

PUNJAB & SIND BANK



Addendum 1 and Pre-bid Query Response

Tender No.: GEM/2026/B/7640836

Dated :09.06.2026

**REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF VENDOR FOR
END-TO-END SOLUTION FOR MERCHANT ACQUIRING BUSINESS
THROUGH POINT OF SALES (POS) TERMINALS AND SOUND BOX
ON OPEX MODEL WITH REVENUE SHARING.**

**Head Office Digital Banking Department
1st Floor, B-38/39, Block-B
Industrial Area Phase I, Naraina
New Delhi-110028**

Addendum 1:

S.No.	RFP Page No.	Clause No./Name	Original Clause	Revised Clause
1	15	1.5 Requirements and scope of work	Integration of the application and portal with the Bank's omni-channel platform, payment systems, and related APIs for seamless transaction processing and merchant management.	Clause Deleted
2	8, 18, 48	1.4 Bidder Qualification criteria, Brief requirements, Annexure 4	<p>The bidder should be PCI- DSS certified & PA-DSS certificate compliant.</p> <p>All applications/devices/service provided should invariably comply with Electronic Point of Sale Security standards such as PCI-DSS, PA-DSS, PCI-PTS etc.</p> <p>The bidder should be PCI- DSS certified & PA-DSS certificate compliant.</p>	Instead of PA DSS, PA SSF is required. Rest all same and Refer RFP clause
3	8, 47	1.4 Bidder Qualification criteria, Annexure 4	<p>The "Certificate of Recognition" as a "Start-up" from the Ministry of Commerce and Industry(Department of Industrial Policy and Promotion)</p> <p>The bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT) or registered as MSME Entrepreneur, & still Categorized as MSME as on the date of submission of RFP.</p>	This clause is only for the MSEs/start-ups participating. Others need not submit this document.
4	8, 48	1.4 Bidder Qualification criteria, Annexure 4	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later.	This clause is only for the Start-ups participating. Others need not submit this document.
5	10	1.5 Requirements and scope of work	Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up at no cost to the bank or merchant and also on-board new merchants on acquiring	Bidder shall migrate all existing PoS merchants from the existing service provider to its own setup at no cost to the bank or merchant and also on-board new

			platform by procurement of KYC & other documents and execution of tripartite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost. The cost of printing of application forms, tripartite agreement including cost of stamps, as applicable, etc. will be borne by the Bidder.	merchants on acquiring platform by procurement of KYC & other documents and execution of tripartite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost. The cost of printing of application forms, tripartite agreement including cost of stamps, as applicable, etc. will be borne by the Bidder. The Bank shall assist the Bidder for migration from the erstwhile vendor to the Bidder at no cost to the Bank or Merchant.
6	9, 49	1.4 Bidder Qualification criteria, Annexure 4	The bidder should have a total turnover of Rs. 25 Crores in any two years out of last three financial year i.e. 2023-24, 2024-25 and 2025-26 and The firm/Company should have a positive net worth and positive net profit in any two of last three financial year i.e. 2023-24, 2024-25 and 2025-26.	The bidder should have a total turnover of Rs. 25 Crores in any two years out of last three financial year i.e. 2023-24, 2024-25 and 2025-26 and The firm/Company should have a positive net worth in any two of last three financial year i.e. 2023-24, 2024-25 and 2025-26.
7	10, 18	1.5 Requirements and scope of work, Deliverables	Bank requires Android POS terminals* with below mentioned services mandatorily : i. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.), ii. Bharat QR iii. NCMC & NFC, iv. UPI QR Codes v. Cash@POS vi. Aadhaar Enabled Payment System	Bank requires Android POS terminals* with below mentioned services mandatorily : i. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.), ii. Bharat QR iii. NCMC & NFC, iv. UPI QR Codes v. Cash@POS (Optional) vi. Aadhaar Enabled Payment System(Optional)
8	27, 52 Point 5	Eligibility and Technical Evaluation, Annexure - 5	Bidders direct agreement with the bank for Implementing of Fraud Risk Management Tool in India Less than 2 Banks >= 2 Years and <= 5 Years	Bidders direct agreement with the bank for Implementing of Fraud Risk Management Tool in India Less than 2 Banks

			Implementation above 5 Banks	>= 2 Banks and <= 5 Banks Implementation above 5 Banks
9	18, 24	Maximum MDR Charges to be Collected from Merchant	Addition	Note: The revenue sharing with the Bank will be done on Gross MDR.
10	22	Bidder Responsibility	Bidder shall also undertake to develop/customize any new application in future at its own cost for smooth running of the operations of business of the Bank.	Clause Deleted
11	22	Penalty	Bidder has to complete the migration of POS terminals and SoundBoxes and entire data of existing merchant acquiring business of the bank through POS terminals and SoundBoxes from the existing service provider, within 30 days of acceptance of purchase order at no cost to the Bank.	Bidder has to complete the migration of POS terminals and SoundBoxes and entire data of existing merchant acquiring business of the bank through POS terminals and SoundBoxes from the existing service provider, within 60 days of acceptance of purchase order at no cost to the Bank.
12	18, 24	Revenue sharing model and general clauses	Maximum MDR Charges to be Collected from Merchant	The maximum MDR Charges to be collected from merchant are revised . Kindly refer Annexure1 of this Addendum for the same.
13	12, 18	1.5 Requirements and scope of work - Soundbox, Brief Requirements	Battery : 2600mAH battery	Battery : 2000mAH battery

14	TCO Excel Sheet	TCO Excel Sheet	Debit International	Debit international shall be read as Debit-Credit International . Refer TCO sheet in Annexure 3																														
15	12	1.5 Requirements and scope of work - Soundbox	Bank is intended to acquire around 40000 (indicative) new Soundboxes.	Bank is intended to acquire around 30000 (indicative) new Soundboxes																														
16	11	1.5 Requirements and scope of work	The bidder shall provide RuPay SoftPoS with reference to the NPCI Circular no. NPCI/2022- 23/RuPay/036 dated 15/03/2023 as per Bank's requirement. In such case, there will be no installation charge and monthly rent as of now. However, the same can be decided mutually if required in future. MDR will be as per standard rate quoted for POS.	The bidder shall provide SoftPoS with reference to the NPCI Circular no. NPCI/2022- 23/RuPay/036 dated 15/03/2023 as per Bank's requirement. MDR will be as per standard rate quoted for POS. The SoftPOS module will be add-on which will be deployed only if the Merchant request for the same. The timeline will be decided with the successful bidder at a later stage. The cost of the SoftPOS will be negotiated at a later stage.																														
17	19	Brief requirements	<table border="1"> <thead> <tr> <th colspan="3">Maximum Installation charges for new POS terminals:</th> </tr> <tr> <th>S.No.</th> <th>Area of POS device to be installed</th> <th>Installation charges per month (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Metro</td> <td>300</td> </tr> <tr> <td>2</td> <td>Urban</td> <td>400</td> </tr> <tr> <td>3</td> <td>Semi urban/rural</td> <td>600</td> </tr> </tbody> </table>	Maximum Installation charges for new POS terminals:			S.No.	Area of POS device to be installed	Installation charges per month (in Rs.)	1	Metro	300	2	Urban	400	3	Semi urban/rural	600	<table border="1"> <thead> <tr> <th colspan="3">Maximum Installation charges for new POS terminals:</th> </tr> <tr> <th>S.No</th> <th>Area of POS device to be installed</th> <th>Installation charges per month (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Metro</td> <td>400</td> </tr> <tr> <td>2</td> <td>Urban</td> <td>500</td> </tr> <tr> <td>3</td> <td>Semi urban/rural</td> <td>600</td> </tr> </tbody> </table>	Maximum Installation charges for new POS terminals:			S.No	Area of POS device to be installed	Installation charges per month (in Rs.)	1	Metro	400	2	Urban	500	3	Semi urban/rural	600
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18	17	Process flow to be followed	Process flow for Lost/Damaged/Return POS Terminals and Sound Boxes	The following process flow is updated as mentioned in Annexure 2 .																														

19	17	Process flow to be followed	Addition	Note: a) In case of recovery of lost/damage device, proof of lost/damage(from Merchant) to be provided by TSP. Accordingly, Bank will assist in recovery of charges. b) In case of return of device, TSP to immediately provide proof of return of Device through Portal also.
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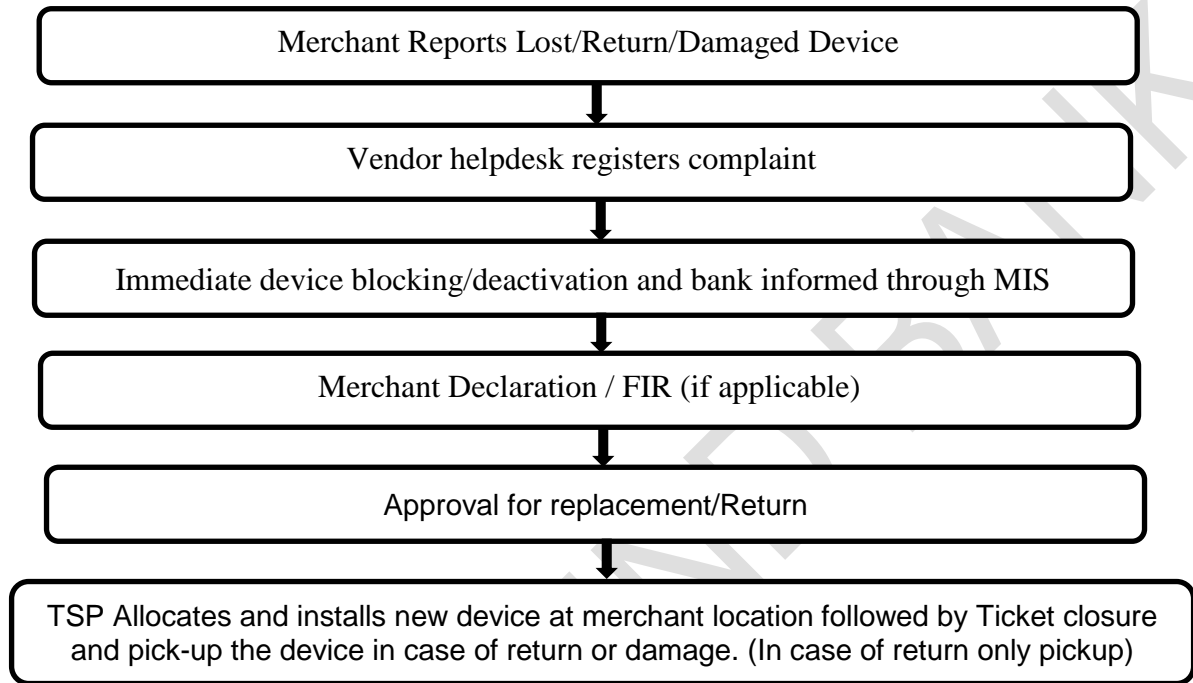
Annexure 1

Maximum MDR Charges to be Collected from Merchant as mentioned below

Maximum MDR Charges to be Collected from Merchant								
Product	Category Business Type	MDR range			DebitCard			International Cards
		CreditCard			Master/Visa		Rupay	
		Domestic/ Rupay	Premium	Super Premium	Below 2000	Above 2000		
Android POS	Retail	1.75%	2%	2.5%	0.40%	0.90%	0.00%	2.75%
	Govt.Entities	1.3%	1.3%	1.3%	0.40%	0.90%	0.00%	2.75%
	Educational institution	1.3%	1.3%	1.3%	0.40%	0.90%	0.00%	2.75%
	Utilities	1.3%	1.3%	1.3%	0.40%	0.90%	0.00%	2.75%
	Insurance	1.3%	1.3%	1.3%	0.40%	0.90%	0.00%	2.75%
	Super Markets	1.6%	1.6%	1.6%	0.40%	0.90%	0.00%	2.75%
	Taxi & Limousines & Bus/passenger Services	1.5%	1.5%	1.5%	0.40%	0.90%	0.00%	2.75%
	Charity & Social Organizations	1.5%	1.5%	1.5%	0.40%	0.90%	0.00%	2.75%

