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Pre bid queries Reponses: RFP for End-to-End Solution for Merchant Acquiring Business through Supply, Installation, Maintenance and Management of 'Point of Sale' (PoS) terminals at various Merchant establishments on monthly rental (OPEX Model) as well as CAPEX Model with monthly rental for back-end services

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank remarks
1	11	13. Earnest Money Deposit	Rs. 1crore* should be submitted online or in the form of Bank Guarantee (BG) before last date of bid submission	Requesting Bank to reduce the EMD amount, as the current amount is too high and might reduce participation from many players. Also, margins are not very high to offer such a high EMD amount. The complete CAPEX and Risk is on the Bidder, also similar bank MAB RFP have quoted EMD/ PGB in the range of 5- 10 Lakhs only.	Please be guided as per RFP
2	47	3. PERFORMANCE BANK GUARANTEE	The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of the Contract value (Contract	Requesting Bank to reduce the EMD amount, as the current amount is too high and might reduce participation from many players. Also, margins	Please be guided as per RFP

			Amount after RA) awarded to the bidder	are not very high to offer such a high EMD amount. The complete CAPEX and Risk is on the Bidder, also similar bank MAB RFP have quoted EMD/ PGB in the range of 5- 10 Lakhs only.	
3	49	8. PENALTY CLAUSE a) New Merchant Onboarding:	Any delay over & above the stipulated period of 4 months will attract penalty of Rs. 5 (Five) lakhs per week	Please add a clause that if delay is attributed directly to the bidder. Any delay in procurement of BIN/ other formalities from bank should not lead to penalty on Bidder.	Please be guided as per RFP. Further, We clarify that Penalties will be attributable to bidder only.
4	49	8. PENALTY CLAUSE b) Migration of Existing Terminals:	Any delay over & above the stipulated period of 6 months (4 months+2 months) will attract penalty of Rs. 10 (Ten) lakhs per week	Please add a clause that if delay is attributed directly to the bidder. Any delay in merchant not providing necessary KYC documents or Bank not providing necessary merchant details should not lead to penalty on Bidder.	Please be guided as per RFP. Further, We clarify that Penalties will be attributable to bidder only.
5	49	8. PENALTY CLAUSE d) time schedule of delivery/installation	The Selected bidder shall be charged penalty for not adhering to the time schedule of delivery/installation/making the POS terminal operational at the rate of Rs. 1000/- per day per POS/EDC terminal	Requesting Bank to reduce the penalty amount. The current amount will be higher than the monthly rental charged to bank. Also, please have a cap on the amount, which can be capped to the total rent charged for that terminal for a	Please be guided as per RFP

				month. Certainly bidder will strive to install within TAT but due to certain unavoidable cases some delay might happen.	
6	50	8. PENALTY CLAUSE e) POS/EDC is down for more than 24 hours	Penalties at the rate of Rs 1000/- per day per POS/EDC will be levied on selected bidder in case the POS/EDC is down for more than 24 hours	Requesting Bank to reduce the penalty amount. The current amount will be higher than the monthly rental charged to bank. Also, please have a cap on the amount, which can be capped to the total rent charged for that terminal for a month. Certainly bidder will strive to activate the terminal within TAT but due to certain unavoidable cases some delay might happen.	Please be guided as per RFP
7	50	8. PENALTY CLAUSE j) Preventive maintenance	The Selected bidder shall conduct Preventive Maintenance, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment once within first 15 days of the installation and thereafter once in a month	This is practically not possible, as opening of device will lead to "Device Lock" (this is a security feature) and this is done only in our service center. Such on site preventive maintenance is not required and general training will be given remotely. Kindly remove this clause.	Please refer corrigendum

8	18	4. iv. The service provider should provide Value Added Services on POS terminals	PC-POS integration, SMS pay, Dynamic Currency Conversion (DCC), EMI, Cash@PoS, BQR on POS (Static and Dynamic), Mobile/DTH top-up, Bill payments, Wallet acceptance, Data Analytics, etc and other payment options such as Aadhar Enabled Payment System (AEPS), NFC based payment, National Common Mobility Card (NCMC) card acceptance, Sodexo card acceptance etc	While certain VAS like NCMC, cash@pos & NFC will be available from Day 1 as it is part of POS certification. However, other VAS will require bank's partnership and will not be available on Day 1. So, kindly update clause to include that these VAS should be made available on mutually agreed timeline post go live.	Please refer Corrigendum.
9	15	3. Scope of Work, Point 1	Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up and also on-board new merchants on acquiring platform by collection of KYC, onboarding form & other documents from the merchants afresh duly signed and stamped, at Bidder's cost. The cost of printing of application forms & other documents etc. will be borne by the Bidder.	This clause is contradicting with the clause no xxvii on pg 20 in terms of cost of stamping cost. Please confirm if the cost of stamping has to be including in the cost of migration or can be shared on actuals with the bank	Please refer corrigendum
10	24	Point 4, xlix, iii	De-installation of a terminal is only to be initiated by Bank / Merchant;	We request the bank to assist in recovering the device or the	We clarify that , the risk underwriting is done by the

			<p>Bidder shall be responsible for the recovery of the terminals. Bidder should pick up the PoS terminal from merchant's location, subject to Merchant/ Terminal availability on the defined address/ location as per Bidder records within a maximum period of 5 bank working days from obtention of written approval for its de-installation from the Bank HO to Bidder HO. Bank will not be liable for any assistance or reimbursement in case terminal is not recoverable from the Merchant.</p>	<p>cost from the merchants account since the device installation is happening basis the banks request. Besides, the bidder should have the authority to deny a installation if the risk team has rejected the merchant onboarding, the reasons can be shared with the bank</p>	<p>bidder, bidder would be allowed to reject the Merchant Application if not meeting the risk guidelines outlined by the bidders</p>
11	48	7. Payment terms	<p>OPEX Model & CAPEX Model (for services only) terminals: The rent will only be paid in respect of 'Active PoS Terminals' and 'Inactive POS Terminals (i.e., terminal on which no transaction is performed in the last 3 months) up to a ceiling of 10% of total portfolio managed by the Bidder. Payment shall be on monthly basis in arrears, based on invoices provided by the bidders to the Bank for the EDC/POS terminals deployed by the Bidder at Merchant location.</p>	<p>Bidder should have ther authority of deactivating & recovering the device from the merchant who is inactive for 3 months. The list will be shared with the bank before the deactivation is done.</p>	<p>We clarify that bidder have to take the permission before deactivation of terminals further please refer corrigendum.</p>

12	15	Scope of Work	And in Capex Model, although the POS terminals will be provided by the bank yet, services for all the other activities will be provided by the Bidder on monthly charges for back-end services	Please clarify if scope is same as for Opex Model minus the terminal ownership. Also request bank to ammend clause to ensure all deliverables required from OEM will be provided on timely basis	We clarify that Bidder will only be liable to provide Backend services for POS terminals provided to Bank under Capex model. Any OEM deliverables are to be managed by the respective bidder only.
13	15	Scope of Work	Scope of the RFP also includes migration of entire data of existing merchant acquiring business of the bank through EDC/POS terminals, by the Bidder from the existing service provider, Bank will pay per terminal migration cost to the vendor.	Request Bank to amend commercial format to provide the "Per Terminal Migration" quote in the RFP	Please be guided as per RFP.
14	17	Scope of Contract and Deliverables	The bidder is required to place 1 (One) Project Manager and 1 (One) Technical Manager at Bank's Head Office and 1 (One) dedicated Project Manager/Relationship manager/Sales representative mapped with each Zone and Circle as per requirement of the bank without any extra cost to the Bank. Currently, our bank has 22 Zones and 139 Circles. These dedicated officials will be responsible for and	Request Bank to clarify requirement on Zones and Circle. Does Bank expect 1 resource to be mapped and handle all regional zones and circles? Or does Bank want 1 dedicated manager for each zone/Circle?	Please be guided as per RFP. Further we clarify that Bank requires 1 dedicated manager for each zone & Circle.

			will cover 54 Customer Acquisition Centers along with 139 Circle Offices of the Bank		
15	17	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	IV. Aadhar Enabled Payment System	Any Specific Model for AEPS	We clarify that there is no such specific model.
16	18	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	IV. SMS Pay	Please Confirm. We need to use existing BANK PG or Any other partner	We clarify that any PG can be used by the bidder
17	18	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are	IV. DCC	Separate Commercial required in case HPY solution	Please refer Corrigendum

		not limited to the following:			
18	18	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	IV. EMI	Separate Commercial required in case HPY solution	Please refer Corrigendum
19	18	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	IV. Mobile/DTH top-up, Bill payments, Wallet acceptance, Data Analytics, etc and other payment options such as Aadhar Enabled Payment System (AEPS)	Please confirm. If we need to integrate with Bank existing partner or Bank BBPS API.	We clarify that any Partner can be used by the bidder.
20	18	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	Sodexo	Please Confirm. IF we need to integrated with Bank existing sodexo connectivity	We clarify that Bidder to use their own sodexo connectivity.

