Punjab & Sind Bank

(A Government of India undertaking)

Addendum: 01 dated 21.08.2026

RFP NO: PSB/HOPMO/2026-27/RFP/1 dated 03.08.2026

REQUEST FOR PROPOSAL

FOR

Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank

Address:

PUNJAB & SIND BANK
Project Management Office
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Contents

Introduction

Bank has published the RFP vide RFP NO: PSB/HO PMO/2026-27/RFP/1 dated 03/08/2026 for *Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank*.

Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

In reference to the aforesaid RFP, all are advised to note following:

1 Section 1: Modification in RFP Dates

S. No	RFP Page No.	RFP Section	Original Date	Revised Date
1	RFP Page No. 6	Section 1: Key Information Last Date and Time for submission of Bids	25.08.2026 at 3:00 PM IST	01.09.2026 at 3:00 PM IST
2	RFP Page No. 7	Section 1: Key Information Date and Time of Opening of Bids	25.08.2026 at 3:30 PM IST	01.09.2026 at 3:30 PM

2 Section 2: Modifications in RFP Clause

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
1.	13	Section 6: Eligibility Criteria	Point 3: Proof of Documents: Audited balance sheet and Chartered Accountant certificate for the last three financial years.	Audited balance sheet and Chartered Accountant certificate for the year 2023-24 & 2024-25. Audited balance sheet and Chartered Accountant certificate for 2025-26, if Audit has been done; otherwise CA certificate shall suffice for 2025-26 only.
2.	13	Section 6: Eligibility Criteria	Point 5: Criteria: Bidder should be in the Credit Card business for at least **three** years as on the date of bid submission.	Bidder should be in the Credit Card business for at least **two** years as on the date of bid submission.
3.	13	Section 6: Eligibility Criteria	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme **/ Rupay Credit Card solution** in at least one Scheduled Commercial Bank
4.	13	Section 6: Eligibility Criteria	Point 8: Criteria: Current CCMS certified partners under NPCI partner program for RUPAY credit card.	**Bidder/ OEM should be** Current CCMS certified partners under NPCI partner program for RUPAY credit card.
5.	13	Section 6: Eligibility Criteria	Point 11: Criteria: No pending legal proceedings/inquiries/investigations that could adversely affect contract performance.	The **Bidder/ OEM must not be subject** to any pending legal proceedings, inquiries, or investigations that could adversely affect their performance of the contract.
6.	47	Section 10: Implementation Timelines	Section 10: Implementation Timelines	Implementation timelines (**Updated**), refer Section 2.1 of this addendum
7.	94	Annexure 13: Commercial Bid	Annexure 13 Commercial Bid	Commercial Bid (**Revised**), refer section 2.2 of this addendum. Bidders are advised to utilize revised format of Commercial bid.
8.	39	8.2.25 Support	The selected bidder shall provide an escalation matrix with roles and responsibilities, a call-logging/ticketing system for the Bank to log and track issues, and ensure time-bound resolution of raised calls. Bank's Call Centre/ CRM (Centralized Call Centre available 24X7X365) functionality to be integrated to Bank for support of Credit card users/ customers. a. **Selected bidder to provide Toll Free no.**, which will be printed in Card Number for providing 24X7 support to customer. The scope of Help Desk/ Call Centre is summarized below: I. Answering of the customer queries addressing their	The selected bidder shall provide an escalation matrix with roles and responsibilities, a call-logging/ ticketing system for the Bank to log and track issues, and ensure time-bound resolution of raised calls. Bank's Call Centre/ CRM (Centralized Call Centre available 24X7X365) functionality to be integrated to Bank for support of Credit card users/ customers. a. **Bank** to provide Toll Free no., which will be printed in Card Number for providing 24X7 support to customer. The scope of Help Desk/ Call Centre is summarized below: I. Answering of the customer queries addressing their concerns, complaints regarding Credit card.

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
			concerns, complaints regarding Credit card. II. Raise customer credit card transaction related disputes. III. To provide the status of disputed transactions. b. All type of complaints/ queries must be logged and need to be closed within stipulated time. RFP for PMSVANidhi & Micro Enterprises Credit Card Solution c. Assist Bank in onboarding of new customers. d. Selected bidder shall provide a dashboard (web & to be integrated with Bank's app, if required) to the Bank team to monitor customer call status, including call origination date and time, type of call, and call status (pending/rejected/closed, etc.). The dashboard shall also include a provision enabling the Bank team to escalate calls that are not attended to or not properly closed. e. Daily/monthly/yearly report of the complaint to be shared with Bank's Team on time-to-time basis. f. Root cause analysis reports for recurring complaints shall be submitted on monthly basis to the Bank.	II. Raise customer credit card transaction related disputes. III. To provide the status of disputed transactions. IV. **Collections management**. b. All type of complaints/ queries must be logged and need to be closed within stipulated time. RFP for PMSVANidhi & Micro Enterprises Credit Card Solution c. Assist Bank in onboarding of new customers. d. Selected bidder shall provide a dashboard (web & to be integrated with Bank's app, if required) to the Bank team to monitor customer call status, including call origination date and time, type of call, and call status (pending/rejected/closed, etc.). The dashboard shall also include a provision enabling the Bank team to escalate calls that are not attended to or not properly closed. e. Daily/monthly/yearly report of the complaint to be shared with Bank's Team on time-to-time basis. f. Root cause analysis reports for recurring complaints shall be submitted on monthly basis to the Bank. g. **The dedicated support staff for the helpdesk may operate during standard banking business hours unless specific emergency support is required**. h. **Resources shall be deployed/arranged by the bidder at Bank's location.**
9.	-	UPI Switch	New / Additional Clause 8.2.27	Refer section 2.3 of this addendum.
10	-	Mobile Application	New / Additional Clause 8.2.28	Refer section 2.4 of this addendum.

2.1 Implementation timelines (Updated)

Activity/ Milestone	Existing Timeline	Modified Timeline
Scope & BRD finalization	2 weeks from date of PO	3 weeks from date of PO
Application ready for User testing (UAT) &Certification with Card Network	4 weeks from date of PO	6 weeks from date of PO
UAT completion including closure of Bank's UAT observation	10 weeks from date of PO	18 weeks from date of PO
Product Configuration and readiness for production deployment	11 weeks from date of PO	19 weeks from date of PO
Production live	12 weeks from date of PO	20 weeks from date of PO

The selected bidder has to make production live within **20 weeks** from the date of PO.

Note: End-to-end implementation shall be deemed complete only when accepted by the Bank, with sign-off given in accordance with the terms and conditions of this RFP and satisfactory working of the solution.

2.2 Annexure 13: Commercial Bid (Revised)

Instructions to be noted while preparing/submitting Commercial Proposal

- Annexure should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.
- The masked commercial bid is to be submitted with technical bid.