Annexure 2

Process flow for Lost/Damaged/Return POS Terminals and Sound Boxes



Annexure 3



TCO details_Upload
Revised.xlsx

TCO Sheet :

Pre-bid Query Response :

S.No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description Query	Sought/ Suggestions of the Bidder	Bank's reply
1	Eligibility Criteria	Bidder Experience	Bidder should have relevant experience in merchant acquiring / payment solutions.	Request Bank to clarify whether experience of providing POS, Soundbox, QR, payment gateway or acquiring services through group companies/partners will be considered.		Please be guided by RFP clause.
2	Technical Scope	POS Terminal Deployment	Deployment and management of POS terminals under Opex model.	Request Bank to clarify minimum and maximum expected POS deployment quantity during contract period.		The maximum quantity is 3000 POS machines for the contract period. There is no minimum expected, but as of now Bank is having 1300+ active POS machines
3	Technical Scope	Device Ownership	Bidder to provide POS terminals and Soundbox.	Request clarification on ownership of deployed devices during and after completion of contract period.		The ownership of the deployed devices will be of the Bidder.
4	Opex Model	Investment Recovery	Bidder shall bear deployment and operational cost.	Request Bank to clarify commercial model considering hardware investment, maintenance, logistics and		The project will be on revenue sharing model. The bank will have share in the rental charges and MDR charges - Refer TCO sheet in Annexure 3

				replacement cost.		
5	Revenue Sharing	MDR Revenue	Revenue sharing from merchant acquiring business.	Request detailed clarification on MDR components considered for revenue share calculation including interchange, scheme charges and other deductions.		Revenue sharing will be from Gross MDR only.
6	Revenue Sharing	Settlement Process	Merchant transaction settlement and reconciliation.	Request Bank to confirm settlement cycle, reconciliation responsibility and dispute management process.		Details are mentioned in the RFP.
7	Integration	API & Technology	Integration with Bank systems.	Request Bank to provide API documents, sandbox access, certification process and integration timelines.		Refer Addendum
8	Security Requirements	Compliance	Bidder shall comply with applicable security standards.	Request clarification on mandatory certifications required such as PCI DSS, PA DSS, ISO certifications and audit requirements.		Instead of PA DSS, PA SSF is required. Rest all same and refer RFP clause

9	Merchant Onboarding	KYC Process	Merchant onboarding and activation.	Request clarification on responsibility of merchant KYC, document verification and approval SLA.		Please be guided by RFP clause - KYC to be done as per existing process of bidder.
10	Service Level Agreement	SLA	Bidder shall maintain service levels.	Request Bank to share detailed SLA matrix including uptime percentage, response time and resolution timelines.		Refer penalty clause in RFP
11	Penalty Clause	Liquidated Damages	Penalties for non-performance.	Request clarification on penalty calculation, maximum penalty cap and exclusions due to Bank/third-party dependencies.		Refer penalty clause in RFP
12	Soundbox	Connectivity	Soundbox transaction notification service.	Request clarification on SIM/network responsibility, recurring connectivity charges and replacement process.		Please be guided by RFP - to be borne by bidder
13	Support Model	Customer Support	End-to-end operational support.	Request clarification on support hierarchy between Bank, AirPay and merchant for technical/service complaints.		Successful bidder has to provide dashboard/portal to Bank to monitor real time device uptime, complaint status and settlement details with report download option for a date or a date range

14	Data Management	Transaction Data	Bidder shall manage transaction information.	Request clarification on data ownership, retention period, access rights and regulatory compliance requirements.		As per regulatory guidelines bidder has to maintain the data
15	Contract Terms	Exit Management	Contract completion/termination.	Request clarification on transition support period, device return process and data migration obligations.		Refer Addendum
16	Eligibility Criteria	Financial Eligibility / Turnover	Bidder eligibility criteria requires fulfilment of financial parameters.	Request Bank to clarify the minimum turnover/net worth requirement and whether audited financial statements of the bidder or parent/group company will be considered.		The financial statements should be standalone. For further details, refer RFP.
17	Eligibility Criteria	Relevant Experience	Bidder should have experience in merchant acquiring/payment solutions.	Request Bank to clarify the definition of relevant experience and whether experience in POS, QR, payment gateway, acquiring platform, Sandbox or digital payment services will qualify.		Refer section 1.4 BQC

18	Eligibility Criteria	Existing Customer Base	Bidder capability for merchant acquisition and servicing.	Request Bank to clarify whether existing merchant base managed by bidder will be considered for technical qualification.		Refer section 1.4 BQC
19	Eligibility Criteria	Experience Period	Requirement of past experience for similar projects.	Request Bank to clarify the reference period considered for similar work experience and whether ongoing projects will be accepted.		The reference period for similar work experience is past two years and also ongoing projects will be accepted if 2 years completed.
20	Eligibility Criteria	Consortium / Partner Support	Bidder needs to meet eligibility requirements.	Request clarification whether technical capability or experience of technology partners, OEMs or group entities can be considered.		Experience of Bidder to be considered
21	Eligibility Criteria	Payment Network Certification	Bidder shall have required payment ecosystem capability.	Request Bank to clarify mandatory certifications/approvals required from RBI, NPCI, card networks or other regulatory bodies.		Details are mentioned in the RFP.
22	Eligibility Criteria	Operational Capability	Bidder shall provide end-to-end merchant acquiring services.	Request Bank to clarify minimum operational infrastructure, support team strength and		Details are mentioned in the RFP.

				service capability criteria.		
23	7	1.3 Note v.	In case of a Parent Bidder running subsidiary company structure, the experience & business figures of its wholly owned Subsidiary in the field of merchant acquiring business will be considered for ensuring conformity to eligibility criteria only when such wholly owned subsidiary has been in existence for a minimum period of last two years as on the date of RFP.		We request the Bank to consider the experience of the Bidder's parent company, along with that of its subsidiary company, for the delivery of POS acquiring services or related services covered under the scope of the RFP, for the purposes of satisfying the Eligibility Criteria and/or the Technical Evaluation Criteria defined in the RFPP.	Please be guided by RFP clause.
24	8	1.4	Eligibility Criteria 2 The Bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT) or registered as MSME Entrepreneur, & still Categorized as MSME as on the date of submission of RFP.	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Clarification needed that this is not required where the Bidder is a Private Limited Company operating as wholly owned subsidiary of a Listed parent company.	This clause is only for the MSEs/start-ups participating. Refer addendum
25	8	1.4	Eligibility Criteria 3 The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later.	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Clarification needed that this is not required where the Bidder is a Private Limited Company operating as wholly owned subsidiary of a Listed parent company.	This clause is only for the MSEs/start-ups participating. Refer addendum

26	8	1.4	Eligibility Criteria 4 Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & ...	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Request relaxation of the condition of minimum one number of Acquiring Public Sector Bank with a direct agreement for POS. The current condition limits the participation for Bidders with the capability to do POS acquiring but an agreement with a bank is a work in progress. Request to the Bank is to consider the experience of the POS switching service provider who is being used by the Bidder.	Please be guided by RFP clause.
27	8	1.4	Eligibility Criteria 5 The Bidder must be in position to provide support / maintenance / upgradation of Point of Sale and Sound Box during the period of contract with the Bank. Bidder, be it OEM/OSD or premium partner/ authorized reseller.	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Clarification needed whether the Bank is looking for a Technology Service Provider or an RBI authorized Payment Aggregator. Suggestion to the Bank is to clearly define that to participate in the RFP, the Bidder who is a non-bank entity and will facilitate the aggregation of payments, needs to have an RBI authorization as per the RBI issued Master Directions on Regulation of	Please be guided by RFP clause.

					Payment Aggregators dated September 2025.	
28	8	1.4	Eligibility Criteria 6 The Bidder should have its own switch or license to use third party switch for routing POS transactions,	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Confirmation needed that a RBI authorized Payment Aggregator using a POS switching service provider for routing of POS transactions (a standard market practice) will be considered as an eligible Bidder.	Please be guided by RFP clause.
29	8	1.4	Eligibility Criteria 7 The Bidder should be PCI-DSS certified & PA-DSS certificate compliant.	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Clarification needed that where the Bidder will be using a POS switching service provider to process payments and for providing merchant application then the certification for PCI-DSS and PA-DSS (now PCI-	Refer Addendum

Addendum-1 and Pre-bid Query Response, Tender No. : GEM/2026/B/7640836dated 09.06.2026 -Request for proposal (RFP) for selection of vendor for end-to-end solution for merchant acquiring business through point of sales (POS) terminals and sound box on opex model with revenue sharing.

					SSF) will be of the service provider used by the Bidder.	
30	8	1.4	Eligibility Criteria 8 The Bidder and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.	BIDDER QUALIFICATION CRITERIA (BQC): Eligibility Criteria	Request relaxation of the condition of being in POS Acquirer Business for the past two years of enabling payments to Acquiring Banks. The current condition limits the participation for Bidders with the capability to do POS acquiring but an agreement with a bank is a work in progressing. Clarification needed that the infrastructure referred is the infrastructure of the POS switching service provider being used by the Bidder.	Please be guided by RFP clause.
31	10	1.5.1.ix	Bidder is expected to source the merchants on the basis of leads provided by the bank	REQUIREMENTS & SCOPE OF WORK:Android POS Terminals:	Clarification needed whether the merchant ownership shall be with the Bidder or the bank.	POS Merchant ownership shall be with the Bidder.

32	10	1.5.1.x	Bidder should be capable to integrate its solution with Bank's Omni Channel & Merchant on boarding solution	REQUIREMENTS & SCOPE OF WORK: Android POS Terminals:	Details required for the Bank's Merchant boarding solution. Clarification also needed on the Roles and Responsibility of the Bank and the Bidder: 1. Merchant Ownership: will be with the Bank or the Bidder? 2. Merchant Onboarding: will be done by the Bank or the Bidder? 3. Merchant Onboarding platform: will the merchant be on-boarded on the Bidder platform or the Bank platform?	POS Merchant ownership shall be with the Bidder.
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33	11	1.5.1.xi	<p>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, dispute/ fraud management</p>	<p>REQUIREMENTS & SCOPE OF WORK: Android POS Terminals:</p>	<p>Clarification needed on the Roles and Responsibility of the Bank and the Bidder: <u>For card acquiring:</u> 1. Merchant Ownership: will be with the Bank or the Bidder? 2. Merchant Onboarding: will be done by the Bank or the Bidder? 3. Merchant Settlement: Transaction Processing will be done by the Bidder, so all funds will be pooled in Bidders their escrow account. The Bidder is expected to settle to the Bank or direct to the merchant? <u>For UPI acquiring:</u> 1. Merchant Ownership: will be with the Bank or the Bidder? 2. Merchant Onboarding: will be done by the Bank or the Bidder? 3. Merchant Settlement: Transaction Processing will be done by the Bank, so all funds will be pooled with the Bank. The Bank will settle the funds direct to the merchant.</p>	<p>POS Merchant ownership shall be with the Bidder.</p> <p>Soundbox - Merchant Ownership will be with bank</p>
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					Confirmation also needed that the Bidder's financial liability is only where the Bidder has the Merchant ownership and has done the Merchant onboarding, and has done the payment processing, and has done the direct fund settlement to the merchant account.	
34	11	1.5.1.xiii	The Bidder should disclose the brand, model and manufacturer's name of the POS terminals to be offered to the Bank and the said POS terminals should be currently under operation at least in one Nationalized Bank/ Scheduled Commercial Bank (other than Cooperative Bank) with trouble free operations	REQUIREMENTS & SCOPE OF WORK: Android POS Terminals:	Request relaxation of the condition that the POS terminals should be currently under operation in one Scheduled Commercial Bank. The Bidder, without direct agreement with a bank for POS, should be allowed the flexibility to provide testimonials from merchants directly services in lieu of testimonial	Please be guided by RFP clause.