21	20	Migration of existing POS Terminals	a) Migration involves massive work	Who will handled settlment related query which done on currently installed terminal	We clarify that Queries related to existing installed terminal swill be handled by successful bidder post migration of existing terminals.
22	20	Service Standard	Bidder is required to bear entire Fraud & Risk Liability and also to provide effective Fraud & Risk management services. Addressing of charge backs, if any arises, will be to the account of the Bidder and all other issues like collection of charge slips, making representation etc. shall also be managed by the Bidder	Request Bank to amend clause to include the relevant risk will be managed and agreed as per mutual agreement on a case by case basis	Please be guided as per RFP
23	34	24. Evaluation Criteria	Second Stage: (Evaluation of Commercial bids) Point 4 - The final bidders shall be selected by reverse auction process	Can Bank clarify if reverse auction will be conducted between Bidders whose commercial bids have been opened?	Please be guided as per RFP
24	48	Payment Terms	The rent will only be paid in respect of 'Active PoS Terminals' and 'In-active POS Terminals (i.e., terminal on which no transaction is performed in the last 3 months) up	Request Bank to clarify whether capping on billing of In-active terminals upto 10% is on 10% of overall base (both active and inactive terminals)?	Please refer corrigendum

			to a ceiling of 10% of total portfolio managed by the Bidder		
25	48	Payment Terms	The rent will only be paid in respect of 'Active PoS Terminals' and 'In-active POS Terminals (i.e., terminal on which no transaction is performed in the last 3 months) up to a ceiling of 10% of total portfolio managed by the Bidder	Request Bank to amend this clause and allow Bidder to include differential pricing on active/in-active terminal with no limit	Please be guided as per RFP
26	51	AMC (Capex Terminals)	The successful bidder has to provide AMC for two years for the procured devices as per scope of work and cover all warranty clause points	Asset ownership is with Bank. Request Bank to clarify how Bidder will provide AMC or warranty?	Please be guided as per RFP
27	84	Annexure-XIII	The multiplication factor as mentioned in above Table-1 is only indicative and for the purpose of deriving the Total Cost for evaluation of commercial bids	Will TCO calculation used to decide lowest cost bidder be done using the "indicative" multiplication factor mentioned?	Please be guided as per RFP
28	84	Annexure-XIII		Request Bank to Clarify TCO calculation - For line item 1-5 monthly rental to be multiplied by quantity quoted for how many months?	Please refer Corrigendum
29	84	Annexure-XIII	AMC charges as mentioned in Table-2 will be applicable after expiry of warranty period	Please clarify whether Bank is referring to 3 years warranty? In which case these rates will only apply after 3 years	Please be guided as per RFP

30				Can Bank Provide some data on monthly avg/annual number of transactions processed via POS acquiring?	Information will be shared with selected bidders only
31				Can Bank Provide some data on estimated average 3 month active terminal count on current base	Information will be shared with selected bidders only
32	84	Annexure-XIII	GPRS POS with Printer (CAPEX)	In point #7 of commercial format Bank has requested a quote against said line item. Request Bank to clarify what it is. Is it AMC for POS terminal procured by Bank? If yes what is the expectation here from Bidder?	We clarify that Line item 5 & 7 refers to the terminal cost under CAPEX model (which will be procured by the Bank) only.
33	84	Annexure-XIII	Clarification on POS model and estimated volume	There is discrepancy in the model/line items detailed in commercial format with the estimate give in Intorduction section on Pg13. Request Bank to clarify on the make/model of POS terminal expected and keep in uniform throughout to quote prices better	Please refer Technical Parameters and their Respective Weightage for Evaluation of technical bids as mentioned in RFP.
34	95	ANNEXURE- XV(a)	Restrictions on procurement from a bidder of a country which shares a land border with India and on	We request Bank to relax the criteria for Terminal Supply from OEMs. There are very	Please be guided as per RFP

			sub-contracting to contractors from such countries. We certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority	limited OEMs who are fulfilling this criteria which will in turn affect the number of participations in the RFP.	
35	82	Connectivity	4G/3G/2G + Wi-Fi	Does bank expecting 4G devices with fallback arrangement to 2G ? We suggest bank to consider only 4G devices with wi-fi as at majority of the states 2G bandwidth of service providers has been surrendered. Going by fallback arrangement to 2G will enhance additional cost of the device. So we requested bank to kindly consider.	Please be guided as per RFP
36	11	General Tender Details - Point 13 (Earnest Money Deposit)	Rs. 1crore* should be submitted online or in the form of Bank Guarantee (BG) before last date of bid submission in favor of Punjab National Bank, IT Division payable at New Delhi. BG should be valid up to 12 months from the date of	Request you to reduce the EMD amount	please be guided as per RFP

			submission of bid with claim period of another 12 months.		
37	15	Clause 3. Scope of work - Point 1	Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up and also on-board new merchants on acquiring platform by collection of KYC, onboarding form & other documents from the merchants afresh duly signed and stamped, at Bidder's cost. The cost of printing of application forms & other documents etc. will be borne by the Bidder.	Please explain the entire process of onboarding and installation	Bidder to visit the lead provided by the Bank and collect KYC documents along with on boarding form. Once the bidder approves the merchant, POS is to be installed within the defined TAT.
38	15	Clause 3. Scope of work - Point 1	Scope of the RFP also includes migration of entire data of existing merchant acquiring business of the bank through EDC/POS terminals, by the Bidder from the existing service provider, Bank will pay per terminal migration cost to the vendor.	Please confirm all the activities that are to be covered for the migration	Please be guided as per RFP
39	16	Clause 3. Scope of Work - Subclause 3 (Scope of Contract and Deliverables) Point (ii)	POS Infrastructure of Bidder should be compliant to PCI-DSS/ PA-DSS standards and as per other industry's standard specifications.	Please confirm the PA DSS compliance as it does not stand valid where there is no third party dependency for the proposed solution	We clarify that POS Infrastructure of Bidder should be compliant to PCI-DSS/ PA-DSS standards whichever is applicable as per industry's standard specifications.

40	18	Clause 3. Scope of work - Subclause 4 (Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following) Point - (iv)	The service provider should provide Value Added Services on POS terminals viz. PC-POS integration, SMS pay, Dynamic Currency Conversion (DCC), EMI, Cash@PoS, BQR on POS (Static and Dynamic), Mobile/DTH top-up, Bill payments, Wallet acceptance, Data Analytics, etc and other payment options such as Aadhar Enabled Payment System (AEPS), NFC based payment, National Common Mobility Card (NCMC) card acceptance, Sodexo card acceptance etc, and any other new feature which may come in use in future at no extra cost to Bank.	Please confirm for AEPS, Bill Payments, Mobile/DTH top-up whether we have to integrate with bank's partner?	Please refer corrigendum
41	20	Clause 3. Scope of work - Subclause 4 (Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following) Point - (xviii)	Arrangement of Network Access Connectors (NACs): Bank will not bear the cost of NAC. Ensure adequacy of Bandwidth and provision for appropriate scalability of switching services, without any extra cost to Bank.	Please provide clarity on the NACs requirement	Please be guided as per RFP

42	21	Clause 3. Scope of work - Subclause 4 (Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following) Point - (xxvii)(f)	In case of termination of agreement, Bidder shall be responsible for handover of all related data of Merchant Acquiring Products such as (PoS, SoftPOS etc.) to new service provider/elected Bidder within 30 days of Bidder's affirmation, at no extra cost to the Bank.	Please provide clarity on softpos requirement	We clarify that SoftPOS is a mobile app to convert NFC enabled mobile phone into a POS terminal to accepts plastic cards for transaction processing via NFC mode.
43	26	Clause 3. Scope of work - Subclause 5 (The Bidder shall comply with / provide confirmation on the following) Point - (xiv)	Turn Around Time (TAT) for Installation and repairs of POS terminals is as under: TAT for Repair Complaint Resolution of Terminal after lodging of complaint	Request you to reconsider the TAT	Please be guided as per RFP
44	26	Clause 3. Scope of work - Subclause 5 (The Bidder shall comply with / provide confirmation on the following) Point - xv)	MIS relating to usage at PoS - Timely alerts will be generated by Bidder and communicated through SMS/ Email facility to Merchant and the Concerned Branch Office. Level of volume of transaction for generation of alerts as described shall be 70%, 80% and 95% of limit envisaged at the time of sanction of concessional facility to the	Please clarify the requirement	We clarify that the requirement is related to the cases where Bank has given concession to their merchants

