During the reverse auction process, incase any bidder inputs the lowest permissible bid acceptable by the system or an amount which cannot be reduced further by the "bid decrement value", we expect that other bidders will also be allowed by the system/bank to match this price quoted by the bidder.</p> <p>Since the proposals will be evaluated on techno-commercial basis and contract will be awarded to the bidder basis the combined score, we believe the reverse auction bid should not favour the bidder who responds first and hence all bidders should have an option to match the bid as mentioned in the situation above.</p> <p>Incase there is no provision in the system to address these situations due to technical constraints, request the bank to consider taking verbal & written consent from the bidders incase they wish to match the said bid.</p> <p>Example: Assume base price is set at INR 10.00 and bid decrement value is set at INR 4.00 by the bank.</p> <p>Case 1 (System minimum value): Bidder A inputs a price of INR 0.01 during the course of the auction. Here, all other bidders must be given an option to match this price of INR 0.01.</p> <p>Case 2 (Bid value cannot be reduced by bid decrement value): Bid value reaches INR 2.00 after 2 bids of INR 6.00 and</p>	As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
				then INR 2.00, which now cannot be reduced further by INR 4.00. Here, all other bidders must be given the option to match this price of INR 2.00 or bid lower disregarding the "bid decrement value".	
25	28	Page 28; Point 2 under First Stage: (Technical Evaluation)	All third party documents must be signed by their authorized signatory and his/her designation, Official e-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.	Kindly advise what evidence/documents will be required to substantiate authority of the signatory to sign on behalf of his/her company? We suggest that the bank rely upon the self declaration duly stamped & certified by the authorized signatory of the bidder to substantiate authority of the third party signatory.	As per RFP Clarification: "Bidder has to seal and sign the document provided by the third party"
26	30	Page 30 - Point 1 [Clause 5.6.1 - Technical Bid Evaluation Criteria]	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof from all banks. 25 marks: More than 12 commercial Banks (5 PSU Bank and/or 5 large private sector bank) in India 10 marks: Equal to 10 but upto 12 commercial Banks (5 PSU Bank and/or 5 large private sector bank) in India	For the Technical Bid Evaluation Criteria, please extend the Start-up and MSE exemption. We humbly request Bank to consider the overall experience with offering complex Loyalty programs & CRM solutions with diverse enterprise exposure in retail, BFSI, B2B, healthcare etc industries scaling to more than 1 Cr customers	Kindly refer the corrigendum
27	30	Page 30 - Point 2 [Clause 5.6.1 - Technical Bid]	Number of Customer Loyalty Accounts managed Proof in the format as specified in Annexure 19	Annexure 19 has the LITIGATION CERTIFICATE template that is to be provided by Statutory Auditor/Chartered Accountant) stating that Bidder is not	Kindly refer the Corrigendum

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
		Evaluation Criteria]		involved in any litigation which threatens solvency of the company. This is not related to the Loyalty accounts managed by the Bidder	
28	30	Page 30; Point 5.6.1; SI No. 1	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof from all banks in the format as specified in Annexure 18.	Kindly advise whether snapshots of Purchase orders or Agreements with client banks can be provided as proof along with the details of the program and live website/URL where applicable in place of declarations from the banks on their letterhead. These snapshots will be signed & stamped by bidder's authorized signatory.	As per RFP
29	30	Page 30; Point 5.6.1; SI No. 2	Number of Customer Loyalty Accounts managed Proof in the format as specified in Annexure 19	We believe that annexure 19 (Litigation Certificate) does not appropriately correspond to this point. Kindly confirm the correct annexure.	Kindly refer the Corrigendum
30	31	Page 31 - Point 8 [Clause 5.6.1 - Technical Bid Evaluation Criteria]	Capability of providing multiple options for customers to redeem their loyalty points across various redemption categories.1 Relevant Documentary Proof/Self Declaration to be submitted	7 marks: Capability in providing redemption across 12 or more categories. The definition of Categories is not provided. Kindly clarify whether the Bank will expose its APIs for integration on cashback.	As per RFP
31	31	Page 31; Point 7	Capability to integrate with various channel partners	Kindly define what is included under "channel partners" in this context.	As per RFP
32	31	Page 31; Point 8	Capability of providing multiple options for customers to redeem their loyalty points across various redemption categories.1 Relevant Documentary Proof/Self Declaration to be submitted	As no redemption category list is defined, kindly confirm whether we can refer to the below mentioned list 1. Merchandise 2. Charity 3. Physical Gift Voucher 4. Movies 5. Flight 6. Hotel 7. Bus 8. E-Gift Voucher 9. Mobile Recharge 10. DTH Recharge 11. Offline Store 12. Online Store 13. Golf Booking	As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