					from a bank.	
35	18	1.c.	Bank requires Android POS terminals* with below mentioned services mandatorily : I. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.), II. Bharat QR III. NCMC & NFC, IV. UPI QR Codes V. Cash@POS VI. Aadhaar Enabled Payment System	BRIEF REQUIREMENTS: DELIVERABLES	Request relaxation of the condition of the mandatory requirement	Please be guided by RFP clause.
36	19	1.f.	Maximum Installation charges for new POS terminals and Soundbox	BRIEF REQUIREMENTS: DELIVERABLES	Clarification needed whether the installation charges can be recovered upfront as one-time charge in lieu of a monthly basis as stated in RFP?	The bidder will be charging a one time installation charge from the Merchant upfront only

37	24	1.7	Maximum MDR Charges to be Collected from Merchant	REVENUE SHARING MODEL AND GENERAL CLAUSES	<p>Please review the recommended capping. The stated capping leads to a zero to negative revenue after adjusting for card interchange, card network fee, PSP and Acquiring bank charges and other related costs incurred of payment processing. Suggestion to the bank is to remove the capping proposed in the RFP as it is a Revenue Sharing model. Clarification requested that Revenue to be considered for Revenue share calculations is the merchant discount, net of chargebacks, card scheme interchange and card scheme costs and other collection items from the referred merchant, applicable taxes, other pass-through costs and other expenses incurred by the Bidder related to providing POS payment services to the merchant.</p>	Refer Addendum
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38	26	1.9.A.	Number of Acquiring Public Sector Banks with whom bidder has a direct agreement	Evaluation Methodology: Eligibility & Technical Evaluation	Request relaxation of the condition of minimum one number of Acquiring Public Sector Bank with a direct agreement for POS.	Please be guided by RFP clause.
39	26	1.9.A.	Availability of Switching, related Hardware, software and technical expertise	Evaluation Methodology: Eligibility & Technical Evaluation	Request relaxation of the condition and assigning a full weightage where the switching, related software and expertise will be provided by the Bidder's using services of switching service provider.	Please be guided by RFP clause.
40	27	1.9.A.	Bidders direct agreement with the bank for Implementing of Fraud Risk Management Tool in India	Evaluation Methodology: Eligibility & Technical Evaluation	Relaxation of the condition requested.	Please be guided by RFP clause.
41	27	1.9.A.	Direct contract of the bidder with the BFSI for managing the Installed base of EDC/ POS terminals (PSTN & GPRS & Mobile POS, Android POS) and Sound Boxes in India.	Evaluation Methodology: Eligibility & Technical Evaluation	Relaxation of the condition requested.	Please be guided by RFP clause.
42	32	2.3	Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and revised order issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter no. P-45021 /2/2017(BE-II) dated 04.06.2020 will be applicable for this RFP.....	PART –II- GENERAL TERMS & CONDITIONS: Preference to Make in India	Relaxation of the condition requested as this impacts the economics of the deliverables under the terms of the RFP for a Bidder participating in the RFP.	Please be guided by RFP clause.

43	8	8	<p>The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.</p>	<p>BIDDER QUALIFICATION CRITERIA (BQC):</p>	<p>1. Is Merchant sourcing & documents verification mandatory for only POS. If yes can a bidder participate only for Sound box deployment 2. What copy of license is required from the card network association for they give only Certificates upon successful Host certification</p>	<p>The merchant sourcing and document verification is mandatory for POS. Participation is required both for POS and Sound Box</p>
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44	10	1.ii	<p>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, sourcing and enrolment of Merchants, personal visits to merchants/Spot Verification, Documents procurement & verification, marketing & sourcing of new business, field services, transaction settlement, reconciliation of transactions, dispute handling, providing MIS, Dash Board or Online Portal, handling chargeback & holdover issues, subject to the terms of the Merchant Establishment Agreement.</p>	<p>REQUIREMENTS & SCOPE OF WORK:</p>	<p>Is Merchant sourcing, documents scrutiny and site verification mandatory for the bidder to perform? If Bidder Cannot perform the document sourcing for POS Merchants, can they participate for only sound box deployment, as Bank will be onboard the merchants and merchant needs to provide only sound box.</p>	<p>The services mentioned in the query are mandatory for the bidder for both Soundboxes as well as POS terminals. The bidder should be able to provide POS terminals and Sounboxes both to the Bank.</p>
45	20		<p>Vendor will provide Switch, BIN & infra.</p>	<p>DELIVERABLES</p>	<p>Will Bank procure a set of BINs from schemes or only Bidder has to manage the BIN from their end. If Bidder doesnt have acquiring BIN of their OWN, can they participate only for Soundbox deployment</p>	<p>The bidder has to provide the BIN and the bidder should be able to provide POS terminals and Sounboxes both to the Bank.</p>

46	20	k	<p>Successful bidder will process settlement and credit merchant account on T+1 basis (notwithstanding holidays). All support for settlement process shall be provided by the successful bidder including Merchant payment after collecting MDR (on T+0 / T+1 calendar Days Basis), rent & other charges, settlement with Card Associations like payment of issuer interchange, transaction charges, GST payments, income sharing etc.</p>	DELIVERABLES	<p>1.Can the bidder share the payment file with Bank for merchant settlement or it is only Bidder who should do the merchant credits. 2. In case of UPI Transactions, will the payments be made by the Bank wherein Bidder can share payment files or that also needs to be done by the bidder only</p>	<p>For POS terminals, the bidder will be responsible for settlement with Merchant directly. For UPI transactions, transaction will be done on Bank's Switch</p>
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47	10	1.iii	<p>Bidder shall migrate all existing PoS merchants from the existing service provider to its own setup at no cost to the bank or merchant and also on-board new merchants on acquiring platform by procurement of KYC & other documents and execution of tri-partite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost. The cost of printing of application forms, tripartite agreement including cost of stamps, as applicable, etc. will be borne by the Bidder.</p>	<p>1.5 REQUIREMENTS & SCOPE OF WORK:</p>	<p>Bidder shall migrate all existing PoS merchants from the existing service provider to its own setup at no cost to the bank or merchant and also on-board new merchants on acquiring platform by procurement of KYC & other documents and execution of tri-partite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost. The Bank shall assist the Bidder for migration from the erstwhile vendor to the Bidder. The cost of printing of application forms, tripartite agreement including cost of stamps, as applicable, etc. will be borne by the Bidder.</p>	<p>Refer Addendum</p>
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48	11	1.xii	xii. 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.	1. Android POS Terminals:	What will be Bank's role in case merchant not cooperating for documents retrieval or merchant being collusive or fraud in nature	Bank's branch will assist the bidder but in all cases KYC responsibility will be that of bidder.
49	36	A	A. Bank will have the right to terminate the contract after giving 30 days' advance notice including 15 days curing period to, for any valid reason	2.21. TERMINATION OF CONTRACT	Bank is requested to grant 30 days curing period and 30 days notice to terminate.	Please be guided by RFP clause.
50	36	C	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. It is also clarified that the Vendor shall not be entitled to terminate the contract.	TERMINATION FOR CONVENIENCE	This clause does not give the right to terminate the contract for convenience to the successful Bidder. Bank to consider mutual clause	Please be guided by RFP clause.

51	12	2.vi	The Bidder shall be responsible but not limited to end-to-end supply, installation, de-installation, configuration, customization, implementation roll-out, failover testing, integration, management, maintenance, support, with Bank set-up during the entire contract period at no additional cost.	Soundbox	Bank is requested to consider costs on mutually agreed terms.	Please be guided by RFP clause.
52	39	2.3	The bidder shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of System/ process audit or audit of products, software and services including that of its operations and records related to Bank's Merchant Acquiring Business in the presence of representatives of the bidder, at any point of time	INSPECTION AND AUDIT OF THE SERVICES	Bank is requested to provide a reasonable prior notice for the Audit	Please be guided by RFP clause.

53	1.4 BIDDER QUALIFICA TION CRITERIA (BQC):	2	The "Certificate of Recognition" as a "Startup" from the Ministry of Commerce and Industry(Department of Industrial Policy and Promotion) The bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT) or registered as MSME Entrepreneur, & still Categorized as MSME as on the date of submission of RFP.	Request The Bank to allow non-startup organisation to participate.		This clause is only for the MSEs and startups . Refer Addendum
54	1.4 BIDDER QUALIFICA TION CRITERIA (BQC):	8	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later.	Request the bank to delete this criteria.		This clause is only for the MSEs and startups . Refer Addendum
55	1.4 BIDDER QUALIFICA TION CRITERIA (BQC):	4	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	Request the bank to amend this clause as "Bidder to have minimum one number of the Acquiring Public/ Private Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them".		Please be guided by RFP clause.

56	11	1.5 - Android POS Terminals (i)	Routing of transactions to Bidder's Switch and then to the appropriate interchange switch viz. VISA/MasterCard/RUPAY/A MEX (also JCB-CUPI if desired by the bank).	Integration query	Will the Bank confirm whether JCB-CUPI integration is mandatory at contract start or optional on a future request basis? If optional, what is the expected timeline for such a requirement? This will help the Bidder plan infrastructure and certification costs accordingly.	JCB-CUPI integration is optional and will be based on future request by the Bank.
57	11	1.5 - Android POS Terminals (ii)	Bidder has to deploy the POS Machines at its own cost in Opex Model and maintain them including deployment/installation, terminal driving, switching, merchant help desk, consumables, sourcing and enrolment of Merchants.	Consumables query	The RFP requires 'consumables' to be supplied by the Bidder at their own cost. Please confirm whether consumables refer only to thermal paper rolls, or if they include any other items such as power adaptors, SIM cards, cable accessories etc. A comprehensive list of expected consumables will help the Bidder accurately price the commercial bid.	The consumables shall be supplied by the Bidder. All the accessories/consumables needed with the device for smooth operation will be considered consumable.

58	11	1.5 - Android POS Terminals (iii)	Bidder shall migrate all existing PoS merchants from the existing service provider to its own setup at no cost to the bank or merchant.	migration query	Please provide the current count of live POS merchants with the existing service provider along with state-wise/city-wise distribution. Also, will the Bank facilitate any formal data handover from the existing vendor, or will the Bidder need to independently procure merchant data? The RFP mentions ~1,300 existing POS terminals – please confirm this is the latest live terminal count.	Bank will assist in smooth migration and share formal data of ~1300 POS terminals
59	11	1.5 - Android POS Terminals (iii)	Execution of tri-partite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost.	Agreement Query	Will the Bank provide a standard template for the tri-partite Merchant Agreement, or is the Bidder expected to draft the same? Also, will the Bank's legal team review and approve the Merchant Agreement template before deployment, and what turnaround time should the Bidder plan for such approval?	Agreement shall be legally vetted by Bank's team.

60	11	1.5 - Android POS Terminals (iv)	Bank is intending to acquire around 3000 Android POS terminals within next three years.	Deployment Query	Could the Bank provide a year-wise indicative deployment plan for the 3,000 POS terminals (e.g., Year 1: X, Year 2: Y, Year 3: Z)? This will help the Bidder plan procurement, inventory, and deployment capacity. Also, is there a minimum guaranteed deployment number per year, or is the 3,000 figure purely indicative?	The details are mentioned in the RFP.
61	11	1.5 - Android POS Terminals (vi)	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.	Integration query	Please clarify the technical integration requirements and protocols for PUNGRAIN (Punjab State) and FCI or similar government procurement platforms. Are there specific API/interface standards, certification requirements or existing integrations the Bidder must comply with? Will the Bank or concerned government authority provide API documentation and sandbox access for such integrations?	Details will be shared with the selected bidder at a later stage.