S. No.	Particulars	Count (A)	Unit rate (excl. GST) (B)	Period (C)	Cost (excl. GST)	GST	Cost* (incl. GST)	Remarks
1	One time Setup/ implementation cost (Card Management switch + UPI Switch)	-	-	-	XXX	XX	XXX	One-time
2	Active Cards	10,000	XX	60 months	XXX (A x B x C)	XX	XXX	Monthly recurring (M.R.)
3	Authorization Clearing Switch (ACS- ecom transactions) - per transaction cost	1,000	XX	60 months	XXX (A x B x C)	XX	XXX	Monthly recurring (M.R.)
4	UPI Switch - Cards & UPI (Switching Fee per transaction)	3,000	XX	60 months	XXX (A x B x C)	XX	XXX	Financial transaction (M.R.)
		1,000	XX	60 months	XXX (A x B x C)	XX	XXX	Non-Financial transaction (M.R.)
5	Facility Management (Resources)	1	XX	60 months	XXX (A x B x C)	XX	XXX	
6	Call Centre Resources	2	XX	60 months	XXX (A x B x C)	XX	XXX	
7	Blank EMV Chip card, printing, issuance & Dispatch	10,000	XX	-	XXX (A x B)	XX	XXX	For 5 years
8	Platform fee	1	XX	5 years	XXX (A x B x C)	XX	XXX	If any
TOTAL (TCO)							XXX	

* payable as per actuals & Payment Terms of this RFP.

a) The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above-mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the TCO will arrive after removing anomalies, if any, and the Bank's decision will be final and binding upon our company.
b) We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
c) We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
d) We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
e) If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the Bank without any cost.
f) Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
g) Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid.
h) We understand that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
i) All prices should be quoted in Indian Rupees (INR) only.
j) In case of any discrepancy between figures and words, the amount in words shall prevail.
k) Bidder needs to submit mask commercial BOM mentioning make, model and part code no. along with technical bid.
l) The TCO (Total cost of ownership) will be inclusive of GST and other applicable taxes. However, the GST and other applicable taxes will be paid as per actuals.
m) We understand that the quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order to the selected bidder.

Place: Signature:

Date: Name:

Seal & Stamp:

2.3 UPI Switch

New / Additional Clause: **Clause 8.2.27** under Detailed Scope of work: Inclusion of End-to-End UPI Switch Solution for RuPay Credit Cards. The Selected Bidder shall provide, implement, manage, and operate a fully functional, high-performance, and secure Unified Payments Interface (UPI) Switch on an Operational Expenditure (OPEX) model. The UPI switch must be natively capable of enabling and routing UPI transactions specifically for the PM SVANidhi RuPay Credit Cards and Credit Cards for Micro Enterprises. The Credit Card Switch & UPI switch shall be provided by the bidder as part of the end-to-end solution for Credit Card. It shall also support Credit Card on UPI.

The comprehensive scope of work under this clause includes, but is not limited to, the following requirements:

- Core Switching & Transaction Routing, NPCI-Compliant Infrastructure, and Transaction Lifecycle Management: The Service Provider shall deploy, host, and manage a highly scalable, high-throughput UPI Switch infrastructure dedicated to routing, processing, and settling UPI-linked RuPay Credit Card transactions. The switch must orchestrate end-to-end processing for all transaction types mandated by NPCI for credit cards on UPI. This includes merchant payments (P2M/P2PM), reversals, refunds, chargebacks, and balance inquiries. The switch must feature programmable configuration rules to enforce regulatory constraints, specifically restricting or blocking peer-to-peer (P2P) fund transfers, thereby ensuring credit limits are utilized strictly for legitimate business acquisitions. The switch must be hosted in an NPCI-approved Data Centre (DC) and Disaster Recovery (DR) site located within India, functioning in an Active-Active or Active-Passive high-availability architecture. Bidder is entirely responsible for provisioning all required hardware, HSMs (Hardware Security Modules), database licenses, system software, and secure network connectivity. The hosted UPI Switch must be fully certified by the National Payments Corporation of India (NPCI) for UPI 2.0 (and above) specifications, supporting merchant credit card transactions, tokenization, and recurring mandates. Bidder must establish secure, encrypted APIs to integrate the hosted UPI Switch with the Bank's Core Banking Solution (CBS), Identity and Access Management systems, and the Credit Card Management System (CCMS).

- Lifecycle Management & Device Binding, Onboarding & Device Binding: The solution must seamlessly handle device binding, SIM verification, and cryptographic fingerprinting when a cardholder registers their PM SVANidhi Credit Card on any Third-Party Application Provider (TPAP) app (e.g., BHIM, Google Pay, PhonePe, Paytm). The switch shall provide a robust Virtual Payment Address (VPA) management ecosystem, including creation, validation, storage, and mapping of VPAs linked to the corresponding credit card accounts. The switch shall support secure telephonic/digital UPI-PIN generation, authorization, validation, and reset management over a hardware security module (HSM) path, ensuring complete isolation from clear-text networks.

- Integration, API Handshake & Settlement: The UPI Switch must establish synchronous, zero-latency API integrations with the core Credit Card Management System (CCMS) provided by the bidder and the Bank's Core Banking Solution (CBS). It must trigger real-time credit limit verification, hold-placement, and instant limit restoration upon reversals. The bidder's UPI switch must generate and process standard NPCI clearing files (e.g., raw transaction logs, daily settlement reports). It must reconcile entries smoothly against the credit card sub-ledgers and the bank's central accounting pool.

- Security, FRM, and Availability: The switch must feature an active inline FRM tool or integrate seamlessly with the Bank's centralized FRM framework to intercept and drop high-velocity, suspicious, or geo-anomalous UPI credit card transactions before hitting the clearing settlement engine. The UPI Switch must operate under the high-availability framework defined in this RFP, deployed across the bidder's active Data Centre (DC) and Disaster Recovery (DR) sites with near-real-time asynchronous replication. The UPI switch must adhere to 99.99% operational uptime. The solution must maintain a Recovery Time Objective (RTO) ≤ 15 minutes and a Recovery Point Objective (RPO) of near-zero minutes. The bidder shall bear the entire responsibility for obtaining and keeping current all NPCI technical audit certifications, code compliance approvals, and periodic mandatory security evaluations.

- Statutory and Regulatory Compliances: The UPI Switch deployment must structurally comply with RBI's Master Direction on Digital Payment Security Controls and NPCI's Unified Payments Interface procedural guidelines. The Selected Bidder shall ensure absolute compliance with the Digital Personal Data Protection (DPDP) Act and RBI's data localization directives, maintaining 100% of data footprints within the sovereign borders of India. The system architecture must undergo mandate-driven VAPT validations via CERT-In empanelled agencies at least once a year, or whenever major application versions change. The vendor must provide the Bank with the comprehensive closing report and compliance certificates without extra cost.

2.4 Mobile Application

New / Additional Clause: **Clause 8.2.28** under Detailed Scope of work: The bidder shall design, develop, test, implement, host, and maintain a secure, comprehensive, and user-friendly Mobile Application (compatible with both Android and iOS platforms). The application will serve as the primary digital interface for PM SVANidhi and Micro Enterprise RuPay Credit Cardholders, enabling end-to-end digital lifecycle management.

The mobile application must provide, but is not limited to, the following functionalities:

Digital Onboarding: Support for paperless customer onboarding, including Video KYC (V-KYC), Aadhaar-based e-KYC, and digital signature integration.

Card Management: Capabilities for card activation, PIN generation/reset, temporary blocking/unblocking, and reporting lost or stolen cards, limit set etc.

UPI Integration: Complete provisioning for linking the RuPay Credit Card to UPI applications for seamless Scan & Pay functionalities.

Transaction & Account Insights: Real-time access to transaction history, digital statements, outstanding balances, minimum payment due dates, and reward point tracking.