			Merchant by the Bank and if the said limit is breached then the Bidder should apply the default MSF rate on further transactions.		
45	36	Clause 27. PROCUREMENT THROUGH LOCAL SUPPLIERS (MAKE IN INDIA)	In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.	Please confirm can the companies give it from a practising CA?	Please be guided as per RFP
46	37	Clause 28. PURCHASE PREFERENCE TO MSE	If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 30% of total value. Max. no of bidder's selection will remain same as mentioned in clause no 25, i.e.	Please provide a clarification for this point	Please be guided as per RFP

			SELECTION OF OTHER BIDDER ALONG WITH L1.		
47	47	Annexure 1. Terms & Conditions - Subclause 3 (PERFORMANCE BANK GUARANTEE) - Point (a)	The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of the Contract value (Contract Amount after RA) awarded to the bidder, within one month of acceptance of purchase order & initially valid for a period of 2 years with claim period of another 12 months	Request you to reduce the PBG amount	Please be guided as per RFP
48	49	Clause 8. Penalty Clause - Point (e)	Penalties at the rate of Rs 1000/- per day per POS/EDC will be levied on selected bidder in case the POS/EDC is down for more than 24 hours in metro and urban areas, more than 48 hours in a semi-urban and 72 hours rural area. These penalties will be applicable if terminal is not working because of any reason attributable to the service provider / bidder which could, inter-alia, include malfunctioning of the POS/EDC machine, non-availability of consumables, non-operation of Server of the service provider, or due to deficiency or non- availability of services as stated in	Request you to reconsider the penalty amount	Please be guided as per RFP

			the scope of work. The Service Provider may provide temporary equivalent replacement as a workable solution to avoid the above penalty.		
49	54	Clause 20. Termination of Agreement - Point 1	Bank shall have the right to terminate the Agreement, at any time during the Agreement period, after giving 30 day's advance notice including 15 days cure period to the VENDOR for reasons, including but not limited to the following:	Request you to keep the termination clause as mutual	Please refer corrigendum
50	58	Clause 34. Limitation of Liability	Vendor's aggregate liability under the Agreement shall be limited to a maximum of the Agreement value. For the purposes of this clause, Agreement value at any given point of time, means the aggregate value of the purchase orders, paid by bank to the Vendor that gives rise to claim, under this Agreement. In the following circumstances limitation of liability shall not apply and the Vendor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank:-	Request you please reconsider the clause and reduce the liability	Please be guided as per RFP

51	20	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following: (xxiv)	Bidder is required to bear entire Fraud & Risk Liability and also to provide effective Fraud & Risk management services. Addressing of charge backs, if any arises, will be to the account of the Bidder and all other issues like collection of charge slips, making representation etc. shall also be managed by the Bidder.	Clarification needed since the contract is between Merchant and the bank. How will bidder do recovery?	Please be guided as per RFP
52	27	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following: Migration of existing POS Terminals:xxvii.(a)	a) Migration involves massive work at field level which includes replacing of the existing POS terminals deployed at merchant's locations and also obtention of the necessary KYC & other documents from the Merchant afresh duly stamped in terms of applicable State Laws, at Bank's cost.	Is bank is going to pay for replacement of old terminals?	Please be guided as per RFP
53	27	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following: Migration	d) Bidder should make the system (Acquiring Switch along with relevant software & hardware solutions including necessary certifications of new BINs from the respective Schemes) ready within a maximum period of 4 (Four) months from the date of issuance	If there is a delay from schemes, bank will have to extend timelines	Please be guided as per RFP. Further, We clarify that Penalties will be attributable to bidder only.

		of existing POS Terminals:xxvii.(d)	of LOI/PO from the Bank. Thereafter, Bidder		
54	21	Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following: (xxviii)	Online portal and Mobile App. for all merchants to manage their profile, raise complaints through app, request for paper roll, download statements and to track their transactions online.	Is bidder required to have its own App or integrate with PNB app?	We clarify that Bidder to provide its own application.
55	25	The Bidder shall comply with / provide confirmation on the following:(v)	Financial liability, if any, arising on account of charge back shall be borne by the Bidder, all other activities required to be done in case of charge backs shall also be taken care of by the Bidder. Bidder shall be responsible for conducting activities like charge back management, representment, retrieval, file uploads and download.	Bidder should not be penalized for chargeback claims as the agreement is between the merchant & the bank	Please be guided as per RFP
56	25	The Bidder shall comply with / provide confirmation on the following:(ix)	The Bidder has to ensure that the Product/POS terminals supplied are new, unused, of the current model incorporating latest improvements in design/ features and	Its difficult to provide new terminals to all merchants. Bank should allow bidder to deploy terminals which are in working condition	Please refer Corrigendum

			these shall have no defect arising from design or from any act of omission of the Service Provider		
57	ANNEXURE-III	ELIGIBILITY CRITERIA OF THE BIDDER (4)	he Bidder should have been in Merchant Acquiring Business and have installed and maintaining an average of 25000 POS terminals per year during last two financial years (FY 2021-22 & FY 2022-23) in at least one Nationalized Bank/Scheduled Commercial Bank on Pan India basis	Request bank to revise the minimum deployment number from 25000 to 10000	Please be guided as per RFP
58	16	3) Scope of Contract and Deliverables:	xvii. Dedicated Merchant Help Desk support through Call Centre is to be provided by the Bidder during peak business hours of 7.00 A.M. to 11.00 PM by deputing at least One (1) Customer Care Executive for every 1000 PoS terminals. Besides, the Bidder to make the IVRS services available on 24x7 basis for addressing concerns/complaints	a) What are the languages to be known by helpdesk staff ? B) Will the staffs be located at PNB HQ ? Will the infrastructure be provided by PNB ?	We clarify that Bidder to manage the call center at their own location.

			of merchants, without any extra cost to Bank.		
59	20	xxvii. Migration of existing POS Terminals:	a) Migration involves massive work at field level which includes replacing of the existing POS terminals deployed at merchant's locations and also obtention of the necessary KYC & other documents from the Merchant afresh duly stamped in terms of applicable State Laws, at Bank's cost.	a) How many existing POS terminals are there ? B) How much data is there to be migrated ?	Please be guided as per RFP
60	23	4) Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	xliv. Bidder shall be solely liable & responsible for payments of all statutory dues with respect to each of his personnel/employees engaged by it to render services Page 23 of 114 under this agreement with respect to each applicable Labour Law, including the Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Employees' State Insurance Act, 1948, The Payment of Gratuity Act, 1972, The Maternity Benefit Act, 1961, The Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions	a) Will it be necessary for the bidder to expose the salary structure of the employees dedicated for this project ?	Please be guided as per RFP

			<p>under any labour legislations as applicable, remain payable with respect to his personnel/employees. The Service Provider will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to its personnel/employees under applicable labour legislations. Further, Service Provider would indemnify/make good for the losses to PNB for non-compliance or any claims against PNB arising out of any non-compliance as above. Further, Bidder is liable for any fraud, default committed by its employees and appropriate criminal action needs to be taken by the Bidder.</p>		
61	26	(xv) MIS relating to usage at PoS terminal –	<p>For maintaining control over the transactions volume of a merchant availing concessional MDR facility from the Bank, Bidder will be required to share MIS report on weekly basis with the Bank and put in place an efficient mechanism to check usage of these Merchants. This MIS will relate to operations at Merchant's terminal reporting usage of Card facility wise viz.</p>	Are these the only MIS report required ?	We clarify that MIS reporting requirements may change as per the requirements of regulatory and the Bank

			Credit Card transactions, Debit Card transactions (for value upto Rs. 2,000/- and above 2000/- will be classified separately). Timely alerts will be generated by Bidder and communicated through SMS/ Email facility to Merchant and the Concerned Branch Office. Level of volume of transaction for generation of alerts as described shall be 70%, 80% and 95% of limit envisaged at the time of sanction of concessional facility to the Merchant by the Bank and if the said limit is breached then the Bidder should apply the default MSF rate on further transactions.		
62	NA	General	Field Staff	How many field staffs are expected by the department	Information shall be shared with successful bidders.
63	NA	General	No of Concurrent Users	How many concurrent users are there	Information shall be shared with successful bidders.
64	NA	General	Max Transaction per Day	What is the number of transactions per day	Information shall be shared with successful bidders.
65	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Information shall be shared with successful bidders.
66	NA	General	Any Document Upload Permitted	Is there any document upload required	Information shall be shared with successful bidders.

67	NA	General	Max Size of File in MB	What is the file Upload size in MB	Information shall be shared with successful bidders.
68	NA	General	Max Files per User	What is the file upload per user required	Information shall be shared with successful bidders.
69	NA	General	Database Backup Policy	What is the database back policy	Information shall be shared with successful bidders.
70	NA	General	Database Retention Policy	What is database retention policy	Information shall be shared with successful bidders.
71	NA	General	DC - DR Policy	What is Data recovery policy	Information shall be shared with successful bidders.
72	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Information shall be shared with successful bidders.
73	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Information shall be shared with successful bidders.
74	NA	General	Data Archival Policy	What is the Data Archival Policy	Information shall be shared with successful bidders.
75	NA	General	What is Project Budget ?	What is the Project Budget ?	Please be guided as per RFP
76	14	2. Purpose of the Project	The number of bidders finally empaneled will be at the sole discretion of the Bank.	We request Bank to clarify on this point. We understand that this is not just empanelment but also order will be placed with selected bidders.	we clarify that bank will empanel bidders and Order will be placed to selected bidders as per the ratio mention in the RFP.