62	11	1.5 - Android POS Terminals (vii)	Bank requires Android POS terminals with Cash@POS.	Service query	For Cash@POS, please confirm whether the Bank has an existing arrangement with NPCI or if the Bidder is required to independently establish this facility.	The bidder is responsible for Cash@POS facility
63	12	1.5 - Android POS Terminals (xv)	Bidder should provide white labelled online portal and white labelled Mobile Application for all merchants to manage their profile and to track their transactions online.	application query	Please clarify the white-labelling requirements: (a) Will the Bank provide brand guidelines (logo, color palette, UI/UX standards)? (b) What is the expected language support for the merchant mobile application (Hindi, English, regional languages)?	The bank will be providing branding guidelines. Minimum support in Hindi and English language required.
64	12	1.5 - Android POS Terminals (xxiii)	The bidder shall provide RuPay SoftPoS with reference to the NPCI Circular no. NPCI/2022-23/RuPay/036 dated 15/03/2023 as per Bank's requirement.	Service query	RuPay SoftPoS requires NPCI certification and Bank co-certification. Please clarify: (a) Has the Bank completed the necessary NPCI enrolment for RuPay SoftPoS? (b) What is the timeline for the Bank to provide the RuPay SoftPoS requirement post-contract signing? (c) Confirm that there will be no penalty for non-deployment of RuPay SoftPoS until the Bank formally requests it and all regulatory	For SoftPOS the selected bidder is responsible for all the certifications with NPCI. Refer Addendum

					certifications are in place.	
65	13-14	1.5 - ERP Platforms (Section 3)	In addition to the PoS Machines, the Vendor shall be required to provide a configurable and modular Enterprise Resource Planning (ERP) solution for institutions, organizations, trusts, housing societies, religious establishments, Ticketing and Parking solutions etc.	Service query	The ERP scope is significantly broad, covering housing societies, schools, religious institutions, hotels, ticketing and transport. Please clarify: (a) Is the ERP platform mandatory from Day 1 of the contract, or is it an add-on to be deployed upon specific Bank request? (b) What is the expected timeline for ERP deployment after contract signing? (c) Will the Bank provide a list of pilot institutions for initial ERP rollout? (d) How will ERP-related revenue/cost be treated under the Opex/revenue sharing model?	The ERP module will be an add on which will be deployed only if the Merchant request for the same. The timeline will be decided with the successful bidder at a later stage. The cost of the ERP will be negotiated at a later stage.
66	13-14	1.5 - ERP Platforms - Housing Societies Module	Housing Societies: Resident mobile application, Security/guard application, Admin/management panel, Visitor pre-approval by residents, Amenity/facility booking through the application.	Service query	For the Housing Society module, please confirm: (a) Whether integration with existing society management software (e.g., Apna Complex, MyGate) is expected, or is the Bidder to provide a standalone solution? (b) Who will be responsible for	The bidder need to integrate with the existing system wherever an ERP solution is present and provide a standalone or third party solution wherever demanded by the Merchant. Both, bidder and bank branch will be

					onboarding housing societies – the Bank, the Bidder, or both? (c) Will Bank branches generate housing society merchant leads, and what is the target number of housing societies for Year 1?	responsible for lead generation and bidder will be responsible for merchant onboarding and the target will be decided at a later stage.
67	13-14	1.5 - ERP Platforms - Smart Ticketing Module	Smart Ticketing and Fare Management: Digital ticket issuance through web and mobile applications, Fare/price configuration, Passes, subscriptions, concessions and refund management, Entry/exit validation.	Service query	The Smart Ticketing module requires entry/exit validation infrastructure which typically involves hardware (validators/scanners) at entry points. Please clarify: (a) Is the Bidder expected to supply, install and maintain physical validation hardware (QR scanners, NFC readers) at transport/event venues? (b) If yes, who bears the cost of such hardware under the Opex model? (c) Will the Bank provide integration support for state transport undertakings (STUs) or event management bodies?	The bidder will be responsible for the supply of hardware either on its own or through a third party vendor and the cost can be charged by the Merchant. The bidder will be responsible for integration with STUs and event management bodies.

68	14	1.5 - ERP Platforms - General	The ERP solution shall be role-based, secure, scalable, and configurable to suit different types of institutions and shall comply with all applicable statutory, regulatory, and data protection requirements.	Service query	Please clarify the data residency and storage requirements for the ERP platform. Specifically: (a) Is the ERP platform required to be hosted on Bank-approved/Bank-owned infrastructure, or can the Bidder host it on a third-party cloud (AWS/Azure/GCP) ? (b) Are there specific RBI IT outsourcing guidelines or DPDP Act compliance requirements the Bidder must adhere to for ERP data? (c) Will the Bank conduct a security audit of the ERP platform before go-live?	The ERP platform will be hosted at bidder's end. The bidder must adhere to DPDP act and any other guidelines issued by RBI or any other regulatory body. The bank may conduct a security audit before go-live of ERP solution.
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69	14-15	1.5 - Merchant Management System Portal (Section 4)	The bidder shall provide a centralized web-based Merchant Management Portal/System for the bank to manage and monitor all merchants availing POS, Sound box, ERP, and related acquiring services.	Service query	Please clarify the integration requirements for the Merchant Management Portal with the Bank's existing core banking and digital banking systems: (a) Will the Bank provide API documentation and sandbox access for integration with CBS (Core Banking System) and Bank's existing CRM/lead management tools? (b) What is the Bank's preferred technology stack or any specific platform/security constraints for the portal? (c) Is the Bank expecting a dedicated on-premise deployment or cloud-based portal?	Refer Addendum
70	15	1.5 - Merchant Management System - Lead Management	Lead generation module enabling bank branches to add and submit merchant leads through the portal. Centralized lead management facility at Head Office level.	Service query	Regarding the lead management module: (a) Will the portal need to integrate with any existing Bank lead management or CRM systems? (b) What is the Bank's SLA expectation for lead-to-activation conversion time?	The lead generation module shall be separate from Bank's existing CRM. Further details available in Penalty clause in RFP

71	15-16	1.5 - White Labelled Merchant Application (Section 5)	The bidder shall design, develop, deploy, and maintain a white labeled Merchant Application and Web Portal. The solution shall enable merchants to manage transactions, monitor settlements, and generate reconciliation reports.	Service query	Please clarify the scope of the white-labelled merchant application: (a) Is this application meant to be published on Google Play Store and Apple App Store under Punjab & Sind Bank's developer account, or under the Bidder's account? (b) Who bears the cost and effort for Play Store/App Store listing, maintenance and regulatory compliance? (c) Will the Bank require a multilingual interface (Hindi + regional languages), and if so, which languages are mandatory at launch?	The application will be published under bidder's developer account. The cost will be borne by the bidder and the application will be required in English, Hindi and other regional languages.
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72	16	1.5 - Tap to Pay / SoftPOS - PIN on Glass	For transactions exceeding the contactless limit, the application will support secure PIN-on-Glass functionality, where the customer can tap the card and securely enter the card PIN within the mobile application.	Service query	PIN-on-Glass (PoG) for SoftPOS requires PCI SPoC certification, which is a stringent and costly process. Please clarify: (a) Is PIN-on-Glass functionality mandatory at go-live, or can the initial deployment be limited to transactions within the contactless limit (currently Rs.5,000 as per RBI guidelines)? (b) If PoG is mandatory, will the Bank allow a phased approach with a defined timeline for PIN-on-Glass rollout post initial go-live?	The functionality is mandatory at Go-live
73	47	Annexure 4 - Point 2	The "Certificate of Recognition" as a "Start-up" from the Ministry of Commerce and Industry(Department of Industrial Policy and Promotion) The bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT) or registered as MSME Entrepreneur, & still Categorized as MSME as on the date of submission of RFP.	Eligibility Query	Kindly clarify whether participation in this RFP is restricted only to DPIIT-recognized Startups/MSMEs, or whether other organizations, including medium/large enterprises with annual turnover exceeding ₹100 Crore, are also eligible to participate, provided they meet the other qualification requirements specified in the RFP.	This clause is only for the MSEs and startups . Refer addendum

74	48	Annexure 4 - Point 3	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later.	Eligibility Query	Kindly clarify whether participation in this RFP is restricted only to DPIIT-recognized Startups/MSMEs, or whether other organizations, including medium/large enterprises with annual turnover exceeding ₹100 Crore, are also eligible to participate, provided they meet the other qualification requirements specified in the RFP.	This clause is only for the MSEs and startups . Refer addendum
75	48	Annexure 4 - Point 4	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	Eligibility Query	Kindly clarify whether the term "Acquiring Public Sector Bank" is limited only to Public Sector Banks (PSBs), or whether acquiring relationships with other categories of banks such as Scheduled Commercial Banks (SCBs), Small Finance Banks (SFBs), Payments Banks (PBs), and Private Sector Banks are also considered acceptable for meeting this eligibility requirement.	Refer RFP clause

76	48	Annexure 4 - Point 7	The bidder should be PCI-DSS certified & PA-DSS certificate compliant.	Eligibility Query	PA-DSS has been retired by the PCI Security Standards Council and is no longer the prevailing industry standard. Kindly confirm whether PCI Software Security Framework (PCI SSF) certification will be accepted as the replacement/equivalent compliance standard in lieu of PA-DSS.	PCI-SSF will be acceptable in lieu of PA-DSS.
77	48	Annexure 4 - Point 8	The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.	Eligibility Query	Kindly clarify whether experience of providing POS switching and acquiring infrastructure services to RBI-regulated entities, including Private Banks, Small Finance Banks (SFBs), Payments Banks (PBs), and other regulated financial institutions, will be considered equivalent to the stipulated Scheduled Commercial Bank experience requirement.	Please be guided by RFP clause.

78	48	Annexure 4 - Point 8	The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.	Eligibility Query	Kindly clarify whether American Express (Amex) certification/auth orization held by the bidder's partner/acquiring bank, through which the bidder enables Amex acceptance for its merchants, will be considered compliant with the certification requirement. If so, we request that such certifications and supporting partnership documents be accepted as eligible proof of compliance.	Yes can be considered
79	52	Annexure 5	TECHNICAL PARAMETERS AND THEIR RESPECTIVE WEIGHTAGE FOR TECHNICAL EVALUATION	General Query	Require Separate Specifications/ Requirement Sheet for Both Soundbox and PoS Devices.	Please be guided by RFP clause.
80	11	1.5 Requireme nts & Scope of Work:	2. Soundbox	Chargeback & Fraud Risk	For UPI processing bidder is not liable for Chargeback and Fraud Risk. Request confirmation	For Soundbox UPI txn processing, bidder will not be liable for chargeback and Fraud risk.
81	13	1.5 Requireme nts &	3. ERP Platforms:	Scope Clarity	Request ERP scope to be optional or	ERP will be separately priced and the price will

		Scope of Work:			separately priced.	be negotiated at a later stage.
82	16	1.5 Requirements & Scope of Work:	6. Tap to pay through mobile (SoftPOS application):	Scope Clarity	Request SoftPOS to be optional or separately priced.	Refer Addendum. SofPOS is mandatory
83	18-19	Brief Requirements	1. Deliverables	f. MDR Cap	At the suggested MDR caps the project become unviable for the bidder commercially. Request removal of caps or pricing to be revisited	Refer Addendum
84	19	Brief Requirements	1. Deliverables	h. Max Installation Charges SB	The rates for Metro, Urban and Semi Urban & Rural to relooked on lines of Android POS as the cost of manpower remains same irrespective of POS or SB deployment	Refer Addendum
85	20	Brief Requirements	Revenue Sharing Model and General clauses:	c. The Bidder has to give a Bid for minimum monthly Rental charges for Android PoS Terminals and Sound Box. The Bank and the successful Bidder will be sharing the MONTHLY RENT and the Bid has to be submitted, quoting the percentage of	Caps on Rental and MDR plus revenue share along with risk of chargeback , fraud along with processing cost will make the project commercially unviable for bidder. Request review on these pointers	Refer Addendum

				Rent to be shared with the Bank.		
86		1.5 Requirements & Scope of Work:	Android POS / Soundbox	Zero MDR on UPI	Since this is revenue share model Bank to share any income received by Bank under PIDF / MEiTY or any other incentive offered by RBI / NPCI / Nabard / Ministry of Finance or any central / state govt agency with the bidder	The bank will not be sharing any incentive received from any regulatory or any other body.
87		1.5 Requirements & Scope of Work:	Opex Scope	Hidden costs	Please confirm that no additional compliance, integration, or certification costs beyond stated scope will be imposed during contract tenure.	The bidder need to comply, integrate or gain certification as suggested by any regulatory body from time to time.