33	34	Page 34; Price Variation Factor	<p>i) "If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process". If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder.</p> <p>ii) Price variation (both high and low) may also be considered for any particular item i.e. bidder quoting abnormally high or abnormally low prices against any item/s may also be liable for rejection.</p>	<p>The commercial bid participation would be eligible to only a handful number of technically shortlisted vendors. Further since this is a specialized offering with varied degrees of quality/customization, no. of campaigns, no. of call centre agents, etc. the entirety of the proposal needs to be evaluated by considering both technical capability and price together for the bank to select the best vendor. Since the evaluation is already based on the combined score on technical & commercial parameters, even if any bidder quotes an abnormally high/low price during the commercial bid, we believe the variance in the bids will be normalized while arriving at the final combined score.</p> <p>We believe all bidders who qualify in the technical evaluation should be allowed to participate in the reverse auction process as the bidder who is an outlier will either accept the base price or would anyway be eliminated from the reverse auction. Hence, request the bank to consider not to disqualify any technically eligible bidder from the reverse auction process.</p>	As per RFP
34	35	Page 35; Point 5.8	5.8 Award of contract On completion of evaluation process of Technical & commercial bids as given in evaluation process, Bank will determine the L1 bidder and contract will be awarded to the bidder.	We believe "L1 bidder" is erroneously mentioned in this clause, it should be "CS-1 bidder" since contract is to be awarded to bidder with highest combined score. Kindly confirm our understanding.	Kindly refer the Corrigendum
35	39	Page 39; Point 6.6	PUBLICITY Any publicity relating to the work to be carried out in BANK towards this project is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary and prior	Please advise on the format of the declaration mentioned in this clause or indicate the minimum required information to be captured in this declaration.	As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			permission has been taken from Bank. All the bidders must give a declaration in this regard duly signed by them.		
36	42	Page 42; Clause 6.13	6.13 Limitation of Liability	Industry practice is to limit the limitation of liability to 3 -6 months of the fee paid. Since, this is a longer tenure contract of 3 years and maintaining for the full contract value would be harsh on vendor. Hence, requesting the bank to limit the "Limitation of Liability" to last 6 months fees paid by the Bank to the Vendor.	As per RFP
37	44	Page 44; Point 6.14 (ix)	ix. Notwithstanding above Punjab National Bank shall take all the reasonable care to protect all the confidential information of bidder while performing of the services. The provisions of this Clause shall survive the termination of this Agreement. The bidder shall not, without prior written permission of the bank to which the confidential information belongs, directly or indirectly disclose or cause to be disclosed any confidential information to any third party. The bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement. Bidder shall take all steps as may be reasonably necessary to protect the integrity of confidential information and to ensure against any unauthorized disclosure thereof. That Bidder shall use the confidential information only for the purpose for which it was provided and shall not profit from the same in an unauthorized manner.	Request if the confidentiality clause can be capped at 8 years since the as per regulator(s) too, safe keeping of documents for the purpose of record/audit/investigation is set at a maximum of 8 years. Also the relevance of any record is lost after a period of time. Hence, requesting the bank to consider capping the confidentiality clause at 8 years.	As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			The Bidder shall provide access of the Confidential Information to its employees only on need to know basis and such employees/ personnel shall be required to enter into a confidentiality agreement which is of no less stricter terms than this Agreement. Even if some Bidder's employee leaves the job, he will neither share any information about bank Network Security with anybody else nor he will use it for his new job. Bidder shall continue to be responsible for any such act of its ex-employee. Bidder shall indemnify Bank against any loss suffered by Bank due to disclosure of confidential information by employee of Bidder. Bidder shall not without the consent of Bank make use of any document or information coming in its way while discharging their jobs of bank except for the purpose of performance of this agreement. Vendor will keep all the data, sources and information confidential and will not disclose or release it to any other party.		
