

**PRE - BID CONFERENCE ON 2nd June 2016**

**MPCB RESPONSES TO QUERIES RECEIVED REGARDING RFP DOC. : 381**

Sr. No.	Clause No	Description in RFP	Clarification Sought	MPCB Responses
1		MPCB DECLARATION		It is mandatory for the Service Provider to provide ALL modes of transactions. i.e. Credit Card, Debit Card, NEFT / RTGS, NETBANKING, Wallets / Cash-cards from the date of start of execution. The Bidder to give an undertaking to this effect on their letterhead and submit the same along with the Bid. Non-provision of any of the payment modes and / or non-submission of such an undertaking will be reason for non-responsiveness of the bid
2	4.5	Execution Time Frame 15 days	Can the execution time frame be extended to 30 days?	NO
3	7.1.1	PCI DSS or PA DSS certificate to be provided	In case the bidder is bidding with an agregator, is it OK that the Certificate of the agregator be provided?	It can be from an agregator but there has to be an undertaking from the bank that they will be using the "mentioned" agregator for fulfillment of the contract. Additionally, bank / bidder will be solely liable for any legal / commercial issues.
4	7.1.2	Letter from RBI authorising bidder to provide Payment Gateway Services	We are a Bank and do not have a separate letter from bank to provide payment gateway services. Is it OK?	In case of a bidder being a Bank using certain agregator services, the Bank should submit Authorisation from the RBI for agregator providing the payment gateway services. In case an agregator is the bidder then such a letter from RBI is mandatory.

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5	9.2.1	Performance Bank Guarantee of Rs. 4 Crores	Difficult to comply with. Can we produce a Bank Guarantee of our own Bank?	Bidders can pay the Performance Guarantee in terms of a Bank Guarantee from Nationalised Bank of any other bank than the bidding organisation or in terms of Interest Free Performance Security Deposit with MPCB equal to the Bank Guarantee amount. The tenure of such a deposit will be 42 months from the date of the deposit.
6	9.2.3	Transaction fees not chargeable to MPCB	Will the customer be paying the transaction fees as surcharge?	Yes
7	Annex 2; 2.3	Responsibilities of MPCB	MPCB should to use existing account or new account with the Bank,if Bidder get the order.	Unless MPCB has a primary banking account with the Bidder, no other existing account of MPCB will be used for the payment. MPCB will open an exclusive single Current Account with the Bidder (only in case the bidder is a Bank) for collection through Payment Gateway.
8	9.2.2	Remittance of transactions @ T + 1	Can this be T+2	MPCB allows the remittance settlement on T+2 basis where T is the transaction date
9	Annex 2; 2.2.5(3)	Any loss of transaction resulting in loss to MPCB or its client using PG will be responsibility of SP	All losses (pertaining to Bank's fault, if any) should be limited to transaction amount.	Accepted, for resolution within 24 clock hours. Penalty @1% per day or Rs. 100 / day whichever is higher will be levied for every day of delay or part thereof, beyond 24 hours

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Sr. No.	Clause No	Description in RFP	Clarification Sought	MPCB Responses
10	Annex 5 and clause 5.7	Last date for Bid preparation 7th June 2016	Please extend the date of Bid Preparation	The Bid preparation date and time is extended to 17:00 Hrs on 13th June 2016. The schedule of other activities will change accordingly and same is published as corrigendum
11	Annex 2; 2.2.5(4)	24 x 7 call centre facility	24 x 7 email support can be extended however a call centre facility can be provided only during the Business hours of working days.	Accepted
12	Annex 4	Price Bid Format	Changes in Price Bid format requested in terms of additional transaction band of Rs. 1 to Rs. 2000.00	Accepted. Please see the revised Price Bid Format
13	Annex 4	Price Bid Format	Allow to quote in absolute rupees and / or as % of transaction value	Accepted. Please see the revised Price Bid Format

**PRICE BID FORMAT - Revised**

Sr. No.	Approx number of transactions per annum	Slabs of transaction value (in Rs.)	Service provider fees / transaction / mode of transaction (in Rs.)					Fees (in Rs.)					Weighted Average of Fees (in Rs.)
			C1	C2	C3	C4	C5	D1 = (A*0.1*C1)	D2 = (A*0.1*C2)	D3 = (A*0.35*C3)	D4 = (A*0.35*C4)	D5 = (A*0.1*C5)	
1	5	1 - 2000											E1
	13500	2000-15000											E2
	1200	15001 - 75000											E3
	300	75000 - 125000											E4
	600	125001 -500000											E5
	350	500001 - 2500000											E6
	300	2500001 and above											E7
<b>SUB TOTAL A</b>		<b>Transaction Fees Chargeable to industries by the Service Provider</b>										<b>(E1 + E2 + E3 + E4 + E5+E6+E7)</b>	
2	One Time Fees for Service Setup and Integration Fees												
<b>SUB TOTAL B</b>		<b>Implementation and Integration fees</b>											
<b>GRAND TOTAL (SUB TOTAL A + SUB TOTAL B)</b>													
<b>GRAND TOTAL (Amount in words) : Rs.</b>													

Service Provider fees are represented by following modes of payment (Bidders should quotes rates according to the mode of payment):

C1: Credit card; C2: Debit Card; C3: NEFT / RTGS; C4: NETBANKING; C5: WALLETS / Cash Cards proportionately transaction volume

It is presumed that number of transactions for C1:C2:C3:C4:C5 =10%:10%:35%:35%:10% respectively.

THE RATES CAN BE QUOTED IN RUPEES and / or AS % VALUE OF THE AMOUNT. In case rate is quoted as % value, MPCB will convert the same in absolute value based on the highest amount of the respective slab. e.g. if the rate is quoted as 0.5% for Credit Card (C1) for the slab Rs. 500001 to Rs. 2500000 then the rate will be considered as Rs. 12,500/ for the calculations. Order / Contract will mention the rates as quoted in the price bid i.e. as absolute value / percentage value / combination of both, as may be the case.

In case there are no charges for particular payment mode, the same should be mentioned as "0". In case NIL is written it will be assumed that the said payment mode is not available and hence the bid will be disqualified.

IT must be noted that the no. of transactions per slab and the percentage ratio of modes of transaction are purely for calculation purposes and may vary.

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