88		1.5 Requirements & Scope of Work:	Migration	Cost + operational risk	Migration of ~1300 POS and 20,000 Soundboxes involves significant cost. Request one- time migration support fee or revenue protection period (3–6 months).	Please be guided by RFP clause.
89			Penalties	Revenue Loss	Request cap on total penalties (e.g., max 10% of monthly billing) and exclusion of penalties for network/provid er dependency issues to ensure that bidder does not lose possible revenue on account of penalties	Please be guided by RFP clause.
90	7	1.3	OEM / Authorized representative eligibility		Request bidder to be allowed to participate with , multiple OEM's as the vendors for POS and Soundbox are different and would benefit the bank in terms of commercials	OEM for POS and Sound Box can be different

91	13		Integration	Bid participation	Please confirm that all Bank APIs/integration support will be provided without cost, and no third-party dependency cost will be borne by bidder.	Cost of Sound Box Integration will be borne by the Bank
92		10	Scope of work i. Bidder shall migrate all existing PoS merchants from the existing service provider to its own set-up at no cost to the bank or merchant and also on-board new merchants on acquiring platform by procurement of KYC & other documents and execution of tri-partite Agreement with the merchants afresh duly stamped in terms of applicable State laws, at Bidder's cost. The cost of printing of application forms, tripartite agreement including cost of stamps, as applicable, etc. will be borne by the Bidder.	Why is tripartite agreement mentioned. The agreement will be bipartite with merchant and in digital form between Merchant and Service provider.. Please clarify		The tripartite agreement will be between Bank, Merchant and Successful bidder.
93		11	Bidder should provide white labelled online portal and white labelled Mobile Application for all merchants to manage their profile and to track their transactions online	On a referral model, white label application will not be feasible. Merchant application of service provider will be provided		Please be guided by RFP clause.

94	11	xxiii. The bidder shall provide RuPay SoftPoS with reference to the NPCI Circular no. NPCI/2022-23/RuPay/036 dated 15/03/2023 as per Bank's requirement. In such case, there will be no installation charge and monthly rent as of now. However, the same can be decided mutually if required in future. MDR will be as per standard rate quoted for POS.	Softpos will be deployed on mutual discussion and commercials whenever required by Bank		Refer Addendum
95	14	Eligibility criteria C-11 - Positive net worth and positive net profit in any two of last three FYs	Positive networth or Positive net profit should be the criteria as per industry standard. Please modify this clause to Positive net worth or positive net profit		Refer Addendum
96	17	Lost device= process flow	1. Lost /damaged devices work flow is given but how to recover cost is not there in RFP		Refer Addendum
97	18	Technical specificaiton- c. Battery : 2600mAH battery	Industry standard for sound box is 2000mAH and reques tot modify accordingly.		Refer Addendum

98		19	Brief Requirements 1 : Deliverables Bank requires Android POS terminals* with below mentioned services mandatorily :I. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.),II. Bharat QRIII. NCMC & NFC,IV. UPI QR CodesV. Cash@POSVI. Aadhaar Enabled Payment System	Bharat QR and AEPS are not widely used. They must be kept optional and can be deployed as and when Regulator mandates.		Refer Addendum
99		20	∅ All types of charges i.e. interchange fees, switch fees, etc. will be borne by vendor.	This will be factored for the revenue sharing percentage		Please be guided by RFP clause.

100	22	<p>a) Bidder will have to provide the Dashboard/ Portal to Bank as mentioned in Point no (h) under Deliverable within one month from the date of acceptance of purchase order. Any delay will attract penalty of Rs.1000/- per week without any cap. b) Since there is no recurring payable by the Bank to successful bidder, the successful bidder will have to provide additional security of Rs.1 lakh (Rs.10,000 x 10 FDRs) in the form of FDR for adjustment of penalty (if any) as mentioned in this penalty section, which will be reconciled after recovery from successful bidder (if any) on monthly basis. +C11</p>	When penalty is mentioned, why FDR is expected from Bidder.		Please be guided by RFP clause.
101	37	1.1 LIMITATION OF LIABILITY: The liability of bidder under the scope of this RFP is limited to the value of the relevant order.	Here order means purchase order or total cost of the contract. Please clarify		Please be guided by RFP.
102	38	Penalty Clause f- Additional FDR of Rs.1 lakh for penalty adjustment	Clarify need for additional FDR when PBG of Rs.40 lakh is already submitted. For the quantity of POS requirement , the PBG amount is also on higher		Please be guided by RFP clause.

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103		41	Revenue Sharing Clause 1.7 MDR and rent revenue sharing with Bank	Generally revenue share is on net MDR after interchange, scheme and switch fees. This can be modified to Profit sharing post accounting all charges and fees		Revenue sharing will be on gross revenue. Refer RFP
104		BOQ	There is no specific CC International card	DC International sheet can be renamed International cards as CC international sheet is not seen		Debit international sheet can be read as debit-credit international. Refer Addendum
105		BOQ	CC Super Premium sheet	Point 1d-Utilities is missing		Refer Addendum
106	8	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	The "Certificate of Recognition" as a "Startup" from the Ministry of Commerce and Industry (Department of Industrial Policy and Promotion) The bidder should be recognized by Department for Promotion of industry and internal trade (DPIIT) or registered as MSME Entrepreneur, & still Categorized as MSME as on the date of submission of RFP.	The relevant certificate to be submitted. The firm/company should be a "Start-up" as on the date of submission of RFP. Registration certificate issued by / from DIC, KVIB, NSIC, KVIC, DIHH, UAA or any other body specified by Ministry of MSME, relevant certificate issued	This particular point restricts participation from Non-Startup companies/Established companies. Hence we request bank to remove this point/criteria for fair participation from ecosystem partners.	Refer Addendum

by (Department for Promotion of industry and internal trade (DPIIT).

107	8	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later	The turn-over restriction upto 100 Crore restricts participation in the bid from established players. Hence we request bank to remove this restriction or frame the statement as following - The average turnover of the company should be greater than 100 Crores for the last 3 Financial years.	Refer Addendum
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108	8	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	We request bank to modify this clause as following: Bidder / OEM to have minimum one number of the Acquiring Public Sector/Private/Any Schedules Commercial Banks with whom bidder/OEM has a direct agreement & bidder's /OEM's switch has been certified for Merchant Acquiring for them.	Please be guided by RFP clause.
109	8	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	The bidder should be PCI- DSS certified & PA-DSS certificate compliant.	Requirement of PA-DSS Certificate/Compliance	PA-DSS has been retired by PCI SSC and replaced with PCI Secure Software Framework (PCI SSF). As a result, new solutions are not certified under PA-DSS. We are PCI DSS certified and follow secure coding, VAPT, and SDLC practices aligning with PA-DSS intent. Hence, we request relaxation for PA-DSS compliance	PCI-SSF will be acceptable in lieu of PA-DSS.

110	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions	The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions	We request bank to consider OEM experience as well for this clause and modify this clause as following: The Bidder/OEM should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial	Please be guided by RFP clause.
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					bank having minimum of 500 branches in India for switching POS transactions	
111	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC):	The bidder should have both primary and DR Centre fully audited and complied with VISA, MasterCard, RUPAY& AMEX guidelines.	The bidder should have both primary and DR Centre fully audited and complied with VISA, MasterCard, RUPAY& AMEX guidelines.	We request bank to modify this clause as following : The Bidder/OEM should have both primary and DR Centre fully audited and complied with VISA, MasterCard, RUPAY& AMEX guidelines.	Please be guided by RFP clause.

112	10	1.5 REQUIREMENTS & SCOPE OF WORK:	vii. Bank requires Android POS terminals* with below mentioned services mandatorily a. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.), b. Bharat QR c. NCMC & NFC, d. UPI QR Codes e. Cash@POS f. Aadhaar Enabled Payment System g. Aadhar Enabled Payment System h. Soundbox	Inclusion of Soundbox in Android POS Terminal Category	We request clarification from the bank on inclusion of Soundbox in this category. The Android POS being provided should have Soundbox Capability Intergrated or a separate Soundbox is to be provided along with the POS.	The bidder should be able to provide separate soundbox as well as POS terminals with sound capability.
113	7	1.3 Objective	iv. Joint/Consortium Bids are not permitted.	iv. Joint/Consortium Bids are not permitted.	We understand that consortium/JV bidding is not permitted. However, can a single bidder participate by proposing multiple OEMs for different solution components ? Or please confirm how many OEMs can participate along with the Bidder.	Different OEM for Sound Box and POS is permitted

114	12	1.5 REQUIREMENTS & SCOPE OF WORK:	Soundbox	iii. Bidder to provide the Soundbox at monthly rental basis.	Kindly clarify the commercial model for Soundbox rentals and confirm whether the monthly rental charges shall be payable by: The Merchant directly to the Bidder; or The Bank to the Bidder; or Collected by the Bank from the Merchant and remitted to the Bidder; or Any other arrangement as envisaged by the Bank.	The commercial model for soundbox is detailed in the RFP. The Merchant will pay to the Bank and Bank will pay to the bidder.
115	12	1.5 REQUIREMENTS & SCOPE OF WORK:	Soundbox	viii. The bidder should also have the capability to provide soundbox with dynamic QR.	(1) What is the expected volume split between Dynamic QR (DQR) devices and Static QR devices? (2) Or is the expectation to provide a single soundbox that supports both Static and Dynamic QR functionalities?	Expectation is to provide a static QR mandatorily with requested quantity. However Bidder is expected to have Dynamic Qr functionality

116	18	BRIEF REQUIREMENTS 1. DELIVERABLES:	a. Bank is intending to acquire around 3000 numbers of Android POS terminals and around 30,000 Sound Box devices within next three years	a. Bank is intending to acquire around 3000 numbers of Android POS terminals and around 30,000 Sound Box devices within next three years	On page no 12, mentioned quantity is 40000, so kindly confirm the expected quantity for soundboxes	The correct figure for number of soundboxes to be acquired is 30,000. Refer Addendum
117	26	1.9.A.Evaluation Methodology (Point 1)	Bidders' sole experience in Merchant Acquiring Business with specific reference to no. of years of Experience in India	Requirement of Bidder's sole experience in Merchant Acquiring business.	We request bank to modify this clause as following : Bidders /OEM facilitating Merchant Acquiring Business for Banks with specific reference to no. of years of Experience in India	Please be guided by RFP clause.
118	26	1.9.A.Evaluation Methodology (Point 2)	Number of Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them	Restricting the Clause to Public Sector bank is not fair representation of the Bidders Capability	Hence we request bank to please modify the clause as following - Number of Acquiring PSU/Private/Co-Operative/RRBs with whom bidder has a direct agreement and bidder's switch has been certified for Merchant Acquiring for them.	Please be guided by RFP clause.

119	27	1.9.A.Evaluation Methodology (Point 5)	Bidders direct agreement with the bank for Implementing of Fraud Risk Management Tool in India Less than 2 Banks >= 2 Years and <= 5 Years Implementation above 5 Banks	Clarification required on Number of Years / Banks	Kindly confirm if the experience will be considered basis Number of Years or Number of Bank. Additionally we would bank to modify the bidurcation as: Less than 2 Banks - 0 Marks =2 Banks - 5 Marks More than 2 Banks - 10 Marks	Experience will be considered basis number of years in Point 1 and number of Banks in Point 5. Refer Addendum
120	27	1.9.A.Evaluation Methodology (Point 6)	Direct contract of the bidder with the BFSI for managing the Installed base of EDC/ POS terminals(PSTN & GPRS& Mobile POS, Android POS) and Sound Boxes in India (aggregate number for all the banks together.	Direct contract of the bidder with the BFSI for managing the Installed base of EDC/ POS terminals(PSTN & GPRS& Mobile POS, Android POS) and Sound Boxes in India (aggregate number for all the banks together.	We request bank to consider OEM experience as well for this clause and modify this clause as following: Direct contract of the bidder/OEM with the BFSI for managing the Installed base of EDC/ POS terminals (PSTN & GPRS& Mobile POS, Android POS) and Sound Boxes in India (aggregate number for all the banks together.	Please be guided by RFP clause.
121	11	Point 1 (ii)		Sourcing of Merchant is by the Bidder or Bank		Both Bidder and Bank will be responsible for lead generation.

