

RFP FOR SELECTION OF AGGREGATORS FOR ON-BOARDING POINT OF SALE (POS) MERCHANTS THROUGH BIN SHARING MODEL
RFP REF: CO/DBD/POS/001/2024-25 DATED 12.11.2024

Annexure II – Amendment

SI No	RFP Reference	Details provided in RFP	Query Raised	Bank's Reply
1	Page no:25 Point no.5	The bidder should have at least 2 years of experience as on the date of issuance of RFP in providing similar type of solution (BIN sharing model) to at least one scheduled commercial Bank in India with at least 50,000 PoS terminal installation & monthly transaction value routed through the BIN should be at least Rs. 500 Crore.	Can this Clause be removed so that new Bidder or inexperience Bidders may also participate.	The bidder should have at least 2 years of experience as on the date of issuance of RFP in PoS merchant acquiring service to at least one scheduled commercial Bank in India directly or through any TSP with at least 50,000 PoS terminals installed.
2			Bidder Should be TSP to at least 5 plus commercial / Private / PSU Banks with over 1,50,000 POS terminal installation or have 2 years of experience in providing similar service to banks.	
3	Page no:32 Point no.8	Aggregator will supply & install the PoS terminal at the merchant location. Bank will not bear any cost related to PoS terminal purchase/rent/supply/installation etc.	a) Will there be reinstallation or shifting of devices required? b) How many shifting would be required in a month?	Aggregator will supply & install the PoS terminal at the merchant location. Bank will not bear any cost related to PoS terminal purchase/rent/supply/installation/shifting/relocation etc.
4	Page no:33 Point no.24	Aggregator should allot one support executive for Bank to be available at Bank Head Office for necessary coordination with Bank personnel. The support executive should be available at Bank's Head Office from 10 AM to 6 PM on all working days. The time may vary in view of work exigency. In absence of the support executive, Bidder has to provide an alternative staff for Business continuity. The Bidder will also assign one Relationship Manager preferably from Senior Management scale	a) What is the roll of one support executive at the head office of the Bank? b) Will there be a helpdesk support required? c) How many resources would be required for a helpdesk?	Aggregator should allot one support executive for Bank to be available at Bank Head Office or in Bidder's Office for necessary coordination with Bank personnel. The support executive should be available from 10 AM to 6 PM on all working days. The time may vary in view of work exigency. In absence of the support executive, Bidder has to provide an alternative staff for Business continuity. The Bidder will also assign one Relationship Manager preferably from



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		to act as Single Point of Contact (SPOC) for the Bank.		Senior Management scale to act as Single Point of Contact (SPOC) for the Bank.
5	Page no:34 Point no.4	The Bank may at any time, by a written order given to the bidder make changes within the general scope of the Contract in any one or more of the following: a. the place of delivery; and / or b. the Items to be supplied/ Services to be provided by the Supplier;	a) Need to know the place of delivery of the POS devices for estimation b) Need to know the items to be supplied so that the estimation can be done accurately.	Clause has been removed.
6	Page no:35 Point no.7	Initially, Contract period will be for Three (03) years from the date of Go-Live which will be further extended for further period of Three (03) years based on Bank's requirement. The performance of the selected bidders will be reviewed in every 6 months and the Bank reserves the right to terminate the contract at its sole discretion by giving Three (03) months' notice based on review. Any offer falling short of the contract validity period is liable for rejection.	Request the Initial Period of the contract be 05 years to ensure that the bidder gets a fair amount of time to recoup the investments that will be made in the initial period of the contract	No Change. Please adhere to RFP terms.
7	Page no:25 Point no.3	The Bidder should have positive net worth during the last 03 (three) financial years i.e. FY 2021-22, FY2022-23 and FY2023-24. Also, the net worth should not have eroded by more than 30% (thirty percent) in the last three financial years, ending on 31.03.2024.	Request Bank to consider 30% net worth erosion clause. Instead can Bank consider that Vendor should have positive net worth during last 3 financial year.	No Change. Please adhere to RFP terms.