Alerts & Notifications: in-app notifications push alerts, SMS triggers for financial transactions, payment reminders, and security updates.

Hosting: The application must be hosted on a secure, scalable cloud environment or the Bank’s on premise infrastructure, as decided by the Bank, ensuring 99.9% uptime.

Security Standards: Must comply with RBI guidelines, MeitY directives, DPDP, PCI-DSS standards, and undergo mandatory Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In empanelled auditor prior to launch.

Localization: The user interface must support multilingual capabilities, including English, Hindi, and regional languages relevant to the Bank's target geographies.

The Service Provider is responsible for seamlessly integrating the mobile application with:

- The Bank’s Core Banking Solution (CBS) and central database.
- The Credit Card Management System (CCMS) provided under this RFP.
- Third-party payment gateways, credit bureaus, and NPCI networks.

All development, licensing, API integration, and cloud hosting costs for the mobile application must be bundled into the proposed end-to-end solution. The beta version of the mobile application shall be ready for User Acceptance Testing (UAT) within 90 days from the issuance of the PO.

3 Section 3: Response to Prebid Queries

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
1	13	6	Eligibility Criteria	Bidder should be an OEM/OSD or authorised representative; subcontracting and consortium bidders are not allowed.	We request the Bank to kindly clarify whether a System Integrator (SI) may participate as the prime bidder and offer an end-to-end solution comprising products/services from multiple eligible OEMs/OSDs, with the SI remaining the single point of responsibility for implementation, integration, support, SLA and overall contract compliance.	Please be guided as per RFP
2	13	6	Eligibility Criteria	Bidder should be in the Credit Card business for at least three years as on bid submission date.	We request the Bank to kindly consider relaxing the minimum 3 years' Credit Card business experience requirement for the prime bidder/SI, provided the proposed Credit Card OEM/OSD has the required experience and credentials. Relevant experience of the SI in payments, switching, transaction processing and banking technology may also be considered.	Please be guided as per RFP
3	31	8.2.11	Credit Card Switch	Credit Card Switch shall support Credit Card on UPI by integrating with Bank's UPI System.	We request the Bank to kindly clarify whether the SI may propose an eligible UPI platform/OEM as part of the end-to-end solution for Credit Card on UPI, subject to the Bank's architecture and NPCI requirements, or whether integration is mandatorily required only with the Bank's existing UPI platform.	Refer Addendum No. 1.
4	14	6.1.2	Relaxation for MSEs and Start-ups	Turnover-related relaxation is provided for eligible MSEs and DPIIT-recognised Start-ups.	We request the Bank to kindly consider extending suitable relaxation to the minimum Credit Card experience and existing client-reference requirements for eligible DPIIT-recognised Start-ups/new-age FinTech/System Integrators, provided the proposed OEM solutions meet all mandatory technical, security, NPCI and regulatory requirements.	Please be guided as per RFP

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
5	13	6	Eligibility Criteria	Bidder/OEM should have minimum annual turnover of Rs. 10 Crore per year in each of the last three financial years (2023-24, 2024-25 & 2025-26), on an individual company basis.	Request the Bank to amend this clause as " The bidder should be profitable in the F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25 and Bidder/OEM should have minimum annual turnover of Rs. 10 Crore per year in each of the last three financial years (2023-24, 2024-25 & 2025-26), on an individual company basis. Letter from Chartered Accountant along with Audited Financials to be provided.	Please be guided as per RFP
6	13	6	Eligibility Criteria	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank.	Request the bank to amend this clause as "As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least Three Scheduled Commercial Bank."	Please be guided as per RFP
7	28	8.2.1	Credit Card Management System	The CMS solution should trigger communication to the customer through Bank's provided channels like SMS, Email, WhatsApp, IVR etc.	Request the Bank to clarify whether the charges for SMS and Email communication with customers will be borne by the Successful Bidder or P&S Bank? Further, request the Bank to provide a separate line in the commercials format for quoting for SMS/Email.	Bidder is required to integrate with SMS and Email gateway. As such, the charges for SMS and Email communication with customers will be borne by the Bank. SMS templates shall be approved by the Bank.
8	28	8.2.2	Card Generation & Processing Module	The selected vendor should carry out certification / WPC (White Plastic Certification) NPCI as and when required without any extra cost to the Bank.	Request the Bank to bear the charges for certification / WPC (White Plastic Certification.	The RFP specifically requires the selected vendor to carry out NPCI WPC certification, as and when required, without any extra cost to the Bank. The bidder shall factor the same.
9	29	8.2.2	Card Generation & Processing Module	The selected vendor has to dispatch the Cards to Branches/Customer's address as per Bank's requirement and to share its MIS with Bank as per Bank's shared format.	Request the Bank to provide the tentative ratio of dispatch delivery of 10,000 cards to Branches and Customers address.	Cards are to be dispatched directly to Branches/Customer addresses as per the Bank's requirement.

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
10	29	8.2.2	Card Generation & Processing Module	The system must have Hardware Security Modules for card and PIN verification and CVV/CVC generation, and support PIN mailer generation and dispatch.	Request the bank to clarify whether the PIN printing courier cost is also to be borne by the successful Bidder. If yes, please provide a line item in the commercials for PIN dispatch courier. Also provide the tentative number of PIN printing dispatch. Also provide clarity on Green PIN.	PIN mailer generation and dispatch is part of the bidder's scope. The bidder shall factor the associated cost. Further for Green PIN, where applicable, shall be implemented as per the Bank's requirements.
11	29	8.2.4	Billing & Statement	4. System should have capability to provide the Reward points (if applicable) details.	As per clause number "8.2.15 Integrations" it is mentioned that on integration is required. Request the Bank to confirm whether the successful bidder has to integrate with Bank's Reward program system.	Please be guided as per RFP
12	29	8.2.5	Generation and Dispatch of Monthly Billing Statement	The successful bidder shall manage printing and dispatch of physical statements, and provide statements via e-mail and WhatsApp in password-protected PDF format.	Request the Bank to confirm whether the cards are to be dispatched via India Post or Blue Dart only?	The RFP specifies dispatch of cards through Speed Post/reputed courier.
13	32	8.2.12	Collection and Non-Performing Assets (NPA) Management	Collection and NPA Management shall be part of the solution and comply with RBI prudential norms on Income Recognition and Asset Classification, including daily DPD aging analysis, automated SMA/NPA reminders, and asset classification/provisioning as per RBI and Bank requirements. The NPA module shall integrate with the Bank's Core Banking System for real-time NPA reporting and updates, and the system should reflect the NPA date in delinquent customer statements.	1) Collection & NPA Management solution is in scope, however collection agents and Manual resources for debt collection is not in scope. Trust our understanding is correct. 2) Collection agents and sourcing of cards is not clearly mentioned in the RFP. Request Bank to clarify.	1. Entire collection and NPA management shall be part of credit card solution including the manpower management required for same. 2. Please be guided by RFP.