77	15	3. SCOPE OF WORK:	The Bidder has to deploy the POS Machines at its own cost in Opex Model and maintain them and, also offer 'End-to-End Solutions' including deployment/installation of POS terminals, terminal driving, Switching, merchant help desk, consumables, enrolment of Merchants, personal visits to merchants/Spot Verification, Documents collection & verification, marketing for new business, field services, transaction settlement, reconciliation of transactions, providing MIS, Dash Board or Online Portal, handling chargeback & holdover issues, etc.	We request Bank to pay the bidder extra for consumables, revisits for documents, multiple training visits etc.	Please be guided as per RFP
78	15	3. SCOPE OF WORK:	Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up and also on-board new merchants on acquiring platform by collection of KYC, onboarding form & other documents from the merchants afresh duly signed and stamped, at Bidder's cost. The cost of printing of application forms & other documents etc. will be borne by the Bidder.	We request Bank to share rough estimate of number merchants present in various cities.	We clarify that Merchants will be from PAN India and Bidder is required to provide service to our merchants in all cities

			Scope of the RFP also includes migration of entire data of existing merchant acquiring business of the bank through EDC/POS terminals, by the Bidder from the existing service provider, Bank will pay per terminal migration cost to the vendor.		
79	15	3. SCOPE OF WORK:	<p>The infrastructure/Software/Application developed as part of the agreement can be put to use in all offices of Punjab National Bank including its Subsidiaries, Foreign Offices and Regional Rural Banks sponsored by the Bank at no extra cost to the Bank.</p> <p>In addition to this, the Bidder should have the capability to provide the requisite infrastructure/Software/Application and its integration as per the specifications for procurement projects of State/central Governments (like PUNGRAIN in Punjab State)/Food Corporation of India (FCI), etc at no extra cost to Bank.</p>	We request Bank to elaborate on any specific software/application requirements.	We clarify that Bidder is required to integrate with various projects of State/Central Governments like tax collection, payment for various services, bill payments, ticket generation etc.

80	16	3) Scope of Contract and Deliverables:	iv. Bidder to ensure that the POS terminals to be deployed under the contract are fully compliant with industry standard specifications and incorporating latest features/software updates.	We request Bank to pay bidder for any hardware level changes as a part of compliance requirements in future. We as a bidder will ensure that the terminals are compliant with norms as on date of RFP.	Please be guided as per RFP
81	17	3) Scope of Contract and Deliverables:	vii. Merchant should be able to submit the daily Transactions/Bills online to Bidder for settlement through Batch Settlement Process.	We request Bank to confirm whether manual submission option is required in case bidder already has automatic settlement options.	We clarify that Bidder can opt for any available method but it must be ensured that the merchant payout is done on T+1 basis
82	17	3) Scope of Contract and Deliverables:	x. The bidder is required to place 1 (One) Project Manager and 1 (One) Technical Manager at Bank's Head Office and 1 (One) dedicated Project Manager/Relationship manager/Sales representative mapped with each Zone and Circle as per requirement of the bank without any extra cost to the Bank. Currently, our bank has 22 Zones and 139 Circles. These dedicated officials will be responsible for and will cover 54 Customer Acquisition	We request Bank to pay the bidder extra for any manpower requirements.	Please be guided as per RFP

			Centers along with 139 Circle Offices of the Bank.		
83	17	3) Scope of Contract and Deliverables:	viii. To develop proper set up of Merchants (for POS terminals, other acceptance solutions emerging from time to time), commercial terms, commercial arrangement, correct MCC & business type, type of terminals/acceptance solution, other details related to merchants etc. in merchant management Software as per instructions from Bank, without any extra cost to Bank.	We request Bank to pay the bidder actual cost of development of any additional solution which is not already covered as a part of RFP/standard solution in the industry.	Please be guided as per RFP
84	18	3) Scope of Contract and Deliverables:	Bidder to have portfolio management team to pursue merchants to continue to use Bank's terminals and also for assisting & resolving grievances / issues of inactive terminal(s) (i.e., terminal on which no transaction is performed in the last 3 months) and to follow up with merchants requesting deinstallation for retaining merchant base	We request Bank to share historical data of merchant grievances / issues of inactive terminal to analyse.	Information shall be shared with selected bidders only
85	19	3) Scope of Contract and Deliverables:	xvi. Merchant training on an ongoing basis on Bidder's cost.	We request Bank to note that Merchant training can given free of cost during the	Please be guided as per RFP

			Requirement of training to be done as and when required.	deployment of the terminal. For any query after that, Helpdesk can assist the merchant. If Bank wants bidder to conduct another training rounds for the merchant, same can be done at an additional cost.	
86	20	Migration of existing POS Terminals:	a) Migration involves massive work at field level which includes replacing of the existing POS terminals deployed at merchant's locations and also obtention of the necessary KYC & other documents from the Merchant afresh duly stamped in terms of applicable State Laws, at Bank's cost.	We request Bank to share the split of migration merchants between Capex & Opex.	We inform that More than 90 % of existing base of the bank is under OPEX model
87	21	Migration of existing POS Terminals:	xxxiv. Compliance to all our Bank guidelines along with guidelines of the Government of India, Regulatory bodies and the Schemes, at no extra cost to the Bank.	We request Bank to share more details of Banks internal guidelines.	Information Will be shared with selected bidders only
88	25	Migration of existing POS Terminals:	(vii) Bidder should be capable to deliver any significant changes like Aadhar based authentication on POS Machines as an additional	We request Bank to pay the bidder actual cost of upgrades.	Please be guided as per RFP

			factor of authentication or any other major up gradation is required to be made in POS infrastructure to comply with MoF/ RBI/IBA directives in future, at no extra cost to Bank. In case of requirement of separate Biometric hardware/Scanner/Devices as per the need of Bank, Bank will arrange to provide the same.		
89	25	Migration of existing POS Terminals:	(xii) Bidder should provide Dashboard facility to BO/CO/ZO/HO	We request Bank to elaborate on the purpose of such dashboard to be used by BO/CO/ZO/HO	We clarify that dashboard to be used by BO/CO/ZO/HO for monitoring of leads, merchant grievances, installations , deinstallation etc in order to manage the operations smoothly
90	25	Migration of existing POS Terminals:	(xiv) Turn Around Time (TAT) for Installation and repairs of POS terminals is as under:	We request Bank to allow the bidder to conduct the RCA abd accordingly follow repairs of POS.	Please be guided as per RFP
91	48	7 Payment Terms	OPEX Model & CAPEX Model (for services only) terminals: The rent will only be paid in respect of 'Active PoS Terminals' and 'In-active POS Terminals (i.e., terminal on which no transaction is performed in the last 3 months) up	We request Bank not to deduct any amount payable to vendor in case the terminal downtime is not attributable to the vendor.	Please refer Corrigendum.

			to a ceiling of 10% of total portfolio managed by the Bidder. Payment shall be on monthly basis in arrears, based on invoices provided by the bidders to the Bank for the EDC/POS terminals deployed by the Bidder at Merchant location. Date of making EDC/POS Terminals operational at Merchant location shall be considered for calculation of rent. Invoices submitted by the bidder must accompany cumulative downtime report of terminals.		
92	49	7 Payment Terms	The Bidder must accept the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.	We request Bank to share all the payment terms for Bidders review.	Please be guided as per RFP
93	49	8 Penalty clause	Bidder is required to maintain uptime for POS/EDC Infrastructure as per below Penalty Clause:	Referring to all the points mentioned in the penalty clause, we request Bank not to penalise the vendor in case the reasons for delay is not attributable to the vendor.	Please be guided as per RFP. Further, We clarify that Penalties will be attributable to bidder only.
94	49	8 Penalty clause	j) Preventive maintenance: the Selected bidder shall conduct Preventive Maintenance {including but not limited to	We request Bank to change the PM frequency to half yearly. PM activity per month per terminal is not required.	Please refer corrigendum.