122	11	Point 1 (vii)	Bank is asking for AEPS Solution, requesting the bank to consider Bidders without the AEPS being available.	Refer Addendum
123	13	Point 2 (xii)	Requesting the Bank to consider a 2000mAH Batter instead of 2600 mAH battery	Refer Addendum
124	15	Point 3	Is the understanding correct that the mentioned ERPs in the list, are to be integrated with by the Bidder, with the Existing Merchant ERPs?	The bidder need to integrate its system with the existing system wherever an ERP solution is present and demanded by the merchant and provide a standalone or third party solution wherever demanded by the Merchant.
125	19	Point 1 (f)	Requesting bank to clarify on the MDRs mentioned, as they are sub-par of industry standards, will the gap will be borne by the bank , or they're to be absorbed by the Bidders?	Details will be issued in the addendum.

126	55	Table I, II, III, IV, V, VI		Requesting bank to clarify in the Transaction numbers mentioned here are in Lakhs or in Crores?		The transaction numbers mentioned are actual figures.
127	44	Annexure 2		Cost of Bid Document is very high, it should be NIL.		Please be guided by RFP clause.
128	22	1.6 (i)		Performance Guarantee is on very higher side		Please be guided by RFP clause.
129	89	Annexure 24		Certificate of local content (COLC) for service provider should not be mandatory to sign by OEM, as COLC is combination of hardware and software and it should be on company letter head.		Please be guided by RFP clause.
130	58	Table VII and VIII		Kindly clarify one time installation and monthly rental number are combined or separate? 3000 POS number are cumulative?		One time installation charge and monthly rental charge are separate.
131	7	1.4-4		You have mentioned one Public sector Bank acquiring is mandatory, it should be PSU or Scheduled commercial Bank.		Please be guided by RFP clause.

132	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC): Point no. 4	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	Eligibility Criteria (EC)	We request the Bank to kindly remove the PSU-specific requirement and allow bidders with relevant Merchant Acquiring and payment services experience to participate. We possess the necessary technical expertise, infrastructure, and operational capabilities, and have extensive experience working with Public Sector Banks and other financial institutions across various payment services. This change will encourage wider participation while ensuring that only qualified and capable bidders are considered	Please be guided by RFP clause.
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133	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC): Point no. 5	The Bidder should own/ have a valid license from Card Network Associations Visa, Master, Rupay, American Express and should be in POS Acquirer Business for the past two years which involves activities like Direct Acquisition of Merchants, POS deployment, maintenance, transaction, POS transaction processing, enabling the payments to Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.	Eligibility Criteria (EC)	We request the Bank to permit participation through a consortium arrangement. This will enable broader participation from qualified bidders by allowing organizations to combine their respective strengths, expertise, and capabilities to meet the project requirements.	Please be guided by RFP clause.
			<p>Acquiring Banks, Merchant Payment net of MDR, monitoring of transactions, dispute Management etc. The infrastructure should be in use by at least One Scheduled Commercial bank having minimum of 500 branches in India for switching POS transactions.</p> <p>Allowing consortium participation will foster healthy competition, provide the Bank with a wider range of solutions, and ensure successful project execution through the combined experience of the participating entities.</p>			

134	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC): Point no. 9	The bidder through own switch/ third party switch (which bidder is licensed to use) should have connectivity with Network/scheme provider for routing VISA, AMEX, Master card and RuPay transactions.	Eligibility Criteria (EC)	<p>We request the Bank to permit participation through a consortium arrangement. This will enable broader participation from qualified bidders by allowing organizations to combine their respective strengths, expertise, and capabilities to meet the project requirements.</p> <p>Allowing consortium participation will foster healthy competition, provide the Bank with a wider range of solutions, and ensure successful project execution through the combined experience of the participating entities.</p>	Please be guided by RFP clause.
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135	9	1.4 BIDDER QUALIFICATION CRITERIA (BQC): Point no. 6	The Bidder should have its own switch or license to use third party switch for routing POS transactions, Merchant Management system, Underwriting system, Risk Monitoring (Both Merchant underwriting and Transaction monitoring) and settlement & Reconciliation system.	Eligibility Criteria (EC)	We request the Bank to permit participation through a consortium arrangement. This will enable broader participation from qualified bidders by allowing organizations to combine their respective strengths, expertise, and capabilities to meet the project requirements. Allowing consortium participation will foster healthy competition, provide the Bank with a wider range of solutions, and ensure successful project execution through the combined experience of the participating entities.	Please be guided by RFP clause.
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136	10	1.5	1.ii	Reconciliation	<p>1. Whether bank requires Transaction recon alone or GL recon needs to be performed for the respective Schemes Receivables</p> <p>2.If bank wants WL to do the GL recon on daily basis, Bank will need to share the closing balances of respective receivable GL's .</p> <p>3. Will bank approach with New BIN for this project or existing bin will be used.</p> <p>4. Whether bank will create new GL s or exisiting GL s will be continued.</p>	<p>In POS transaction have to be settled by the bidder directly to the merchant so normal transaction reconciliation sheets will be required.</p>
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137	10	1.5 REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:	vii. Bank requires Android POS terminals* with below mentioned services mandatorily a. Regular card present transactions (Visa, Master, Rupay, Discover, AM-EX etc.), b. Bharat QR c. NCMC & NFC, d. UPI QR Codes e. Cash@POS f. Aadhaar Enabled Payment System g. Aadhar Enabled Payment System h. Soundbox	f. Aadhaar Enabled Payment System g. Aadhar Enabled Payment System	Requesting Bank to confirm if the Android Devices should have inbuilt biometric readers to support AEPS transactions. If yes then the specifications of the AEPS readers are not mentioned.	It is not mandatory for POS devices to have inbuilt biometric readers but it should be capable of using a plugin in order to support AEPS transaction.
138	11	1.5 REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:	xix.	· Have Punjab & Sind Bank branding on it.	Since the requirement is on an OPEX model, request the bank to waive this clause of bank specific branding	Please be guided by RFP clause.
139	12	1.5 REQUIREMENTS & SCOPE OF WORK:2. Soundbox:	xii. Bidder has to supply Soundbox with minimum following specification:a. Device size : 90mm L x 120mm W x 94mm Hb. Memory: 4MB RAM + 4MB FLASHc. Battery : 2600mAH battery	c. Battery : 2600mAH battery	Requesting Bank to reduce the soundbox memory from 2600mAH to 2000 mAH	Details will be issued in the addendum.

140	34	2.12	Successful bidder and its employees will be strictly under obligation not to communicate or allow to be communicated to any person or divulge in any way, any information relating to the ideas, the concepts, know-how, techniques, data, facts, figures and information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of the performance of the contract. A non-disclosure agreement as per format provided in Annexure-18 should be executed by the Successful bidder.	CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT:	We suggest to revise the confidentiality clause making it mutual as Bidder will also be sharing its personal details with the Bank	Please be guided by RFP clause.
141	36	2.21 (c)	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. It is also clarified that the Vendor shall not be entitled to terminate the contract.	TERMINATION FOR CONVENIENCE	Termination for convenience shall be mutual	Please be guided by RFP clause.

142	39	2.3	INSPECTION AND AUDIT OF THE SERVICES		Kindly mention below line to this clause: <i>"The Purchaser shall have limited access to the books of the Suppliers account for audit and inspection only in regards to the scope of this agreement."</i>	Please be guided by RFP clause.
143				Last date and time for Bid submission 30/06/2026 13:00 Hrs	Request the bank to provide an extension of 10-15 days for the bid submission	Please be guided by RFP clause.

144	11	1.5 (1)	<p>The scope of RFP involves providing “End-to End Solutions” to set up, manage and Operate Merchant Acquiring Business through POS terminals on Revenue Sharing Model (Opex) for panIndia basis. It involves deployment of POS Terminals at Merchant Locations for acceptance of all types of cards, issued in association with VISA, MasterCard, RUPAY & AMEX (also JCB-CUPI if desired by the bank) etc. by the Bidder and routing the transactions to Bidder’s Switch and then to the appropriate interchange switch viz. VISA/MasterCard/RUPAY / AMEX (also JCB-CUPI if desired by the bank).</p>	<p>REQUIREMENTS & SCOPE OF WORK:1. Android POS Terminals:</p>	<p>Revenue sharing is to be done on the MDR which will be charged to merchants, please advise? Also, bank has given maximum MDR values as well while the interchange cost keep on changing. Hence, it should not be static and we propose to keep it dynamic</p>	<p>Refer Addendum</p>
145				<p>General Query</p>	<p>Since the RFP is on OPEX model and the bidder will do huge investment in terms of procuring the hardware. There should be a provision where bank should support in getting either the terminal recovered from merchant or the WDV value of the device</p>	<p>Workflow will be decided with the successful bidder.</p>

146	11	1 (5)	<p>Scope of the RFP also includes migration of entire data of existing merchant acquiring business of the bank through POS terminals, by the bidder from the existing service provider, with no cost to the Bank, meaning thereby, that the cost of migration, if any, from the existing service provider to the new service provider will be borne entirely by the newly selected bidder. No installation charges for migration of existing merchants.</p>	<p>REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:</p>	<p>In case new Bidder comes in, Old transaction data will be kept under bank custody and what about the chargebacks and holdover paymnets, how bank will get this managed from existing bidder</p>	<p>That will be settled between the Bank and existing service provider</p>
147	11	1 (6)	<p>The infrastructure/Software/ Application developed as part of the agreement can be put to use in all offices of Bank at no cost to the Bank. 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>	<p>REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:</p>	<p>For such ERP Solution there is huge cost to develop the application and run the same as per the expectation of merchant. Hence, for such oppurtunities , there should be a mutial negotiation process where commercial can be finalised, Without cost sich application can't run in the market</p>	<p>ERP will be separately priced and the price will be negotiated at a later stage.</p>

148	11	1(16)	Bidder should provide white labelled online portal and white labelled Mobile Application for allmerchants to manage their profile and to track their transactions online.	REQUIREMENTS & SCOPE OF WORK:1. Android POS Terminals:	Providing white lable solution is not a problem, but same attract cost and with the number of POS and Sound Box shared in RFP we propose to keepit non white lable app but if bank want a white label app only then there should be some provision for commercials	Please be guided by RFP clause.
149	11	1 (19)	The POS terminals being deployed must- <ul style="list-style-type: none"> · Be Fully EMV compliant (as per latest revisions) · Be in the approved terminal list of the EMV Co · Be Chip-compliant and capable of PIN acceptance for chip cards. · Have TLE & UKPT/DUKPT functionality · Have Contactless/Wi-fi functionality · Have Punjab & Sind Bank branding on it. · Have bank's name on the charge slip. 	REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:	Sicne the RFP has been floated under aggregation then it is advisable to keep bidder logo only,as it will lead to change in application and further cost will get added up	Please be guided by RFP clause.

150	11	1(23)	The bidder shall provide RuPay SoftPoS with reference to the NPCI Circular no. NPCI/2022-23/RuPay/036 dated 15/03/2023 as per Bank's requirement. In such case, there will be no installation charge and monthly rent as of now. However, the same can be decided mutually if required in future. MDR will be as per standard rate quoted for POS.	REQUIREMENTS & SCOPE OF WORK: 1. Android POS Terminals:	MDR should not be static sicne interchange keep on changing as per scheme guidelines and we are ok if in future bank wants to go with SOFT POS then mutually commercials can be decided	Refer Addendum
151	12	2(5)	Bidder will not charge MDR for the transactions done through the Soundbox.	Sound Box	Since Rupay has come up with CC on UPI and there are MDR charges applicable for same, Hence, CC on UPI MDR should be chragable and there are few banks in industry who have started to charge MDR on UPI as well, We request bank to look into it	Currently Bank is not offering CC on UPI
152	12	2(7)	If a Soundbox remains out of order for more than 15 days, no rent for that month will be paid to the bidder.	Sound Box	Yes, but merchant should log a complaint for same and after compliant if issue is not resolved then condiiton is fine	Process flow for the same is given in the RFP. 15 days will be counted from the day complaint is logged.