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
14	32	8.2.13	Access Control Services (ACS)	ACS shall be provided as part of the solution, including OTP authentication for RuPay PaySecure/3DS for all e-com transactions, with OTP delivery to registered mobile, email and WhatsApp, compliant with the respective Card Scheme guidelines, and integration with the Bank's SMS/WhatsApp/Email systems.	Only integration with Bank's email/SMS/WhatsApp systems/vendor is required as mentioned in clause "8.2.15 Integrations" on page number 33 for OTP SMS delivery. Trust our understand is correct.	Yes, understand is correct
15	37	8.2.22	Infrastructure Platform	Since the services in Opex model, hence the Selected Bidder is required to ensure for adequate infrastructure sizing is based on the volumes for the Solution. Any enhancements or upgradation required for smooth functioning of the solution has to be brought in by the bidder without any additional cost to the Bank.	The Solution will be hosted on successful Bidder's DC/DR. Trust our understanding is correct.	Yes, understand is correct
16	39	8.2.25	Support	Selected bidder to provide Toll Free no., which will be printed in Card Number for providing 24X7 support to customer. The scope of Help Desk/ Call Centre is summarized below: -	Apart from 24x7 toll free number, the of resources for helpdesk need not be deployed 24x7. Please clarify.	Refer Addendum No. 1.
17	39	8.2.25	Support	I. Answering of the customer queries addressing their concerns, complaints regarding Credit card. II. Raise customer credit card transaction related disputes. III. To provide the status of disputed transactions.	Request the Bank to clarify whether the number of resources to be deployed for helpdesk totally depends on the successful bidder or limited to 2 resources.	Please be guided by RFP and subsequent addendum

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
18	39	8.2.25	Support	I. Answering of the customer queries addressing their concerns, complaints regarding Credit card. II. Raise customer credit card transaction related disputes. III. To provide the status of disputed transactions.	The resources are to be deployed at successful Bidders location. Trust our understanding is correct.	The resources are to be deployed at Bank's location.
19	50	11.3	Technical Evaluation Criteria	Number of Scheduled Commercial Banks (SCB) served for managing PM SVANidhi Credit Cards/ Micro-Enterprise Scheme. 1 SCB: 3 marks 2 or more SCBs: 5 marks	Request the Bank to amend this clause as below Number of Scheduled Commercial Banks (SCB) served for managing PM SVANidhi Credit Cards/ Micro-Enterprise Scheme. **2 SCB: 1 mark** **3 or more SCBs:** 5 marks	Please be guided as per RFP
20	50	11.3	Technical Evaluation Criteria	Size of card portfolio managed >1 Lakh Active Cards across 2+ Banks: 5 Marks < 1 Lakh Active Cards: 3 Marks	Size of card portfolio managed >**4 Lakh** Active Cards across 2+ Banks: 5 Marks < 1 Lakh Active Cards **across 2+ Banks**: 1 Marks	Please be guided as per RFP
21	82	Annexure 7	Manufacturer's Authorization (MAF) Form	Annexure 7: Manufacturer's Authorization (MAF) Form	We ourselves are the OEM. A self-declaration would be provided as the solution being offered is in-house developed.	Where the bidder itself is the OEM/OSD, the bidder may submit the required self-declaration/authorisation documentation applicable to an OEM/OSD, duly signed by the authorised signatory.
22	94	Annexure 13	Commercial Bid	Blank EMV Chip card, printing, issuance & Dispatch: 10,000	The cost to be quoted are for 50,000 PM SVANidhi Scheme & Udyam-registered micro-enterprises RuPay variant cards only and not VISA / MasterCard.	The cost to be quoted are for **10,000** PM SVANidhi Scheme & Udyam-registered micro-enterprises **RuPay variant cards only**.
23	52	11.4	Commercial Evaluation Criteria	The bidder must provide detailed cost breakdown, for each category mentioned in the commercial bid.	Request the Bank to elaborate more on this. Please clarify whether the Annexure 13: Commercial Bid can be modified adding detailed line items and conditions?	Commercial bid shall be provided as per the prescribed format only.

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
24	111	Annexure 20	Minimum Local Content Certification	Format for Affidavit of Self certification regarding Local Content in line with PPP-MII order and MoP Order, if applicable, to be provided on a non-judicial stamp paper of Rs. 100/-.	The Bank requires affidavit or only on Rs. 100 Non-Judicial Stamp paper.	The bidder shall comply with the format specified in the RFP.
25	13	6	Eligibility Criteria	Bidder should be in the Credit Card business for at least three years as on the date of bid submission.	We request the Bank to kindly consider reducing the eligibility requirement from three years to two years in the Credit Card business.	Refer Addendum No. 1
26	28	8.2.2	Card Generation & Processing Module	Selected bidder should have a tie-up with a card personalisation vendor for card preparation/personalisation (including collaterals, as per Annexure-A) and dispatch (Speed Post/reputed courier) within T+1 Base cards must be prepared within 7 days from NPCI artwork approval White Plastic Card to be sent to NPCI within 3 Days of providing test emboss data by Bank. In case of any observation raised by NPCI while doing the white plastic certification the same observation/ issues to be resolved by the selected vendor within 2 days from the intimation by NPCI/Bank	The Bank requires firm commitments on timelines for card preparation, personalization, certification, and dispatch by the personalization vendor. The timelines for card preparation, personalization, certification, and dispatch are dependent on multiple stakeholders. Hence, providing firm commitments for all activities at the bid stage may not be practically feasible. We request the Bank to kindly specify the expected Service Level Agreements (SLAs) for each activity and permit the bidder to commit timelines based on mutually agreed processes.	Please be guided as per RFP

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
27	29	8.2.5 (Point 1)	Generation and Dispatch of Monthly Billing Statement	Physical statement printing and dispatch to be managed by the bidder.	Physical statement printing, envelope procurement, insertion, and dispatch involve significant recurring operational and logistics costs. We request the Bank to bear the cost of physical statement generation and dispatch, as the same requires additional resources, vendor management, and operational overheads beyond the standard card management solution scope.	Bidder needs to factor the cost.
28	30	8.2.7	Card Control & Limits	Facility to block/unblock transaction channels (ATM, POS, ECOM, NFC, UPI) and set transaction/spend limits. The CMS solution shall integrate with the Bank's Mobile Banking/Internet Banking/Omnichannel through APIs for card controls.	The bidder will provide the required APIs. The Bank's Mobile Banking/App should be equipped to consume these APIs and provide the card control functionalities to customers.	The bidder shall provide the required APIs.
29	30	8.2.8	Additional CMS Capabilities	System should have ability to process payments via multiple channels (Cash, account debit, cheque, aggregator, Mobile/Internet Banking, Payment Gateway, NEFT, IMPS, BBPS, UPI, RTGS, ECS/NACH) on a real-time basis and support multi-channel EMI conversion (mobile app, web portal, CMS portal, API).	The bidder will provide the required APIs. The Bank's Mobile Banking, Web Portal and App should support the required integrations to enable these customer-facing functionalities.	The bidder shall provide the required APIs.
30	31	8.2.10	Dispute and Grievance Management	The selected bidder shall complete the investigation of any fraudulent incident affecting the Bank or its customers within 48 hours of notification. Further, where a financial loss is established due to a systemic fraud, vendor	We request the Bank to define and classify fraud incidents based on severity levels (e.g., Critical, High, Medium, Low) along with corresponding investigation timelines. As fraud cases may vary significantly in terms of complexity, dependency on external stakeholders, forensic analysis requirements, and transaction volume, we	Please be guided as per RFP.