			Merchant Training (wherever needed) inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment} once within first 15 days of the installation and thereafter once in a month during the currency of this RFP on a day and time to be suitable to the Merchant.		
95	49	8 Penalty clause	k) Apart from the penalty clauses given herein above, in case PoS/EDC remains out of order for more than 10 days in a month or 10 consecutive days at any instance, rent for that particular PoS/EDC machine will be deducted for full month.	We request Bank not to deduct any amount payable to vendor in case the terminal downtime is not attributable to the vendor.	Please be guided as per RFP
96	51	9 Insurance	The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system or upto 30 days after the delivery of the system, by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for	We request Bank the vendor can cover the transit insurance. Once the asset is delivered at the Bank premise, Bank can obtain the asset insurance. In case terminal is damaged by merchant due to any factor not in control of	We clarify that Terminals procured by the bank will not be managed by the Bank. It is bidders complete responsibility to keep the terminals in their warehouse and install them at merchant establishments

			any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the successful bidder.	bidder, bidder can not be held responsible.	
97	54	20. TERMINATION OF AGREEMENT	Termination clause	We request Bank to make this clause mutual.	Please refer corrigendum.
98	13	1	Introduction-Type-2, 3 -Nature of POS terminal	a. Need specification detail of types of terminals b. Terminals which are of life like ICT/IWL/PSTN/VX-675, how does bidder need to provide service on the same	We clarify that Bidder has to provide services to terminals installed by them
99	14	2	Purpose of the Project		Please be guided as per RFP
100	15	3 (1)	Scope of work	a. Will JCB-CUPI on NPCI rail or will it be a separate scheme b. can you elaborate more on list of activities on "marketing for new business"	We clarify that marketing refers to connecting with PNB merchants, informing merchants on POS terminal features and closing the lead
101	16	3(2)	Budgets allocated by Meity,GOI	a. Would require details of sales office, support office and depot to understand the manpower as requested in RFP	We clarify that Bidder has to manage the sales office, support office and depot for POS services

102	16	3 (3)(iii)	Scope of contract and deliverables	PA DSS is still applicable as PCI has sunset this	Please be guided as per RFP
103		3(3)(v)		Can you explain bit more on banks switch on Onus transaction & current process how it is working currently	We clarify that Bidder has to route PNB cards transaction to PNB switch for authorisation
104	17	3(3)(X)		Would require detail of zone and circles as stated by bank where 3 specific sources are required	Please be guided as per RFP
105	17	4(ii)	Standard services to be delivered by bidders for various MA business products are illustratively	a. IS AEPS in built terminals requirement or can external device be offered b. how many current terminals are AEPS complaint and which all transactions types are supported currently c. IS PNB asking the bidder to provide aggregator service or BIN sponsorship related services in current scope of work	Please be guided as per RFP
106	18	4(iv)	Standard services to be delivered by bidders for various MA business products are illustratively	a. is your current service provider giving - cash @POS, Mobile DTH, BBPS, AEPS. What is the number of terminals which are currently live with these services. Can these services be planned in	Bidder to provide Mandatory services from Day 1. for other services Phase II can be planned mutually

				Phase -II and made non mandatory for current discussion	
107	18	4(vi)	Standard services to be delivered by bidders for various MA business products are illustratively	Chargeback- In case there is delay from the merchants end for presenting the documents related to chargeback , then how will the bank help is in resolving such issues	Please be guided as per RFP
108	18	4(vii)	Standard services to be delivered by bidders for various MA business products are illustratively	Settlement- a. who will be responsible for merchant settlement and can you elaborate scope of bidder on current a/c/nodal account enablement b. please elaborate the merchant commercial mode-Who will be responsible for closing the commercials-MDR and POS fee (MSF), KYC and agreement signing with merchant . c. Can the existing merchant KYC be provided by the bank or banks existing vendor? Also can the existing agreement be transferred on the name of new bidder. Please elaborate	Please be guided as per RFP

109	19	4(iv)	Standard services to be delivered by bidders for various MA business products are illustratively	Would all the device be enabled for AEPS? If so, what is the expected transaction set for AEPS? What is the approx. estate for AEPS enabled terminals?	Please be guided as per RFP
110	19	4 (iv)	Standard services to be delivered by bidders for various MA business products are illustratively	Would Mobile DTH topup and Bill payments be offered on the entire base? If not, what is the % enabled today?	Information shall be shared with selected bidders only
111	19	4 (xviii)	Standard services to be delivered by bidders for various MA business products are illustratively	Would it be mandatory to provide NACs considering that most merchants connect through SIM/ Wi-Fi. Fixed phone PSTN line usage is almost nil.	Please be guided as per RFP
112	19	4 (ix)	Standard services to be delivered by bidders for various MA business products are illustratively	Failure transaction reports - Can you elaborate the usage of these of reports?	Please be guided as per RFP
113	20	4 (xxvii,c)	Migration of existing POS terminals	Can you provide the implementation plan for migration and elaborate the roles and responsibilities of existing & new bidder so that the timelines for migration can be defined. Also would need issue resolution matrix	Please be guided as per RFP

114	20	4 (xxvii,d)	Migration of existing POS terminals	a. IS a new BIN mandatory or can the bidder use existing partner BIN for given project b. Can the timelines for BIN certification, migration & implementation related activities be extended for a new bidder	Please be guided as per RFP
115	21	4 (xxvii,e)	Migration of existing POS terminals	a. Please re-define the penalty & timeline clause , considering there are 4 parties involved in migration- bank, existing bank partner, new bidder & merchant	Please be guided as per RFP
116	21	4 (xxx)	Standard services to be delivered by bidders for various MA business products are illustratively	Please elaborate the DIY process and the expectation from bidder	We clarify that DIY is Do-it-Yourself digital journey for digital merchant on boarding (Paperless process)
117	21	4 (xxxi)	Standard services to be delivered by bidders for various MA business products are illustratively	Kindly share the format	Please be guided as per RFP
118	22	4 (xiii)	Standard services to be delivered by bidders for various MA business products are illustratively	Subcontracting- Kindly elaborate a process to seek approval for subcontractors in a defined timelines	Please be guided as per RFP
119	26	4 (xv)	MIS relating to usage of POS terminal	a. Will the bank decide on the MDR to be charged to specific	Please be guided as per RFP

				<p>merchants and inform us or do we negotiate?</p> <p>b. Who will bear the costs of Interchange, scheme fee, bin, switch etc?</p> <p>c. While we are expected to be in the settlement flow, do we only provide the tech or determine MDRs too?</p> <p>d. Is there a minimum MDR agreed with the bank which PL will earn to cover our transaction costs?</p> <p>e. Who bears the loss if the bank agrees to a lower MDR with a merchant?</p>	
120	28	10	BID Earnest Money	Can you please provide the process for seeking EMD exemption	Please be guided as per RFP
121	36	27	Procurement through local supplier	<p>a. As bidders are service providers, please elaborate local service, local supplier hardware treatment in your current scope</p> <p>b. in case of hardware on Opex/Capex, how is the bank going to support the bidder as</p>	Please be guided as per RFP

				the controlee of the merchant lies with the bank	
122	42	34	Force majeure	Apart from accrued payments obligations, all operational services will have to be suspended without any liability to PL.	Please be guided as per RFP
123	48	7	Payments Terms	<p>a. What will bank do to ensure activation of terminals as the merchant gets services from the bank</p> <p>b. can you share the existing portfolio activation inactivation, transaction, GTV for last 12 months-24 months to understand the scope of initiative merchant in banks current base</p> <p>c. Bidder is only providing the end to end POS service related offering, hence in case of any inactivity bank should pay MSF/per terminals</p>	Please be guided as per RFP
124	52	12	Service level agreement	a. TAT for all physical visits to be increased as per the tagging of cities and re-define considering the travel time involved	Please be guided as per RFP

125	53	18	DELAYS IN THE SUPPLIER'S PERFORMANCE	At the outset LDs are not acceptable, unless timelines and rectification periods are agreed	Please be guided as per RFP
126	53& 40	19 & 33	Indemnity	Bidder can agree to indemnify only for direct and actual damages solely attributable to the Bidder's gross negligence as demonstrated by the Bank. Any indemnity for liability will have to be upon determination of the finality of the liability by a court of competent jurisdiction.	Please be guided as per RFP
127	54	20	Terminal of agreement	Terminal clause to be increased to 90 days ,	Please refer corrigendum
128	58	34	Limitation Of Liability	Sub clauses b, c, g of Clause 34 - not applicable as per the current scope that is contemplated.	Please be guided as per RFP
129				For sub clause (i) – breach shall be limited to actual and direct damages for default solely attributable to PL that remains unrectified as demonstrated by the bank.	Please be guided as per RFP
130	84	Annexure XII	Proforma for Indicative Commercial Offer	Do we only need to share rentals? No MDR rates to be	Please be guided as per RFP

				shared? Is there any MDR margin we can make here?	
131	84	Annexure XII	Proforma for Indicative Commercial Offer	What is the Annual/Monthly GTV associated with the 45000 POS in scope? Breakup of GTV across the below categories : 1. DC < 2K 2. DC > 2K 3. DC Rupay 4. Domestic Credit Card 5. Corporate Credit Card 6. Int'l Credit Card	Information will be shared with selected bidders only
132	84	Annexure XII	Proforma for Indicative Commercial Offer	What is the Annual EMI GTV on the 45,000 POS currently? What is the annual UPI GTV at these merchants?	Information will be shared with selected bidders only
133	84	Annexure XII	Proforma for Indicative Commercial Offer	Currently the portfolio has a majority of GPRS devices; while migrating do we provide APOS or replace existing devices by the same type?	We inform that Bidder has to provide terminals with equivalent or higher configuration than the existing terminal.
134	84	Annexure XII	Proforma for Indicative Commercial Offer	What is the monthly run rate of deployments at new merchants apart from the 45000 existing merchants? What is the churn rate on the portfolio?	Information shall be shared with selected bidders only