153	12	2(8)	The bidder should also have the capability to provide soundbox with dynamic QR.	Sound Box	As of now bank has given commercial for static QR so is this something bank is looking in future, since device gets changed for dynamic QR Sound box if yes, then commercials will be decided in future as per the requirement , please advise	Yes commercial for only dynamic QR box can be decided later. But the Dynamic QR with POS facility will be termed as POS only
154	12	2, 12(d)	Battery : 2600mAH battery	Sound Box	2000 MAH Battery is enough for a sound box and currently with same size we have deployed sound boxes in lacs which is up and running in market with both private and PSU banks, we request bank to relax this clause and keep it as 2000 MAH and above	Details will be issued in the addendum.

155	12	a)	<p>Technical Scope: The Soundbox is required for the Merchant establishment deployed by the Bank with UPI QR Codes. The Bank is PSP for UPI QR codes transactions. Bank will onboard UPI QR Code Merchant and Bidder to provide the Soundbox only, for the UPI QR Code Merchants on-boarded by the Bank. The UPI QR Code transactions will be done through Bank's infrastructure arrangement and Bidder need to provide API to integrate with the Bank's infrastructure to generate the sound to be spoken through Soundbox on real-time for the UPI Transactions. The solution/API will be provided by the Bidder and will integrate with Bank's infrastructure without any cost to the Bank. The technical scope of the work is to provide hardware and solution (API) which will be integrated with the Bank existing UPI infrastructure for receiving Bank Merchant UPI QR Code transaction sound notification on the speaker at Merchant location.</p>	Sound Box	<p>Technical integration cost as one time should be provided to bidder and we understand that the UPI string, VPA creation and registration and branding will be done by bank or PSP, bidder just need to print the sticker and use it on sound box</p>	<p>Integration cost with Bank's existing system will be paid by Bank to its existing UPI vendor and UPI string, VPA creation and registration and branding will be done by bank, bidder just need to print the sticker and use it on sound box.</p>
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			<p>This also includes but not limited to the following: The VPA ID used by the Merchant will be of the Bank with handler (@psbpay) which will be generated and provided by the Bank only. The same VPA ID needs to be mapped to the Soundbox for receiving voice notification.</p>			
156	15	4	<p>Merchant onboarding facility including digital KYC verification and approval workflow at no additional cost to the bank.</p>	<p>Merchant Management System Portal:</p>	<p>Providing and maintaining the infrastructure and doing digital KYC attract cost, so there should be some provision for the commercial against this line item</p>	<p>Please be guided by RFP clause.</p>

157	15	5	The bidder shall design, develop, deploy, and maintain a white labeled Merchant Application and Web Portal. The solution shall enable merchants to manage transactions, monitor settlements, and generate reconciliation reports through a secure and user-friendly interface.	White labelled Merchant Application	Providing white label merchant app can be given but to do the same additional cost comes in so we request bank to consider for a commercial arrangement for same.	Please be guided by RFP clause.
158	16	6	Tap to pay through mobile (SoftPOS application):	Tap to pay through mobile (SoftPOS application):	The projection given in RFP is for 3000 devices for POS, please share some projection for SOFT POS as well over a period of 3 years contract	Details will be issued in the addendum.

159				General Query	<p>Since Sound box is a low margin business, we hereby propsoe to bank to do onboarding of Sound box requirement at branch level and share the leads details a pre desribed format basis which sound box will be deployed. NO risk underwriting should be done by bidder here sicne UPI is a push based transection while bank can keep thier checks at thier end,</p>	Please be guided by RFP clause.
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160	19	F	Any changes in MDR prescribed and as advised by the RBI, NPCI or any other regulatory authority will be implemented without any deviation from issued guidelines & without any additional cost.	Maximum MDR Charges to be Collected from Merchant as mentioned below	MDR is very subjective in nature and will change time to time, so it can't be static and we propose to keep it dynamic and L1 should be decided based on low commercials but that flexibility should be given to bidder to decide on the rate to be quoted in RFP. Or bank should absorb the cost if they don't want to keep the MDR above shared rates	Please be guided by RFP clause.
161	20	c	The Bidder has to give a Bid for minimum monthly Rental charges for Android PoS Terminals and Sound Box. The Bank and the successful Bidder will be sharing the MONTHLY RENT and the Bid has to be submitted, quoting the percentage of Rent to be shared with the Bank.	Revenue Sharing Model and General clauses	If bank is expecting to get the revenue from bidder then the values of MDR and rental should not be static since cost of device, resource cost, tech cost, dollar rate keep on changing and with such fluctuation in market MDR value and Rental should not be capped and bidder should give rates	Please be guided by RFP clause.

162	22		Bidder shall also undertake to develop/customize any new application in future at its own cost for smooth running of the operations of business of the Bank.		please specify, if it is related to RBI and scheme mandates, since requirement of bank can't be factored in rental cost	Refer Addendum
163	22	c	Bidder has to complete the migration of POS terminals and SoundBoxes and entire data of existing merchant acquiring business of the bank through POS terminals and SoundBoxes from the existing service provider, within 30 days of acceptance of purchase order at no cost to the Bank.	Penalty	To migrate 1300 existing merchants in 30 days is quite less since tri party agreement will have to be executed and merchant availability and acceptance is also come in. So we request bank to keep it as 120 days since lots of customization and development will have to be done which will take time	Refer Addendum
164	22	D	In case of delay in migration, Penalties at the rate of Rs 100 per day per Sound Box/POS/EDC remaining to migrate will be levied on selected bidder, the POS/EDC, subject to maximum Rs.1000/- per terminal.	Penalty	We request bank to relax this clause since 1000 per day as penalty is quite high	Please be guided by RFP clause.

165	22	e	Bidder will have to provide the Dashboard/ Portal to Bank as mentioned in Point no (h) under Deliverable within one month from the date of acceptance of purchase order. Any delay will attract penalty of Rs.1000/- per week without any cap.	Penalty	We request bank to relax this clause and give minimum 90 days time	Please be guided by RFP clause.
166	23	a)	PROJECT PHASES AND SCHEDULES	PROJECT PHASES AND SCHEDULES	SIT, UAT timeline can ne defined once discussion between bank and WL tech team will be done , so we request bank to relook into this clause and give some more timelines	Please be guided by RFP clause.
167	25	7	Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to variation on any account.	Prices and Taxes	MDR keep on changing as per the interchnage rates so this should be relaxed and bidder should quote is best rates basis which L1 should be decided	Please be guided by RFP clause.

168	28		Battery Capacity 5000mAh or more voltage to be defined 5200mAH x3.6V / 2600mAH x7.2V	Technical Qualfication	We request bank to look into this since 2600 MAH battery 7.2/V rechargable battery is more then sufficient and the battery size bank has asked is not as per Industry standard	The said battery capacity is for POS machines and is as per industry standards.
169	29		COMMERCIAL EVALUATION:	COMMERCIAL EVALUATION:	Commercial Bid opening will be offline which means not through GEM portal	Commercial bid opening will be through GeM portal. Bidder can visit for the same as per their convenience.
170	36		TERMINATION OF CONTRACT	TERMINATION OF CONTRACT	while bank can discontinue the contract on 30 days, it would be fair to give an exit clause of 180 days to bidder as well, please advise	Please be guided by RFP clause.
171	22	TAT	TAT - Installation & Service calls	Upper Ceiling of TAT	Minimum adherence level should be considered as 90% for Installation & Service Calls	Please be guided by RFP clause.
172	22	TAT	TAT - Service calls	TAT for Service calls - 48 hrs in SEMI urban	Outstation TAT should consider as 5 days	Please be guided by RFP clause.
173	22	TAT	TAT - Service calls	TAT for service calls - 72 hrs in Rural area.	Outstation TAT should consider as 5 days	Please be guided by RFP clause.
174	22	Penalty	Penalty - Installation & Service calls	Maximum Penalty Rs.1000 per terminal	Maximum Penalty – Rs.100 on each instances.	Please be guided by RFP clause.

175	13. vii	sound box-SOW	If a Soundbox remains out of order for more than 15 days, no rent for that month will be paid to the bidder	15 days is very less to tag any terminal as non-transacting	Kindly remove this clause	Please be guided by RFP clause.
176	14.h	Technical	In case some peripheral(s)/component (s) is declared by the Bidder as beyond repairs, the Bidder shall provide a replacement peripheral(s)/component (s) of the same or higher model from the same OEM with prior approval of the Bank without any cost to the Bank or merchant, unless the Soundbox has been damaged due to the acts or omissions of the Merchant.		Any damage done to sound box or POS Terminal will be chargeable to merchant through bank.	Refer Addendum
177	4	ELIGIBILITY CRITERIA	Bidder to have minimum one number of the Acquiring Public Sector Banks with whom bidder has a direct agreement & bidder's switch has been certified for Merchant Acquiring for them.	we request the bank to include Public/Private Sector Banks or Foreign clients Which will allow us to participate.		Please be guided by RFP clause.
178	3	ELIGIBILITY CRITERIA	The turnover of the start-up should not have been greater than Rs. 100 crores from the year of commencement or last ten years whichever is later.	we are MSE Certified, still do we need to submit CA Certificate, Please clarify		Refer Addendum

179	7-8	Section 1.4, Sl. 2 & 3	Startup / MSME turnover threshold of Rs. 100 Crores	<p>The eligibility criteria defines a 'Startup' as an entity with turnover not exceeding Rs. 100 Crores in the last 10 years. This threshold would exclude established payment technology companies. Please confirm: (a) Is this criterion applicable to all bidders, or only to entities seeking MSME/Startup-based exemptions on EMD and tender fee? (b) Can a dispensation or relaxation be provided for bidders who do not qualify as a Startup/MSME but meet all other technical and financial eligibility conditions?</p>	Refer Addendum
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180	8-9	Section 1.4, Sl. 4 & 8	Bidder's switch in use by at least one SCB with minimum 500 branches	<p>The BQC requires the Bidder's switch to be 'in use by at least one Scheduled Commercial Bank having minimum 500 branches in India for switching POS transactions.'</p> <p>Please clarify:</p> <p>(a) Does this require the Bidder to be the principal acquirer for that bank, or does a sub-acquirer or payment aggregator arrangement qualify? (b) Does the '500 branches' criterion apply to the specific bank client, or to the aggregate network accessible through the Bidder's switch?</p>	<p>The bidder should be the principal acquirer for that Bank and 500 branches criterion is for specific bank client.</p>
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181	10, 22	Section 1.5 (v) & Penalty clause	Migration of existing POS and Sound Box base within 30 days of PO at no cost to Bank	<p>The RFP requires migration of approximately 1,300 POS terminals and 20,000 Sound Boxes from the existing service provider within 30 days of Purchase Order acceptance. Please: (a) Share the current merchant master data (count, geography, and contact details) so bidders can assess migration feasibility. (b) Confirm whether the 30-day timeline can be extended by mutual agreement if delays are attributable to the incumbent vendor's non-cooperation. (c) Clarify the penalty treatment for migration delays caused by factors beyond the Bidder's control.</p>	<p>a) Details will be shared with the selected vendor.</p> <p>B) and c) Refer RFP</p>
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182	10, 24	Section 1.5 (v) & Section 1.7	No installation charges for migrated devices; rental income applicable	The RFP states no installation charges apply for migrated devices. Please confirm: (a) That monthly rental income on the migrated base will accrue from the date of successful activation, and not from a later date defined by the Bank. (b) The mechanism by which the Bank will confirm successful migration for revenue accrual purposes.	The monthly rental income on the migrated base will accrue from the date of successful activation.
183	20, 24	Section 1.7 & Section 1.5 (xi)	Revenue sharing through MDR; Bidder bears all operational costs	Please confirm the settlement flow envisaged under this arrangement: (a) Will merchant settlement funds flow through the Bidder's escrow or nodal account before being credited to merchants, i.e., will the Bidder 'touch' or hold funds at any point? (b) If yes, will the Bidder be required to hold a valid Payment	All funds are to be pooled in Bidder's escrow account and the bidder will be responsible for settlement with Merchant directly.

Aggregator (PA) authorisation from RBI under the Payment Aggregator Guidelines, and will the Bank's RFP process account for this regulatory requirement?

184	24	Section 1.7 (a) & (b)	Revenue shared monthly, excluding taxes	The RFP specifies monthly revenue sharing but does not define the settlement mechanism or TAT. Please confirm: (a) The payment mode (NEFT/RTGS) and the specific date or timeline within each month by which the Bank will remit the Bidder's revenue share. (b) Whether the Bidder will receive transaction-level MIS from the Bank to enable	POS Settlement will be onus of Bidder and they will share revenue with the Bank
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independent reconciliation before each settlement.