38	52+C 40:K 51	Page 52; Annexure 1; Point 6	Technical Proposal: The proposal based on Technical Specification compliance as per Annexure should be submitted with pages properly numbered, each page signed and stamped.	Kindly indicate the page number where the "Technical Specification Compliance" is mentioned and kindly confirm the annexure associated with the same as mentioned in this clause.	As per RFP
39	60	Page 60 - Annexure 07 - Commercial Bid	Admin Fee	Kindly provide clarity if it is per point or per year. What is calculation mechanism for it? Is it a monthly retainer or is it admin fee per point issued.	As per RFP
40	60	Page 60; Last line	Cost of Reward provided to customer to be reimbursed by the bank on actuals for offers or cashback for points	Kindly confirm our understanding regarding this clause - Cost of all rewards awarded to customers to	As per RFP

Prebid queries reply - Ref No: PNB HO/DBD/Loyalty Rewards/RFP/2022-23/01 Dated 22.04.2022- Request for Proposal (RFP) For Implementation of Loyalty Rewards Program for Various Digital Channels: Credit Card, Debit Card, UPI, Internet Banking, Mobile Banking etc. for Punjab National Bank

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			when redeemed by customers on monthly basis	be reimbursed by the bank on actuals. This will include point redemption, offers, cashback, etc.	
41	62	Page 62 - Annexure 08 [Integrity Pact]	Page 62 - Annexure 08 [Integrity Pact]	Please confirm the value of non-judicial stamp paper for execution of Annexure 08 - Integrity Pact	As per RFP Clarification: "Integrity Pact shall be provided on non judicial stamp of Rs 200"
42	62	Page 62; Annexure 8	Integrity Pact	Kindly advise whether integrity pact is to be printed on legal paper/stamp paper, plain paper or letterhead of firm.	As per RFP Clarification: "Integrity Pact shall be provided on nonjudicial stamp of Rs 200"
43	67	Annexure 9 - Methodology and Detailed Plan	Bidder is expected to provide details of the organization structure proposed for the execution of this contract. This should cover the composition of the complete team including Lead Bidder and Consortium members including their escalation matrix.	Is consortium allowed for this RFP as clause # 5.1 under Instructions to Bidder says "Joint bidding and consortium of any form is not allowed". Kindly confirm?	Kindly refer the corrigendum
44	67	Page 67	Annexure 09 - Methodology and Detailed Project Plan	Please confirm if plan for only first 12 months of the program needs to be submitted as per the format of the annexure.	As per RFP Clarification: "Plan of the deployment of solution should be given."
45	68	Page 68	Annexure 10 - Format for Submission of Deliverables	Kindly elaborate on the expectation of the bank as to the details to be captured under the "Draft Template" column.	As per RFP Clarification: "Draft of the deliverable items to be shown."
46	68	Page 68	Annexure 10 - Format for Submission of Deliverables *An illustration of the deliverables is also expected to submitted to the Bank	Kindly clarify whether the illustration of the deliverables is expected from the bidder during the presentation and/or through screenshots in the technical submission.	As per RFP Clarification: "It should be provided in both ways."
47	77	Page 77 - Annexure 18	EXPERIENCE IN LOYALTY REWARDS PROGRAM IMPLEMENTATION (To be submitted on the letter head of the bidder) (All details quoted above to be supported by respective bank's declaration)	We humbly request that supportings like PO, agreement etc. should be considered. We would submit list of personnels for refrence checks for Bank's perusal	As per RFP Clarification: Necessary performance certificate shall be provided as format prescribed in RFP. (Kindly refer the corrigendum- Sr. No 11)
48			Years of Operation: Cheggout began its operations in October 2017. As of April, we are a few months short to get to the 5-		As per RFP

S#	RFP Page no.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Publish Amendment
			year mark. We are hopeful to meet this criteria as we head towards further stages of finalizing the bid.		
49			ii. Experience:		Kindly refer the corrigendum
50			iii. As one of India's recognized startup company in the Ecommerce and Loyalty Rewards field, our product and development capabilities can substitute for the overall customer base criteria. We are currently working with 4 Public sector banks.		Kindly refer the corrigendum
51			Turnover: As a startup, considering the above-mentioned factors we request you to extend the relaxation to the turnover criteria as well since this attribute varies proportional to the years of operation and experience.		Kindly refer the corrigendum
52			Why do we need to submit had copy of technical supporting documents? Can it be made online through an online drive or pen drive. Kindly confirm.		As per RFP
53			Will confidentiality be maintained? Will all bidders' entries be sent to the winning bidder later on. Kindly confirm.		As per RFP
54			Is this mandatory? While we have 5+ Private Banks as Customers, we do not have 5 Public Sector Banks as customers. Would request a waiver here		Kindly refer the corrigendum
55			We do not have revenue exceeding INR 50 crores in any of the preceding 3 years. Can this be relaxed to company maintaining profitability for last 3 years.		Kindly refer the corrigendum