135	101	9c & 18 of Annex. XVI	Indemnities	Indemnities shall be governed by the indemnity clauses under the principal agreement	Please be guided as per RFP
136	62	Eligibility Criteria Pt. 2(iii)	III. Out of which, Turnover from POS/EDC business should be Rs. 15.00 Crore (Rs. Fifteen Crore only) and above during each of the last three financial years.	Kindly give exemption for MSE/Startups for this clause	Please be guided as per RFP
137	62	Eligibility Criteria Pt. 4	The Bidder should have been in Merchant Acquiring Business and have installed and maintaining an average of 25000 POS terminals per year during last two financial years (FY 2021-22 & FY 2022-23) in at least one Nationalized Bank/Scheduled Commercial Bank on Pan India basis.	Kindly amend the clause as "The Bidder should have been in Merchant Acquiring Business and have installed and maintaining an average of 15000 POS terminals per year during last two financial years (FY 2021-22 & FY 2022-23) in at least one Nationalized Bank/Scheduled Commercial Bank on Pan India basis" for MSE/Startups	Please be guided as per RFP
138	10	General Tender Details	Last date and time for online bid Re- Encryption	Request the bank to provide an Extension in Bid Submission by 10 days	Please be guided as per RFP
139	15	Scope of Work	In addition to this, the Bidder should have the capability to provide the requisite infrastructure/Software/Application and its integration as per the specifications for Page 16 of 114	Is bank talking about arrangement with NIC, ERP, and other government bodies etc from day 1. Since the requirements could be dynamic and scope can't be	Please refer Corrigendum

			procurement projects of State/central Governments (like PUNGRAINin Punjab State)/Food Corporation of India (FCI), etc at no extra cost to Bank.	defined for future projects. Hence, one time development cost based on the efforts should be given for such projects	
140	15	4. xix. Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	Maintaining record of all successful and unsuccessful transactions logs in a secured environment and sharing the same with Bank on a daily basis. Service provider will retain the records for a period as per the specifications given by Bank from time to time.	Since the data will be provided to the bank on a daily basis, request the bank to suggest a Maximum period for retention of data at the bidders end to manage the chargeback and other operational queries, where the retention period should not be more than a period of 6 months	We clarify that the data shall be retain by bidders as per regulatory guidelines.
141	20	4. xx. Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	All business operations viz., data entry, statement printing, dispatch of periodical transaction statement to merchants, response to merchant enquiry will be done by the service provider without any extra cost to Bank	Request the bank to clarify the requirement of Dispatch of periodic statement to merchants. We believe the same can be e-mail statement dispatch as well	we clarify that bidder to send email statements to merchant.
142	23	4. xlii Standard services to be delivered by the Bidder(s) for various	Subcontracting is not permissible save as expressly permitted by the Bank. However, if due to some unavoidable circumstances, such	Subcontractors are engaged from time to time by the bidders to provide the services as required in the RFP.	Please be guided as per RFP

		Merchant Acquiring business products are illustratively listed below but are not limited to the following:	requirement is needed in part or full, then Bidder shall obtain specific written permission from the Competent Authority of the Bank under whose jurisdiction RFP has been floated, before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same. Given Bidder's ultimate responsibility for the Services, if due to some unavoidable circumstances, sub-contracting is required in part or full, then Bidder will intimate to the competent authority of the Bank in writing before contracting any work to subcontractors and seek Bank's approval.	Request the bank to allow the Bidder the right to subcontract activities as deemed necessary by the bidder under intimation to the bank, while the entire liability of the same would be on the bidder as per the agreement with the bank. Request the bank to accept our submission and modify this clause accordingly.	
143	25	4. liii. Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	These terminals shall be owned by the Bank. As and when the CAPEX terminal is purchased again by the bank in future, separate commercials at mutually agreed terms and conditions to be decided shall be applicable	Does this imply that the rates being quoted for the terminals on CAPEX Models are for the immediate procurement planned by the bank and any future procurement would be at mutually agreed rates? Request the bank to please clarify	Please be guided as per RFP

144	27	4. (xvii) Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	Bidder will provide Bharat QR solution to PNB as per terms and conditions of Agreement.	Believe this pertains to the BQR on POS as the bank has floated a separate RFP to address the QR Acquiring requirement with no overlap. Request the bank to please clarify	We clarify that Bidder to provide BQR on POS only.
145	16	3.ii. .	POS Infrastructure of Bidder should be compliant to PCI-DSS/ PA-DSS standards and as per other industry's standard specifications	PA DSS is now PCI SSF applicable for applications offered on a licnesed model to the bank. For hosted servces we understand the PCI DSS or PCI SFF would suffice as applicable under the scope of work. Please confirm our understanding	We clarify that POS Infrastructure of Bidder should be compliant to PCI-DSS/ PA-DSS standards whichever is applicable as per industry's standard specifications.
146	16	4) - v) Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products are illustratively listed below but are not limited to the following:	Back-end transaction processing viz., capturing of transaction from POS terminals/ other acceptance solutions, routing it to issuer through VAP/MIP/NFS and any other interface or receiving response from card networks etc., obtaining response from issuer and transmitting back the response to the merchant.	Bidder request the Bank to clarify Other Card Network must be defined for integration, what are the other network that envisaged in this point.	Please be guided as per RFP

147	18	4.x.	To upgrade the terminal application as per the mandates received from time to time from the settlement agencies. i.e., VISA/MasterCard/RUPAY etc., at no extra cost to Bank if implemented in all public sector banks	All present compliance requirements defined by the governing bodies/regulators would be complied with, however any new compliance requirements prescribed in the future would require to be addressed based on mutual commercial understanding. Request the bank to confirm our understanding.	Please be guided as per RFP
148	18	Value Added Services Point no 4	The service provider should provide Value Added Services on POS terminals viz. PC-POS integration, SMS pay, Dynamic Currency Conversion (DCC), EMI, Cash@PoS, BQR on POS (Static and Dynamic), Mobile/DTH top-up, Bill payments, Wallet acceptance, Data Analytics, etc and other payment options such as Aadhar Enabled Payment System (AEPS), NFC based payment, National Common Mobility Card (NCMC) card acceptance, Sodexo card acceptance etc, and any other new feature which may come in use in future at no extra cost to Bank.	Every VAS has a different Business and Commercial Model to make it viable and successful in the market. Would request you to allow the bidder to generate additional VAS revenues from the merchant directly which can be shared with the bank.	Please be guided as per RFP
149	18	4.iv	Bidder to ensure that the POS terminals to be deployed under the	Is bank looking at a standardization of all features	Please refer Corrigendum

			contract are fully compliant with industry standard specifications and incorporating latest features/software updates. The service provider should provide Value Added Services on POS terminals viz. PC-POS integration, SMS pay, Dynamic Currency Conversion (DCC), EMI, Cash@PoS, BQR on POS (Static and Dynamic), Mobile/DTH top-up, Bill payments, Wallet acceptance, Data Analytics, etc and other payment options such as Aadhar Enabled Payment System (AEPS), NFC based payment, National Common Mobility Card (NCMC) card acceptance, Sodexo card acceptance etc. and any other new feature which may come in use in future at no extra cost to Bank.	across the empanelled vendors? If yes, will the bank allow the vendor to roll out the terminals with limited features in the market and in parallel work on standardization/benchmark with the other vendors offerings?	
150	19	4. xviii	Arrangement of Network Access Connectors (NACs): Bank will not bear the cost of NAC. Ensure adequacy of Bandwidth and provision for appropriate scalability of switching services, without any extra cost to Bank.	Hope all POS deployments would be GPRS or WiFi only and no dialup machines which would require NAC connectivity	Please be guided as per RFP
151	20	Point no 24	Bidder is required to bear entire Fraud & Risk Liability and also to	1. Can you clarify on the support which bank is going to	We clarify that the risk underwriting is done by the