185	11-12, 24	Section 1.5 (2) & Section 1.7	Bidder shall not charge MDR for Sound Box transactions; QR handled by Bank	For Sound Boxes, the RFP states the Bidder shall not charge MDR and that QR transaction reconciliation and charges are handled by the Bank. Please confirm: (a) Whether the Bidder receives any revenue from Sound Box UPI QR transactions, or whether income is limited solely to the monthly device rental. (b) Who bears the cost of SIM connectivity and data charges for the Sound Box during the contract period.	The income on soundbox will be only through the monthly rental and one time installation and the cost of SIM connectivity and data charges for the Sound box during the contract period will be borne by the bidder.
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186	24	Section 1.7 (b) & (c)	Maximum rent capped at Rs. 500/POS and Rs. 150/Sound Box per month	<p>The RFP requires the Bidder to collect monthly terminal rent directly from merchants. Please clarify:</p> <p>(a) Is the Bank responsible for facilitating rent collection through its branch network, or is collection entirely the Bidder's responsibility?</p> <p>(b) What recourse does the Bidder have against non-paying merchants — will the Bank support terminal deactivation or recovery action?</p> <p>(c) Will the Bank share merchant contact and account details to enable direct rent debit arrangements?</p>	<p>The Bank will be responsible for rent collection. Further details will be shared with the selected vendor at a later stage.</p>
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187	10	Section 1.5 (ix)	Bidder expected to source merchants on the basis of leads provided by the Bank	The RFP states the Bidder is expected to source merchants on the basis of leads provided by the Bank. Please clarify: (a) Are these pre-qualified, consent-obtained merchant contacts ready for onboarding, or raw branch-level prospects requiring the Bidder's sales team to convert? (b) Will leads be provided with basic merchant details (name, address, business type, contact) or as walk-in referrals from branches?	Details will be shared with the selected vendor.
188	10	Section 1.5 (ix)	Bidder expected to source merchants on the basis of leads provided by the Bank	Please confirm: (a) Whether the Bank will commit to a minimum monthly lead volume through its branch network, or whether leads will be provided on a best-effort basis. (b) Whether there is a defined SLA or	Details will be shared with the selected vendor.

accountability on PSB's side for lead provision, and if non-provision of leads impacts the Bidder's deployment and penalty obligations.

189	8, 10	Section 1.4 Sl. 6 & Section 1.5 (x)	Bidder to have own switch / licensed third-party switch; integration with Bank's Omni Channel	Regarding the technical stack requirement: (a) Is it mandatory for the Bidder to independently own or license all systems (switch, MMS, underwriting, risk monitoring, settlement), or can components be delivered through a consortium of technology partners under the Bidder's primary responsibility? (b) Please share available API documentation and integration specifications for PSB's Omni Channel platform, Merchant Onboarding solution, and	Bidder to have own switch / licensed third-party switch. For Other details refer addendum
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UPI infrastructure, and confirm the designated technical point of contact from PSB's Digital Banking team.

190	12-13	Section 1.5 (2a)	Bidder to provide API integrating with Bank UPI infrastructure for Sound Box audio notification	For the Sound Box integration, please confirm: (a) The current UPI infrastructure setup at PSB — specifically the API protocol (REST/SOAP), authentication mechanism, and VPA mapping process. (b) Whether PSB will provide a sandbox or UAT environment for integration testing prior to go-live. (c) The timeline for PSB	Details will be shared with the selected vendor.
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to share technical specifications post-award.

191	10-11	Section 1.5 (vii)	Android POS must mandatorily support Cash@POS and Aadhaar Enabled Payment System	The RFP lists Cash@POS and Aadhaar Enabled Payment System (AePS) as mandatory features for Android POS terminals. Please clarify: (a) Are Cash@POS and AePS mandatory requirements at the time of deployment, or can they be delivered in a phased manner post go-live with a committed timeline? (b) Will bids be evaluated adversely if a bidder does not currently support these features? (c) Are there volume or	Refer Addendum
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geography-specific mandates for these features, or are they expected across the full terminal deployment?

192	13-16	Section 1.5 (3) & (xv)	Configurable ERP platform required; white-labelled merchant mobile application and portal	Regarding the ERP platform and white-labelled merchant application: (a) Is the full ERP scope across all five sectors mandatory at go-live, or can it be delivered in agreed phases post contract commencement ? (b) Will PSB provide functional specifications, branding guidelines, and API documentation for the merchant portal	ERP will be delivered as demanded by the Merchant. Bidder needs to have that functionality to deliver. Further details will be shared with the selected vendor.
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				and mobile app before contract execution? (c) What is the UAT process and approval timeline for the merchant-facing applications?		
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193	11	Section 1.5 (xi) & (xii)	Financial liability for chargebacks and fraud borne by Bidder; Bidder to execute tri-partite agreements with merchants	<p>The RFP holds the Bidder fully liable for chargebacks, fraud, and risk management. Since all merchants are sourced through PSB's branch leads and onboarded as PSB's acquiring merchants: (a) Please clarify the demarcation of chargeback liability between the Bank and the Bidder. (b) Can the Bidder use its own KYC and onboarding flow, or must PSB's onboarding portal be used? (c) Who will be named as the acquiring institution in the tri-partite merchant agreement, and which party bears liability for merchant fraud? (d) Can the Bidder sign its own standard merchant terms and conditions, or must PSB's standard form be used? If the latter, please</p>	POS acquiring will be done by the Bidder hence responsible for chargebacks etc Tri-partite agreement will be vetted by the bank.
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				share the draft tri-partite agreement for review.		
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194	37	Section 2.24 & Section 2.28	Liability of Bidder limited to value of relevant order; Bidder to indemnify Bank against all losses	<p>The RFP limits the Bidder's liability to 'the value of the relevant order' (Section 2.24) but imposes unlimited liability for data breach and indemnification obligations (Section 2.28). Please clarify:</p> <p>(a) Whether 'value of the relevant order' refers to (i) total revenue share over 3 years, (ii) annual revenue, or (iii) the value of a specific work order. (b) Whether this liability cap applies to indemnification obligations including data breach and IPR violations. (c) Whether indirect, consequential, and remote damages are disclaimed from liability. (d) Whether PSB is open to negotiating a liability cap for data breach obligations aligned to annual contract</p>	Refer RFP clause
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				value.		
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195	37, 79	Section 2.28 & Annexure 18	NDA requires return or destruction of Confidential Information upon termination; Bank auditors have access to Bidder premises	<p>The NDA (Annexure 18) requires return or destruction of Confidential Information upon termination. Please confirm:</p> <p>(a) Whether transaction-level data held on the Bidder's systems for regulatory retention purposes (typically 5–7 years per RBI guidelines) is required to be deleted upon contract termination, or whether a regulatory carve-out applies. (b) During Bank or RBI audit visits, will auditors have access only to records related to PSB's merchant acquiring business, or to the Bidder's general infrastructure shared with other clients? (c) What measures will PSB put in place to protect the confidentiality</p>	refer RFP clause
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of the Bidder's other clients' data during audits?

196	35	Section 2.18 & Section 2.21	Contract constituted on acceptance of PO; SLA to be executed by selected bidder	Please confirm: (a) Will PSB share a draft SLA / Master Services Agreement template for the Bidder's review prior to bid finalisation? (b) Can the Bidder propose amendments to the contract template or submit its own template for negotiation, or	The bidder can suggest a few changes which need to be approved by Bank's legal team post bid finalisation
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				is it a take-it-or-leave-it document?	
197	36	Section 2.21 (C)	Bank may terminate for convenience with 90 days written notice; Vendor shall not be entitled to terminate	The RFP grants only the Bank the right to terminate for convenience, with no corresponding right for the Bidder. Please clarify: (a) Whether the Bidder has any right to exit the contract in case of persistent non-payment of revenue share by the Bank beyond 60 days. (b) Given the significant upfront OPEX investment by the Bidder, whether a minimum lock-in period of 12 months or early termination compensation can be incorporated into the contract.	Please be guided by RFP clause.

198	37	Section 2.28 (a)	Bank shall have the right to withhold any payment due to Bidder in case of delays or defaults	Regarding the Bank's right to withhold payments: (a) Is the withholding right limited to amounts proportionate to a specific quantified default, or can the Bank withhold the entire monthly revenue-share payout for any breach? (b) Is there a maximum withholding period after which disputed amounts must be either paid or formally escalated? (c) Will withheld amounts accrue interest if ultimately found payable to the Bidder? (d) Will the Bidder be provided a prior opportunity to respond before any withholding is exercised?	Refer RFP clause
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199	21-22	Section 1.5, Penalty clause	Penalties levied for SLA breach; deducted from payments	<p>Regarding the penalty mechanism: (a) Will penalties be automatically deducted from revenue-share payments, or will the Bank issue a separate debit note with an opportunity for the Bidder to respond before deduction? (b) Please share the escalation matrix and dispute resolution process for contested penalty amounts. (c) Will force majeure events such as telecom or network outages beyond the Bidder's control be carved out from penalty computation?</p>	Bank will levy the penalty separately and details will be shared with the successful bidder
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200	22-23	Section 1.6	Performance Bank Guarantee of Rs. 40 Lakhs to be submitted within 30 days of PO acceptance	The Performance Bank Guarantee of Rs. 40 Lakhs is required within 30 days of Purchase Order acceptance. Given standard BG procurement timelines, please confirm: (a) Whether this period can be extended to 45 days. (b) Whether a BG application acknowledgement letter from the issuing bank is acceptable as interim evidence of compliance pending BG issuance.	Please be guided by RFP clause.
201	25	Section 1.8 (7)	Prices quoted shall remain fixed during performance of contract and will not be subject to variation on any account	Commercial pricing is fixed for the full 3-year term with no variation permitted. Please clarify: (a) The treatment of cost changes mandated by RBI or card networks that materially alter the Bidder's cost structure mid-contract. (b) Whether the Bank will	Any changes suggested regulator only can be negotiated

				consider a price renegotiation mechanism triggered by regulatory-driven cost changes exceeding a defined threshold.	
202	21-22	Section 1.5, Penalty clause	Installation within 2/4/7 days; fault resolution within 24/48/72 hrs; penalty Rs. 100/day/terminal	Regarding installation and fault resolution SLA timelines: (a) Does the SLA clock start from the time the merchant reports a complaint to the Bidder's helpdesk, or from the time PSB formally logs and communicates the issue to the Bidder? (b) Does 'approval from Bank' for installation purposes mean a system-generated work order from the portal, or a manual approval via email or letter? (c) What is PSB's SLA to issue an installation approval after a merchant lead is submitted? (d) Will SLA timelines be	The clock starts from the time the Merchant reports a complaint to the Bidder's helpdesk. Separate PO will be issued by the Bank. Further details will be shared with the selected vendor at a later stage.

				tollled in cases of merchant non-availability or inaccessibility at the installation site?		
203	21	Section 1.7 (m)	Successful Bidder to provide one resource at Bank HO for support and marketing	Regarding the dedicated resource at PSB Head Office: (a) What is the minimum experience profile (designation, years of experience, domain expertise) expected for this resource? (b) Is this a mandatory full-time on-site requirement, or can the obligation be met through dedicated remote support with defined periodic on-site visits? (c) Are costs associated with this resource (salary, travel, accommodation) to be borne entirely by the Bidder?		Minimum experience profile will be shared at a later stage and it will be a full-time on-site requirement and the costs associated with it will entirely be borne by the bidder.
204	32, 89	Section 2.3 & Annexure 24	Make in India preference applicable; Certificate of Local Content mandatory	The RFP mandates compliance with Make in India guidelines and requires a		Please be guided by RFP.

				Certificate of Local Content (Annexure 24). Please clarify: (a) Does the Make in India / local content requirement apply to the POS terminal hardware, the Sound Box, or both? (b) What is the minimum acceptable local content percentage for each device category to qualify as a Class-I local supplier and receive purchase preference?	
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