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				loophole, or operational failure, the selected bidder shall reimburse the loss by crediting the customer's account or paying the Bank within 7 working days from the date of detection.	request that investigation timelines be mutually agreed upon based on the nature, severity, and complexity of each incident rather than prescribing a uniform 48-hour timeline for all cases. • We request clarification that the bidder's liability for reimbursement shall be limited solely to financial losses directly attributable to proven deficiencies, failures, negligence, or security vulnerabilities within the bidder's systems, processes, or operations. Losses arising from factors beyond the bidder's reasonable control, other external dependencies, should be expressly excluded from the bidder's liability.	
31	31	8.2.11	Credit Card Switch	Switch for Credit Cards should be provided by the bidder as part of the solution. The switch shall support Credit Card on UPI transactions by integrating with the Bank's UPI System through API or any other mode as per Card Regulator or Bank's requirement	The RFP Introduction indicates that the Bank already provides UPI services through its existing UPI infrastructure. However, Section 8.2.11 requires the bidder to provide a Credit Card Switch capable of supporting Credit Card on UPI transactions through integration with the Bank's UPI System. In this regard, we request the Bank to clarify the following: 1. Whether the existing UPI Switch/infrastructure will be provided and managed by the Bank, with the bidder's Credit Card Switch integrating with the same for Credit Card on UPI transactions. 2. In the event that the bidder is expected to provide the UPI Switch as part of the proposed solution, kindly provide detailed functional, technical, operational, security, and compliance requirement	Refer Addendum No. 1.
32	39	8.2.25	Support	The bidder shall provide 24×7 customer support through a toll-free number and support the Bank's Call	The Bank shall clarify whether customer support services will be delivered through the Bank's existing Call Centre infrastructure or through	Please be guided as per RFP.

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				Centre for handling customer queries, complaints, disputes, and other card-related services	dedicated resources to be provided by the bidder. The Bank shall procure and provide the toll-free number, and the bidder shall integrate and utilize the same for providing 24×7 customer support and card-related services. The scope of call centre resources, if any, to be provided by the bidder shall be as detailed in the Commercial Bid and mutually agreed between the Bank and the selected bidder	
33	47	Project Time line	Project Time line	The selected bidder has to make production live within 12 weeks from the date of PO.	Considering the scope of implementation, customization, integrations with Bank and third-party systems, UAT, certification, security reviews, regulatory compliance requirements, and production readiness activities, the proposed timeline of 12 weeks may not be feasible. We request the Bank to consider a minimum implementation timeline of 20 weeks from the date of PO for successful project execution and stabilization.	Refer Addendum No. 1
34	50	11.3	Technical Evaluation Criteria	Number of Scheduled Commercial Banks (SCB) served for managing PM SVANidhi Credit Cards/ Micro-Enterprise Scheme	Request the Bank to consider projects that are currently under implementation as eligible references, in addition to successfully completed and live implementations.	Please be guided as per RFP.
35	50	11.3	Technical Evaluation Criteria	Size of card portfolio managed	Clarify whether the card portfolio size for eligibility evaluation should be considered on a cumulative basis across all card networks operated by the bidder, including RuPay, Visa, and Mastercard, or whether the requirement is restricted to a specific card network. Further, please confirm whether both active and live cards across these networks will be considered for assessing the portfolio size.	Please be guided as per RFP.
36	51	11.3	Technical Evaluation Criteria	Credit Card Switch with High Availability (HA) and Active-Active DR setup in a separate seismic zone with RPO	We request the Bank to consider revising the Recovery Time Objective (RTO) requirement from 90 minutes to than 2 hours (120 minutes). Considering the	Please be guided as per RFP.

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				= 0 and RTO < 90 minutes.	complexity of disaster recovery activation, dependency on network providers, third-party integrations, and end-to-end validation activities, an RTO of 2 hours is more practical and aligned with industry standards while ensuring business continuity and service availability.	
37	55	13.2	Penalties	SLA penalties, Liquidated Damages, and other penalties applicable under the contract.	Considering the projected card volumes, implementation complexity, dependency on multiple stakeholders, and the overall commercial viability of the engagement, we request the Bank to revisit the proposed SLA penalties, liquidated damages, and other penalty provisions to ensure that they remain reasonable, proportionate, and commensurate with the scope of services being delivered. Further, we request that penalties be restricted to instances of material and proven bidder-related service deficiencies and be subject to an overall cap on liability as mutually agreed between the Bank and the selected bidder.	Please be guided as per RFP.
38	94	Annexure 13	Commercial Bid	Commercial Bid	We request the Bank to kindly clarify the methodology for Total Cost of Ownership (TCO) evaluation. In the commercial bid format, Kindly confirm whether bidders can quote such line items as Zero/Nil for TCO calculation purposes or provide the applicable rates irrespective of the projected volumes. Further, we observe that the projected volumes for certain components such as Card Procurement & Personalization, Card Dispatch, ACS (Access Control Server), Credit Card on UPI Switch, and other operational services appear to be relatively low when compared to the overall scope and tenure of five (5) years. Since these	Please be guided as per RFP.

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					services entail substantial setup, operational, and recurring costs, we request the Bank to clarify how these line items will be evaluated during TCO assessment to ensure a fair and equitable commercial comparison across all bidders.	
39	6	1	Key Information	Last date bid submission 25.08.2026 at 3:00 PM IST	Considering the extensive scope of the RFP and the effort required for collating supporting documents, customer reference proofs, eligibility documents, annexures, compliance sheets, commercial inputs, board approvals, and other mandatory submissions, the current timeline may not provide sufficient time for preparing a comprehensive and compliant bid response. We therefore request the Bank to kindly extend the bid submission deadline by a minimum of two (2) weeks and consider revising the last date of submission to 25 August 2026. This extension will enable bidders to arrange the requisite documentary evidence, complete internal approvals, and submit a detailed and competitive proposal in line with the RFP requirements.	Refer Addendum No. 1

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40	General	General	General	Suggestion	To optimize costs, streamline operations, and leverage the Bank's existing ecosystem, we request the Bank to consider utilizing its existing empanelled vendor(s) for card personalization, printing, and dispatch activities. The selected bidder can integrate its Card Management System with the Bank's designated vendor for seamless file exchange, tracking, and operational processing. This approach would offer the following benefits: Cost optimization by leveraging the Bank's existing commercial arrangements. Reduced implementation and vendor onboarding efforts. Continuity of established operational processes and SLAs. Availability of MIS, tracking reports, audit trails, and operational dashboards as per the Bank's existing requirements. Improved control and visibility for the Bank over card personalization and dispatch operations.	The selected bidder shall be responsible for the end-to-end scope specified in the RFP. Any use of a Bank-designated vendor, if required by the Bank, will be communicated during implementation.
41	42	8.6.1	Exit Plan Management and Reverse transition	"The scope of work mentioned is illustrative and not exhaustive. bidder needs to comply with the Bank's requirements and any statutory or regulatory guideline(s)."	The scope of work in Section 8 is detailed and will be priced accordingly. Bidders request the Bank to confirm that the scope for which the commericals will be submitted is limited to the requirements expressly stated in Section 8 and Annexure 21, and that any requirement outside this scope will be handled through a mutually agreed Change Request process with commercial impact. Without this, bidders cannot arrive at a defensible fixed price for a 5-year OPEX engagement.	Please be guided as per RFP
42	41	8.3	Security requirements	"Bidder along with the OEM are required to comply with Bank's IT, IT security, Data policies etc. in key	The Bank's IT, IT Security and Data policies are stated to be shared only with the selected bidder, yet compliance must be priced at bid stage and Annexure	Please be guided as per RFP