			provide effective Fraud & Risk management services. Addressing of charge backs, if any arises, will be to the account of the Bidder and all other issues like collection of charge slips, making representation etc. shall also be managed by the Bidder	extend against chargebacks, document collection from merchant etc..since bank can only debit the merchant and further can do recovery. Would there be any defined process which will be followed by in such scenarios to take care of potential chargeback loss? 2. We assume, that since the underwriting is done by the bidder, bidder would be allowed to reject the Merchant Application if not meeting the risk guidelines outlined by the bidders. Please confirm.	bidder, bidder would be allowed to reject the Merchant Application if not meeting the risk guidelines outlined by the bidders
152	20	Point no 25	Bidder to provide MSF/Rental Concession Trigger Mechanism to set the parameters defined by Bank for giving concessions and to send trigger to merchants/bank through SMS and email. Also, Bidder to apply default MSF rates in case merchant breaches specified concession limits	Is bank looking for Concession Trigger mechanism with facility of dynamic rates change in system moment limit is breached from day 1 SLA is signed	We clarify that Bidder will be required to provide the mechanism as requested from day 1
153	20	4- xxvii) Standard services to be delivered by the Bidder(s) for various Merchant Acquiring	Migration involves massive work at field level which includes replacing of the existing POS terminals deployed at merchant's locations and also obtention of the	Since bidder is required to collect fresh KYC documents for Migrated merchants, does the bidder have the right to	We clarify that Bidder can reject the application if merchant doesn't fulfill their

		business products are illustratively listed below but are not limited to the following: Migration of existing POS Terminals:	necessary KYC & other documents from the Merchant afresh duly stamped in terms of applicable State Laws, at Bank's cost.	reject Merchants if they're outside bidder's risk appetite?	risk criteria and intimate Bank on the same.
154	22	54	For capex model: warranty period of 24 months	Bank to consider for any physical damage to the terminal or loss of terminal / any other peripherals by merchant will be repaired at predefined rates and will be charged to bank during warranty period	Please be guided as per RFP
155	21	4.xxxiv.	Compliance to all our Bank guidelines along with guidelines of the Government of India, Regulatory bodies and the Schemes, at no extra cost to the Bank.	All present compliance requirements defined by the governing bodies/regulators would be complied with, however any new compliance requirements prescribed in the future would require to be addressed based on mutual commercial understanding. Request the bank to confirm our understanding.	Please be guided as per RFP
156	22	4.xxxix	Permission to Bank to conduct Audit of data, books (relating to PNB), IT infrastructure etc. These	Request the bank to give advance intimation and agenda of audit	Please be guided as per RFP

			Audits can be done by External agencies or Bank's agencies		
157	24	lii	De-installation of a terminal is only to be initiated by Bank / Merchant; Bidder shall be responsible for the recovery of the terminals. Bidder should pick up the PoS terminal from merchant's location, subject to Merchant/ Terminal availability on the defined address/ location as per Bidder records within a maximum period of 5 bank working days from obtention of written approval for its de-installation from the Bank HO to Bidder HO. Bank will not be liable for any assistance or reimbursement in case terminal is not recoverable from the Merchant	In case terminal is not recovered post follow up of agreed SOP, request the bank to recover the cost of the device from merchant or from banks branch.	Please be guided as per RFP
158	24	liii	For capex model	Bank to consider for transit insurance, transportation cost & documentation for bank owned terminals	Please be guided as per RFP
159	24	4 - liii) Standard services to be delivered by the Bidder(s) for various Merchant Acquiring business products	For CAPEX Model: These terminals shall be owned by the Bank. As and when the CAPEX terminal is purchased again by the bank in future, separate commercials at mutually agreed	Bidder request the Bank to clarify if any part(s) of the terminal is replaced or repaired which are not covered under warranty, the same will be reimbursed by recovery	Please be guided as per RFP

		are illustratively listed below but are not limited to the following	terms and conditions to be decided shall be applicable. However, since most of the terminals are likely to be within warranty period or AMC, no reimbursement will be payable by Bank other than transportation charges. However, if any part(s) of the terminal is replaced or repaired which are not covered under warranty, the same will be reimbursed by recovery from the merchant. However, Bidder will have to share the details of such repairs, replacements so as to enable the Bank to recover the same from the Merchant. At times, it can happen that cost of repair or replacement of the part might exceed total cost of the terminal or might be very near to it, in such cases, we expect Bidder to inform and take necessary instructions from the Bank.	from the merchant- Kidly request the Bank to confirm whether Bank would pay the Bidder in case Bank is not able to recover the same from Merchant ?	
160	24	De-installation of Terminal under Capex and Opex Model point no lii and iii	De-installation of a terminal is only to be initiated by Bank / Merchant; Bidders shall be responsible for the recovery of the terminals. Bidder should pick up the PoS terminal from merchant's location, subject to Merchant/	Terminal recovery process should be same for Capex and Opex Model both since any terminal which is not recovered will be an	We clarify that terminal recovery process shall be same for both Capex and Opex Model

			<p>Terminal availability on the defined address/ location as per Bidder records within a maximum period of 5 bank working days from obtention of written approval for its de-installation from the Bank HO to Bidder HO. Bank will not be liable for any assistance or reimbursement in case terminal is not recoverable from the Merchant.</p> <p>liii. For CAPEX Model: These terminals shall be owned by the Bank. As and when the CAPEX terminal is purchased again by the bank in future, separate commercials at mutually agreed terms and conditions to be decided shall be applicable. However, since most of the terminals are likely to be within warranty period or AMC, no reimbursement will be payable by Bank other than transportation charges. However, if any part(s) of the terminal is replaced or repaired which are not covered under warranty, the same will be reimbursed by recovery from the merchant. However, Bidder will have to share the details of such</p>	Investment likeage for bank and bidder both	
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			repairs, replacements so as to enable the Bank to recover the same from the Merchant. At times, it can happen that cost of repair or replacement of the part might exceed total cost of the terminal or might be very near to it, in such cases, we expect Bidder to inform and take necessary instructions from the Bank		
161	25	5.xiii)	Bidder to provide assistance to Merchants for their enquiries and resolution of grievances through All India Toll Free Number. The resolution of complaints must be made within time frame as specified in TAT.	Will the bank pay for the Toll Free charges, if not, Bidder to be given flexibility to have toll pay number with assurance on TAT metrics for merchant service request or any other support needed.	Please be guided as per RFP
162	25	Point no 9	Bidder should undertake all services being provided by L1 service provider exactly in same manner and at similar level and matches to the standards set by the other service provider. There should not be any laxity in this regard.	Will bank ensure standardization of Products across all vendors like Mobile Application, digital onboarding, Soft Pos, CBS API Integration, Brand EMI, Terminal Specs etc?	Please be guided as per RFP
163	26	xiv	Turn around time service calls for Rural/ North eastern region 3 bank working days	TAT of 5 days to be considered for these locations	Please be guided as per RFP

164	26	xiv	Turn around time (overall)	request bank to consider minimum adherence of 90% for TATs	Please be guided as per RFP
165	50	J	Preventive maintenance	Bidder to be given options to reach merchants through different communication channels like SMS/ what app/ out bound call & physical visit for preventive maintenance.	Please be guided as per RFP
166	36	26. REVERSE AUCTION	Base Price, bid decrement value will be as per Bank's Discretion and will be communicated to all commercially eligible bidders only for seeking acceptance.	Would the bank be sharing the Base Price and the decrement values with the Bidders before the Reverse Auction for such acceptance? Please clarify	Please be guided as per RFP
167	48	Payment Terms Point no 7	OPEX Model & CAPEX Model (for services only) terminals: The rent will only be paid in respect of 'Active PoS Terminals' and 'Inactive POS Terminals (i.e., terminal on which no transaction is performed in the last 3 months) up to a ceiling of 10% of total portfolio managed by the Bidder. Payment shall be on monthly basis in arrears, based on invoices provided by the bidders to the Bank for the EDC/POS terminals deployed by the Bidder at	Industry average of inactivity is around 30-35%, hence would request you to increase the ceiling of inactive merchants to 25% with an assumption that Bank will not consider the merchants as inactive where the bank is still making revenue.	Please refer corrigendum

