

**RFP FOR PROVIDING SWITCHING SOLUTION FOR POINT OF SALE (POS) ACQUIRING BUSINESS**  
**RFP REF: CO:DBD:MAC:02:2022-23 DATED 12/08/2022**

**Annexure II – Amendment**

<b>SI No</b>	<b>RFP Reference</b>	<b>Details provided in RFP</b>	<b>Query/Changes Requested</b>	<b>Amended Clause</b>
1	Page no: 25 Point no: 14	The bidder should have at least 1 Visa PCI PIN Certified key injection Centers in India. If key injection center has not been established & key is injected remotely; then the bidder must provide PCI PIN certificate and comply with the Card Associations' guidelines.	We request let OEM POS manufacturer provide the manufacturing keys which automatically remove the requirement of key injection room. However as a Switch company PayNext can provide PCI PIN certificate with capabilities of supporting key injection remotely.	Please adhere to the terms of RFP. Condition remains unchanged.
2	Page no: 25 Point no: x	Bidder should collect GST invoices from Card Issuer Banks for the issuer interchange fee debited by Card Associations as per the reconciliation voucher provided. Wrong / deficit / incorrect invoices will not be accepted and deficit amount will be recovered from the bidder.	Bidder request the bank that this shouldn't be in our scope during Project Implementation stage.	Please adhere to the terms of RFP. Condition remains unchanged.
3	Page no: 20 Point no: 1 (Service Level Penalties)	Successful bidder shall provide uninterrupted switching solution for POS acquiring transactions. Bidder has to maintain an uptime of 99.90% of the switch implemented by them. If the switch uptime maintains between 99.90% to 99.70% during any month, Bank will levy a penalty of Rs. 10,000/- (Rupees Ten thousand only) per hour or part there of up to a maximum of Rs. 10,00,000/-	Maximum INR 10 lacs per month- this penalty is too high, would request the bank to revise and look into this clause.	Successful bidder shall provide uninterrupted switching solution for POS acquiring transactions. Bidder has to maintain an uptime of 99.90% of the switch implemented by them. If the switch uptime maintains between 99.90% to 99.70% during any month, Bank will levy a penalty of Rs.
4			Request Bank to relax this condition as: "Successful bidder shall provide uninterrupted switching solution for POS acquiring transactions. Bidder has to maintain an uptime of 99.90% of the switch implemented by them. If the switch uptime maintains between 99.90% to 99.70% during any month, Bank will levy a penalty of Rs.	



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		(Rupees Ten lac only) per month. Monthly Report (for each hour) on uptime should be submitted along with Invoice.	to 99.70% during any month, Bank will levy a penalty of Rs. 1,000/- (Rupees One thousand only) per hour or part there of up to a maximum of Rs. 1,00,000/- (Rupees One lac only) per month. Monthly Report (for each hour) on uptime should be submitted along with Invoice.	10,000/- (Rupees Ten thousand only) per hour or part there of up to a maximum of Rs. 5,00,000/- (Rupees Five lac only) per month. Monthly Report (for each hour) on uptime should be submitted along with Invoice.
5	Page no: 20 (Service Level Penalties)	Service Level Penalties	Bidder request the bank that all penalties and liabilities shall be limited to 10 % of monthly billing.	Please adhere to the terms of RFP. Condition remains unchanged.
6	Page no: 32 Point no: 22	Limitation of Liability: Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value.	Bidder request the bank that liability should be limited to annual value of contract and not total value of contract.	Please adhere to the terms of RFP. Condition remains unchanged.
7	Page no: 36 Point no: 33	The Bank, by 30 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience.	Bidder request the bank that there should not be a termination for convenience unless default, if any.	Please adhere to the terms of RFP. Condition remains unchanged.
8	Page no: 1	Date and time of opening Technical bids: 02/09/2022 at 03:30 PM	Request the bank to extend the Bid submission date by 15 days from the date of publishing the clarifications on the Banks website.	Bid submission timeline remain unchanged. Please adhere to the terms of RFP. Condition remains unchanged.
9	Page no: 3 Point no: 7	EMD Rs. 6,00,000/- (Rupees Six Lakh only) valid for 225 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank located in India other	As the Period of Validity of Bid is 180 days, request the Bank to keep EMD Bank Guarantee validity for 180 days instead of 225 days.	Bid security timeline remains same. Please adhere to the terms of RFP. Condition remains unchanged.



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		than Indian Bank. (Mode of submission: Offline)		
10	Page no: 23 Point no: 5	Bidder should have at least 3 years of experience as on 31.03.2022 in providing service to at least 1 Scheduled Commercial Bank in PoS switching (transaction processing) service of Card and Cardless transaction including Onus, MasterCard, VISA, RUPAY, UPI.	We are providing such services to one of the Private Sector bank. Since we have the Capabilities, requesting the Bank to allow us to Bid for this RFP. Request the Bank to relax the experience of 3 years. We have our solution such as SoftPOS (Tap & Pay) also certified with schemes.	Please adhere to the terms of RFP. Condition remains unchanged.
11	Page no: 23 Point no: 5	Bidder should be having minimum 50,000 PoS / mPoS / PC POS / SoftPoS active terminals connected to its PoS acquiring switch as on 30.06.2022.	Request the Bank to relax this condition.	Please adhere to the terms of RFP. Condition remains unchanged.
12	Page no: 31 Point no: 18	The successful bidder shall furnish Performance Security within fifteen (15) days from the date of purchase order issued.	Request the Bank to give 30 days' time to furnish the Performance Bank Guarantee from the date of Purchase Order.	Please adhere to the terms of RFP. Condition remains unchanged.