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				concern areas relevant to the RFP, details of which will be shared with the selected bidder."	6 prohibits assumptions or deviations. Bidders request that these policies (or at minimum a summary of mandatory technical controls) be shared with all bidders before the bid submission date, or that any requirement in these policies beyond the RFP scope be treated as a chargeable Change Request.	
43	38	8.2.23	Information and Data Security Measures, Point 11(i)	"Security requirement/Protection requirement of the Bank Security requirement/Protection will be shared with the successful bidder."	Same concern as above. Please share the Bank's security/protection requirements with all bidders pre-bid so they can be technically assessed and priced.	Please be guided as per RFP
44	35	8.2.18	Regulatory Requirements, Point (i)	"Any government/regulatory requirement impacting the solution shall be incorporated as an upgrade, enhancement or patch by the successful bidder at no additional cost during the contract period."	Bidders will absorb regulatory changes that are configuration-level or apply generally to the product. However, a regulatory mandate requiring net-new module development (e.g. a new scheme, new network mandate, or new reporting framework) over a 5-7 year horizon cannot be estimated at bid stage. Request the Bank to confirm that regulatory changes requiring new development beyond a mutually agreed effort threshold (e.g. 100 person-days per annum) will be handled via a chargeable Change Request.	Please be guided as per RFP
45	63	14.14	Legal Compliance	"If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance/ upgradation/ development during the contract period without any cost to Bank."	The word 'development' extends this obligation beyond configuration to new build. Request the Bank to align this clause with the clarification sought on Clause 8.2.18(i) above.	Please be guided as per RFP

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46	34	8.2.17	MIS Reports, Points 1, 3 and 6	"...plus ad-hoc reports at no additional cost"; "In case of any additional data/report required by the Bank or existing formats to be modified, same shall be provided by the Successful bidder at no additional cost."	The solution will provide a self-service report builder allowing Bank users to generate and modify reports without vendor effort. Request the Bank to confirm that 'no additional cost' applies to reports generable through the self-service tool and to a reasonable number of custom report developments per annum (bidders propose 12 per annum), beyond which custom development is chargeable.	Please be guided as per RFP
47	81	Annexure 6	Acceptance/ Compliance Certificate	"Any assumptions, deviation or exclusions may result in the disqualification of our bids."	Given that several clauses reference documents to be shared only post-award (Cl. 8.3, 8.2.23), request the Bank to confirm that responses to these pre-bid queries, once published, will form part of the contract and will not be treated as bidder assumptions or deviations.	Clarifications/amendments/ addendums/ /corrigenda issued by the Bank as part of the this process will form part of the RFP and will be binding on all bidders.
48	39	8.2.24	Data Retention	"the Successful bidder shall ensure that the Data is stored in an independent Server/storage and there is no mixing of Data with other entity or competitor."	Modern regulated card platforms are typically delivered as logically isolated multi-tenant SaaS on a MeitY-empanelled CSP, with tenant-level logical separation, separate encryption keys per tenant (BYOK) and strict IAM segregation - a model already accepted by several Scheduled Commercial Banks and compliant with RBI and PCI DSS. Request the Bank to confirm whether logical isolation with tenant-specific key management satisfies this clause, or whether dedicated physical/instance-level infrastructure is mandatory. This materially changes the cost basis and must be clarified before pricing.	Please be guided as per RFP
49	37	8.2.22	Infrastructure Platform	"Any enhancements or upgradation required for smooth functioning of the solution has to be brought in by the bidder without any additional cost to the Bank."	Please confirm that infrastructure scaling at no additional cost is scoped to the volumes indicated in Annexure 13 (Commercial Bid) plus a reasonable growth allowance, and that scaling required for volumes materially in excess of those assumptions (bidders propose beyond 3x) will be subject to commercial discussion.	Please be guided as per RFP

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50	40	8.2.26	Cloud Security	"If the solution proposed is Cloud based then the bidder should comply the following Cloud Security Assessment Checklist"	Please confirm that a cloud-hosted (SaaS) deployment on a MeitY-empanelled CSP with data resident in India is acceptable to the Bank, and that no on-premise or Bank-data-centre deployment is required for any component of the solution, including the HSM.	Please be guided as per RFP
51	29 / 38	8.2.2 / 8.2.23	Card Generation & Processing Module Pt.6; Information and Data Security Pt.12	"The system must have Hardware Security Modules for card and PIN verification and CVV/CVC generation"; "PCI-HSM"	Please confirm that the HSM may be hosted within the bidder's certified facility / cloud HSM service, and is not required to be installed at the Bank's premises.	Please be guided as per RFP
52	31 / 94	8.2.11 / Annexure 13	Credit Card Switch; Commercial Bid line items 1 and 4	Cl. 8.2.11: "...support Credit Card on UPI transactions by Integrating with Bank's UPI System through API or any other mode" vs Annexure 13 Line 1: "One time Setup/ implementation cost (Card Management switch + UPI Switch)" and Line 4: "UPI Switch - Cards & UPI (Switching Fee per transaction)"	Clause 8.2.11 indicates the bidder integrates with the Bank's existing UPI system, whereas Annexure 13 requires the bidder to price a UPI Switch (both one-time and per-transaction). Please clarify definitively: (a) is the bidder required to supply a UPI switch, or only to integrate with the Bank's UPI switch for CC-on-UPI; and (b) if only integration is required, should Annexure 13 lines 1 and 4 be quoted as Nil or should the UPI component be removed?	Refer Addendum No. 1.
53	29, 30, 33	8.2.3, 8.2.4, 8.2.15	Product & Definition; Billing & Statement; Integrations	"loyalty plan, cashback, discounts"; "Reward points (if applicable) details"; "Provision to integrate with Reward program vendor (if required)."	The RFP references loyalty plan setup, reward points display and integration with a reward program vendor, but does not define the redemption/burn scope, and Annexure 13 contains no commercial line for loyalty. Please confirm: (a) the bidder's scope is limited to loyalty/reward accrual rule configuration, points accrual, points balance maintenance and points data provision to the Bank's reward vendor; (b) the redemption/burn engine, redemption catalogue, partner network and redemption fulfilment are provided by the Bank or its appointed reward vendor; and (c) if any redemption capability is expected from the	Please be guided as per RFP