			Merchant location. Date of making EDC/POS Terminals operational at Merchant location shall be considered for calculation of rent. Invoices submitted by the bidder must accompany cumulative downtime report of terminals		
168	51	8. j) 8. PENALTY CLAUSE Preventive maintenance:	the Selected bidder shall conduct Preventive Maintenance {including but not limited to Merchant Training (wherever needed) inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment} once within first 15 days of the installation and thereafter once in a month during the currency of this RFP on a day and time to be suitable to the Merchant.	Monthly preventive maintenance would be excessive and add to the cost of the project. Terminals being supplied are robust and are capable of functioning without any maintenance for at least 6-12 months. Request the bank to modify this clause to make the frequency of preventive maintenance to once a year	Please refer corrigendum
169	49	8-Penalty Clause	Various penalties given under this clause	Bidder request the Bank that all penalties and liabilities shall be limited to 10 % of monthly billing	Please be guided as per RFP
170	50	Preventive Maintenance point no J	Preventive maintenance: the Selected bidder shall conduct Preventive Maintenance {including	1. Bidder to be given options to reach merchants through different communication	Bidder to provide proof of the preventive

			but not limited to Merchant Training (wherever needed) inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment} once within first 15 days of the installation and thereafter once in a month during the currency of this RFP on a day and time to be suitable to the Merchant	channels like SMS/ what app/ out bound call & physical visit for preventive maintenance. 2. We assume that bank will allow the proof for preventive maintenance to be maintained in a digital form and bank will store such digital records at their end.	maintenance further please be refer corrigendum
171	51	8. k) PENALTY CLAUSE	Apart from the penalty clauses given herein above, in case PoS/EDC remains out of order for more than 10 days in a month or 10 consecutive days at any instance, rent for that particular PoS/EDC machine will be deducted for full month	Request the bank to modify this clause to such that 10 days in a month being applicable only if the reason for terminal being out of order is attributable to the same reason. In case of downtime on account of different/various reasons this clause should not apply	Please be guided as per RFP. Further, We clarify that Penalties will be attributable to bidder only.
172	51	9. Insurance	The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system or upto 30 days after the delivery of the system, by the bidder against loss or damage incidental to manufacture or	"Upto 30 days after the delivery of the system" would apply to terminals in the warehouse or in transit only. The insurance clause is void once the terminal is successfully installed.	Please be guided as per RFP

			acquisition, transportation, storage, delivery and installation.	Request the bank to clarify our understanding	
173	52	10. WARRANTY and ANNUAL MAINTENANCE CONTRACT (AMC):	The hardware components supplied should be covered under 3 years' comprehensive warranty & comprehensive BACK-TO-BACK AMC for two years. The period of warranty and subsequent AMC shall be from the date of acceptance of the installation by the Bank for the respective device(s).	Since the period of the contract is for 2 years, it would not be possible to comply with this clause in the year 3 of the warranty and the MAC thereafter. Post the contract expiry it would be the banks responsibility to have the terminals transported to and from the Bidders repair centre for any kind of repair. Please confirm our understanding	We clarify that Post the contract expiry it would be the new service providers responsibility to have the terminals transported to and from the Bidders repair centre for any kind of repair
174	52	10. ANNUAL MAINTENANCE CONTRACT (CAPEX Terminals):	The successful bidder has to provide AMC for two years for the procured devices as per scope of work and cover all warranty clause points. The AMC will start after expiry of the warranty period of the respective equipment.	post the completion of the Contract, the AMC and Warranty clauses would be honoured by the bidder but from its repair centre. The bank would be responsible for the to and fro transprot of the devices to the Bidders repair centre.. Pelase confirm our understanding	We clarify that Post the contract expiry it would be the new bidder responsibility to have the terminals transported to and from the Bidders repair centre for any kind of repair
175	54	20. 1. Termination of Agreement	1. Bank shall have the right to terminate the Agreement, at any time during the Agreement period, after giving 30 day's advance notice including 15 days cure	Request the bank to modify this clause to include a 180 day notice period and reciprocal rights to the Bidder	Please refer corrigendum

			period to the VENDOR for reasons, including but not limited to the following:	to also initiate such termination.	
176	54	20.2- Termination of Agreement	Bank shall be at liberty to terminate this agreement at any time by sending a 30 days without bearing any consequences	Bidder request the Bank that there should not be a termination for convenience unless default, if any. Request the bank to change the Notice to 180 days with a 90 days cure period	Please refer corrigendum
177	58	34-Limitation of Liability	Vendors aggregate liability shall be limited to maximum of the agreement value	Bidder request the Bank to consider aggregate liability of vendor shall not exceed 100% of Annual contract value	Please be guided as per RFP
178	62	Eligibility Criteria Point no 4	The bidder should have positive net worth during the last three consecutive financial years mentioned above for which CA Certificate as per Annexure- IX and Audited Financial statements (Balance sheet and Profit & Loss statement) have to be submitted	Is the bank looking at only Positive Net Worth or also considering the fact that the bidder should be profitable (Net Profit) which will enable the Bank to have more reliable partner to work with	Please be guided as per RFP
179	64	Eligibility Criteria Point no 7	Dedicated Merchant Help Desk support through Call Centre is to be provided by the Bidder during peak business hours of 7.00 A.M. to 11.00PM by deputing at least	Request the bank to relax this clause to provide the services using Shared Merchant Helpdesk support while	Please be guided as per RFP

			One (1) Customer Care Executive for every 1000 PoS terminals. Besides, the Bidder to make the IVRS services available on 24x7 basis for addressing concerns/complaints of merchants.	adhering to the SLA's as prescribed in the RFP.	
180	15	Scope of Work	Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up and also on-board new merchants on acquiring platform by collection of KYC, onboarding form & other documents from the merchants afresh duly signed and stamped, at Bidder's cost. The cost of printing of application forms & other documents etc. will be borne by the Bidder.	Bank to clarify whether the KYC verification will be done by the Bidder or the bidder will integrate with Bank's verification system .	Bidder to ensure KYC before onboarding merchant as the risk underwriting is being done by the bidder.
181	53	Point 19. INDEMNITY	As mentioned in the Clause	This clause should be made mutual for both parties, as payswiff will incur loss due to breach of provisions of the agreement by the bank.	Please be guided as per RFP
182	54	Point 20. TERMINATION OF AGREEMENT	2. Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending a 30 days -notice period to	As per this clause only the Bank has right to terminate the agreement without assigning any cause. We also require the	Please refer corrigendum

			the Vendor without bearing any consequences	right for termination similar to this clause.	
183	56	Point 28. DISPUTE RESOLUTION / ARBITRATION	If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties.	The appointment of sole arbitrator as suggested under point 28 is not valid and contradicts the views of the Hon'ble Supreme court in Perkin's case. Hence the clause requires an amendment and arbitrator shall be appointment mutually by both the parties and incase the appointment is not agreed by either party, then each party shall appoint an arbitrator and the two arbitrators together appoint a third arbitrator, who shall act as presiding arbitrator. Otherwise, the arbitrator can also be appointed through an institutionalised arbitration.	Please be guided as per RFP
184	58	Point 34. LIMITATION OF LIABILITY	In the following circumstances limitation of liability shall not apply and the Vendor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank	This clause should be made mutual for both parties. Request to fix a maximum cap without any exceptions.	Please be guided as per RFP

185	62	ELIGIBILITY CRITERIA	Bidder has to provide documentary evidence such as performance certificates from clients as per Annexure VI /letters/purchase orders from clients to establish bidder's required experience.	Request bank to accept self-declaration/Contracts as partner banks are not willing to share experience certificates on their letter head for bid submission.	Please be guided as per RFP
186	63	ELIGIBILITY CRITERIA	Dedicated Merchant Help Desk support through Call Centre is to be provided by the Bidder during peak business hours of 7.00 A.M. to 11.00PM by deputing at least One (1) Customer Care Executive for every 1000 PoS terminals. Besides, the Bidder to make the IVRS services available on 24x7 basis for addressing concerns/complaints of merchants.	Request Bank to allow service support/merchant helpdesk support (9.30AM to 10PM) which is more than 12 hours.	Please be guided as per RFP
187	65	BIDDER'S INFORMATION	Turnover Rs.(in Lacs) from Indian Operations from sale of Networking Solutions/ Network Equipment/NI services	Request bank to clarify as there is no experience of sale networking solutions/network equipment/NI service required for this RFP	Please be guided as per RFP
188	68	PERFORMANCE CERTIFICATE	This is to certify that M/s has successfully supplied or maintained (No. and make of POS terminals) to our organization since (no. of years).	Request bank to accept self-declaration as partner banks are not willing to share experience certificates on their letter head for bid submission.	Please be guided as per RFP

189	92	Section 10- Other provisions	1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the “Place of award of work”.	When work is allotted at multiple branches of the Bank, as per this clause, multiple courts will have jurisdiction. It is recommend to have an exclusive court jurisdiction	Please be guided as per RFP
190	93	10) Arbitration & Governing Law	For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.	The appointment of sole arbitrator as suggested under clause is not valid and contradicts the views of the Hon’ble Supreme court in Perkin’s case. Hence the clause requires an amendment and arbitrator shall be appointment mutually by both the parties and incase the appointment is not agreed by either party, then each party shall appoint an arbitrator and the two arbitrators together appoint a third arbitrator, who shall act as presiding arbitrator. Otherwise the arbitrator can also be appointed through an institutionalised arbitration.	Please be guided as per RFP
191	114	Checklist	Certificate of Local Content – Class I Local Supplier – Bidder shall provide the self-certification that the item offered meets the	Request to modify the clause to accept self-declaration from bidder instead of being	Please be guided as per RFP

			local content requirement for 'Class-I local supplier'. They shall also give details of the location(s) at which the local value addition is made. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.	certified by the statutory auditor/Cost auditor.	
192		General query		Request bank to provide an extension for bid submission for atleast 2 weeks after the pre-bid response for sufficient time for preparation	Please be guided as per RFP