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					bidder, that a commercial line item be added to Annexure 13.	
54	32	8.2.12	Collection and Non-Performing Assets (NPA) Management	"Collection and NPA Management shall be part of the solution and comply with RBI prudential norms on Income Recognition and Asset Classification, including daily DPD aging analysis, automated SMA/NPA reminders, and asset classification/provisioning..."	Please confirm that the bidder's scope for Collections is limited to system functionality - DPD ageing, SMA/NPA flagging, automated reminders, asset classification and provisioning computation, and CBS reporting - and that field collections, tele-calling for recovery, recovery agent management, settlement/write-off approval workflows, legal/SARFAESI processes and any physical recovery operations remain with the Bank.	Please be guided as per RFP
55	27	8.1	Overview	"Processing at Core Banking Solution (CBS) & Loan Originating System (LOS) will be done by Bank... Loan Management System (LMS) shall be provided by the bidder."	We assume that credit underwriting, business rule engine (BRE), credit bureau integration, scorecard and sanction/limit decisioning remain entirely with the Bank's LOS, and that the bidder's obligation is limited to receiving sanctioned customer and limit data. Please share the expected data specification, format and frequency of the LOS-to-CMS feed.	Please be guided as per RFP
56	31	8.2.9	Reconciliation	"The Bank will maintain a pool account... The accounting process will be finalized between the Bank and the selected bidder."	Please share the intended settlement and funding model - specifically whether the bidder is required to pre-fund any settlement position with NPCI, the expected settlement cycle, and which party bears settlement risk. This materially affects working capital and cannot be priced without clarification.	Please be guided as per RFP
57	31	8.2.10	Dispute and Grievance Management	"the selected bidder shall complete the investigation of any fraudulent incident affecting the Bank or its customers within 48 hours of notification."	48 hours is not achievable where the investigation depends on third-party inputs (acquirer, merchant, NPCI, or the Bank's own channels). Request that the 48-hour clock apply to the bidder's own system-side investigation and initial report, with the overall closure timeline aligned to the applicable RBI/NPCI TAT.	Please be guided as per RFP

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58	47	10	Project Timelines, Milestone 2	"Application ready for User testing (UAT) & Certification with Card Network - 4 weeks from date of PO"	NPCI certification for RuPay Credit Card and CC-on-UPI, including scheme testing slots, artwork approval and White Plastic Certification, is dependent on NPCI's own scheduling and could take anything between requires 4-8 weeks. Request the Bank to (a) decouple card network certification from the 4-week UAT-readiness milestone, and (b) confirm that any delay attributable to NPCI, the Bank or a third party will not attract Liquidated Damages, with the timeline extended correspondingly.	Please be guided as per RFP
59	47	10	Project Timelines	"The selected bidder has to make production live within 12 weeks from the date of PO."	The 12-week timeline is dependent on Bank-side readiness - BRD sign-off, CBS/LOS/UPI/channel API availability, test environments, SSO integration, UAT resource availability and NPCI artwork approval. Request the Bank to confirm that the implementation timeline will be reckoned from the date all Bank-side dependencies and interfaces are made available, and that a joint dependency register with agreed Bank-side SLAs will form part of the project plan.	Refer Addendum No. 1.
60	27 / 47	8.1 / 10	Overview; Project Timelines	"...integration with respective GoI portals..."	Integration with 'respective GoI portals' is referenced once in the Overview but is not specified anywhere in the Scope of Work. Please identify the specific GoI portals in scope (e.g. PM SVANidhi portal), the integration mode, the API specifications, the data exchange requirements, and confirm which party is responsible for obtaining GoI access approvals and within what timeline.	Please be guided as per RFP

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61	33	8.2.15	Integrations	"The system shall integrate with the Bank's CBS, NEFT/RTGS/IMPS/UPI/BBPS/Internet & Mobile Banking/Payment Gateway/ECS/NACH systems, Lending/Onboarding Platform, Mobile & Internet Banking/OMNI, reward program vendor (if required), MIS & Data Analytics systems, email/SMS/WhatsApp systems, and the Bank's Cash Management Solution or any other system..."	Please provide a definitive, closed list of systems to be integrated, with the interface type (API/file/H2H) and the party responsible for each side of the interface. Bidders request that the priced scope be limited to this enumerated list, with additional integrations handled as chargeable Change Requests. The phrase 'or any other system' prevents accurate estimation.	Please be guided as per RFP
62	33	8.2.16	CMS Portal	"...and third-party product integration (insurance, etc.)."	Please specify the third-party products to be integrated and the number of such integrations in scope at go-live. The phrase 'insurance, etc.' is open-ended and cannot be estimated.	Please be guided as per RFP.
63	33	8.2.16	CMS Portal	"The bidder shall provide a web-based CMS portal (integrated with the Bank's SSO)"	Please specify the Bank's SSO standard and protocol (e.g. SAML 2.0, OAuth 2.0/OIDC, Active Directory Federation) and confirm the Bank will provide the SSO integration specification and a test environment during the implementation window.	Please be guided as per RFP.
64	29 / 94	8.2.5 / Annexure 13	Generation and Dispatch of Monthly Billing Statement; Commercial Bid Line 2	Cl. 8.2.5: "The successful bidder shall manage printing and dispatch of physical statements"; Annexure 13 Line 2 remarks: "(Active cards including printing/dispatching monthly physical statements, ACS, Switching fee, reconciliation, settlement etc.)"	Physical statement printing and postage is a variable, volume-driven cost bundled into a per-active-card monthly fee, but the RFP provides no assumption for the proportion of customers electing hard-copy statements. Please provide the Bank's expected hard-copy opt-in percentage, or alternatively introduce a separate per-physical-statement line item in Annexure 13 payable on actuals.	Please be guided as per RFP.

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65	30	8.2.8	Additional CMS Capabilities, Point 5	"NCMC functionality with wallet creation as per RuPay network specifications."	Please confirm whether NCMC (transit) functionality is required at go-live for the PM SVANidhi and Micro Enterprise card variants, or is a future requirement. NCMC certification and wallet functionality carry distinct certification effort and card BOM cost which are not currently reflected in Annexure 13.	Please be guided as per RFP.
66	94	Annexure 13	Commercial Bid, Line 7	"Blank EMV Chip card, printing, issuance & Dispatch | Count 10,000 | Unit rate XX | Period (blank) | Cost AxBxC"	The Period column for Line 7 is blank while the cost formula is stated as AxBxC. Please clarify whether the count of 10,000 cards is a one-time quantity, an annual quantity, or a monthly quantity, and confirm the correct value for column C.	Refer Addendum No. 1
67	14 / 24	7.2 / 7.17	Bid Currency & Price Structure; Fixed Price	Cl. 7.2: "The TCO (Total cost of ownership) will be inclusive of GST and other applicable taxes." vs Cl. 7.17: "The price should be exclusive of all taxes and levies which will be paid by the Bank on actual."	These two clauses are directly contradictory. Annexure 13 column headings state 'Unit rate (excl. GST)' and 'Cost (excl. GST)'. Please confirm that all prices are to be quoted EXCLUSIVE of GST, that GST will be paid by the Bank on actuals, and that commercial evaluation/L1 determination will be on the GST-exclusive TCO.	Refer Addendum No. 1
68	94	Annexure 13	Commercial Bid - all line items	"Count (A)" of 10,000 Active Cards, 1,000 ACS transactions, 3,000 UPI financial transactions, 1,000 UPI non-financial transactions, against "Period (C)" of 60 months, with "Cost = AxBxC"	Please confirm whether the Count in column A represents a MONTHLY figure (multiplied by 60 months) or a total figure over the contract term. The distinction changes the computed TCO by a factor of 60 and will determine the L1 outcome. Bidders request an explicit statement in the corrigendum so all bidders quote on an identical basis.	Refer Addendum No. 1.
69	54	12	Payment Terms	"'Count' in Commercial bid is on assumptions for calculating TCO, amount shall be payable as per actuals."	As unit rates are fixed for 5-7 years while volumes are payable on actuals with no floor, bidders carry the full risk of under-utilisation against fixed platform, switch, HSM, call centre and support costs. Request the Bank to either (a) confirm a minimum monthly billable quantity (e.g. 60% of the indicated count), or (b) permit volume-banded unit rates in Annexure 13.	Please be guided as per RFP

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70	27	8.1	Overview	"Bank is having approximately 10000 eligible customers which is expected to grow on year-on-year basis."	Please provide the Bank's year-on-year card issuance and active card projections for each of the 5 contract years, together with expected monthly transaction volumes per channel (POS, ECOM, ATM, UPI). Accurate infrastructure sizing and per-unit pricing are not possible without these.	Please be guided as per RFP and number of transactions to be taken in line with the industry standards.
71	46	9	Contract Period	"During the extension period, the annual rates of respective support components shall not exceed 5-8% of the last year's support components (ATS/ Services) prices."	Please clarify the intent of '5-8%'. Bidders read this as an annual escalation of between 5% and 8% over the previous year's rates. Please confirm the applicable escalation percentage and the mechanism by which it is determined.	Please be guided as per RFP
72	73	Annexure 2	Bidder's Information - Declaration Point 2	"We shall keep the price valid for the entire contract period from the date of issuance of the first Work order."	Read with Clause 9 (5 years + 2-year extension), this requires prices to remain fixed for up to 7 years with no indexation. Request the Bank to confirm that this declaration applies to the initial 5-year term only, and that the extension period is governed by the escalation provision at Clause 9.	Please be guided as per RFP
73	94 / 39	Annexure 13 / 8.2.25	Commercial Bid Line 6; Support	Annexure 13 Line 6: "Call Centre Resources | Count 2 | 60 months" vs Cl. 8.2.25(a): "Selected bidder to provide Toll Free no.... for providing 24X7 support to customer."	A single seat staffed 24x7x365 requires approximately 4.5-5 FTE after allowing for shifts, weekly offs, leave and shrinkage. Two seats staffed round the clock therefore require approximately 9-10 FTE. Please clarify whether 'Count 2' refers to (a) 2 concurrent seats staffed 24x7 (requiring ~9-10 FTE, to be priced into the unit rate), or (b) 2 total headcount. If (b), the 24x7 requirement is not deliverable and bidders request the Bank to revise either the count or the coverage requirement.	Refer Addendum No. 1.
74	94	Annexure 13	Commercial Bid Lines 5 and 6	"Facility Management (Resources) | Count 1"; "Call Centre Resources | Count 2"	Please confirm the deployment location for each resource type - onsite at the Bank's Corporate Office, New Delhi, or offsite at the bidder's premises - and the required working hours/shift pattern for the Facility Management resource. This	Refer Addendum No. 1.

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					materially affects the resource cost.	
75	36	8.2.20	Testing, Points 2 and 11	"The bidder shall deploy an experienced resource at the Bank's premises during integration/UAT through to production live, at no additional cost."	Please confirm that this obligation is for one resource, for the duration of the implementation period only (up to production go-live), and that it is distinct from and additional to the Facility Management resource priced at Annexure 13 Line 5.	Please be guided as per RFP
76	36	8.2.20	Testing, Points 5 and 6	"The Bank expects the test environment to be available to the bank at all times, for the purpose of testing... The Bank plans to use the testing environment throughout the period of the contract."	Please confirm that a single shared UAT/test environment maintained for the contract duration satisfies this requirement, and that dedicated per-release or parallel environments are not required. Annexure 13 contains no line item for a permanent non-production environment.	Please be guided as per RFP
77	42	8.5	Resource Requirement, Point (f)(v)	"Passport - Duly attested photocopy by candidate and Bidder HR"	A passport is not universally held, particularly among call centre and junior support personnel, and mandating it will materially restrict the available talent pool. Request the Bank to accept any valid Government-issued photo identity document (PAN, Voter ID, Driving Licence) in lieu of a passport, where Aadhaar and police verification are already provided.	Please be guided as per RFP
78	55	13.1	Service Level Agreement	"The bidder has to leverage proposed monitoring tools to monitor and manage the Solution / IT Infrastructure."	No monitoring tool appears in the Bill of Material at Annexure 13. Please confirm whether the bidder's standard platform monitoring and SLA reporting capability is sufficient, or whether a specific third-party monitoring tool licence is expected to be supplied and priced.	Please be guided as per RFP
79	38	8.2.23	Information and Data Security Measures, Point 12	"...comply with Payment Card Industry (PCI) prescriptions... such as - a. PCI-HSM... and PCI-S3 for the solution."	PCI-S3' is not a recognised PCI Security Standards Council standard. Please clarify whether the Bank intends PCI 3DS, PCI PIN Security, PCI Card Production (Logical/Physical Security), or PCI Software Security Framework (SSF). Each carries a distinct certification scope, cost and lead time.	Please be guided as per RFP

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80	44-45	8.6.2	Security Management , Point 4(a) and 5	"End-to-End encryption of data transmission (symmetric or asymmetric)"; "data-at-rest/in-transit encryption"	The RFP does not specify a minimum TLS version or permitted cipher suites for data in transit. Please confirm the Bank's minimum requirement (propose TLS 1.2 as minimum with TLS 1.3 supported), and confirm the certificate authority and certificate lifecycle policy to be followed.	Please be guided as per RFP
81	38	8.2.23	Information and Data Security Measures, Point 4	"The Successful bidder should get the security tested / audited (like Vulnerability Assessment & Penetration Tests and other Security audits as mandated by the Bank) by CERT-IN approved agency..."	Please confirm whether a bidder-commissioned CERT-In empanelled VAPT covering the shared platform is acceptable, or whether a Bank-instance-specific VAPT is required on each occasion. Please also confirm which party bears the cost of Bank-initiated audits beyond the agreed annual frequency.	Please be guided as per RFP
82	113	Annexure 21	Minimum Technical & Functional requirements , S.No. 2 and 3	"The system is certified by NPCI for RuPay Credit Card"; "The system is certified by NPCI for CC on UPI"	Please confirm that these are to be evidenced as certifications held as on the bid submission date, and clarify the acceptable form of evidence (NPCI certification letter, certification completion report, or NPCI partner programme listing).	Please be guided as per RFP
83	112-114	Annexure 21	Minimum Technical & Functional requirements	"Note- Non-compliance of any of the above requirements will lead to rejection of the bid."	Please confirm whether compliance is to be certified as available in the standard product as on bid date, or whether compliance achievable by go-live through configuration is acceptable, and whether supporting evidence is required per line item.	Please be guided as per RFP
84	45	8.6.2	Security Management , Point 2(q)	"Application should have capability to detect if the application is running on a jail-broken / rooted / malware infected device"; "Blacklisting/Blocking of older versions of the Application on the back end"	These are mobile application security controls, but no customer-facing mobile or web application is included in the Scope of Work (Section 8). Please confirm whether the bidder is required to develop and deliver a cardholder-facing mobile application. If not, please confirm that Clause 8.6.2(2)(q) is not applicable to the bidder's scope. If yes, please define the platforms, feature set and publishing responsibility, and add	Please be guided as per RFP

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					a corresponding commercial line item.	
85	57	13.2	Penalties - Liquidated Damages	"Bank may invoke the Bank Guarantee for further delay in delivery & migration"	'Migration' is referenced as a Liquidated Damages trigger but no migration scope, deliverable or timeline appears anywhere in the RFP. Please confirm that this is a greenfield implementation with no existing credit card portfolio, CMS or switch to be migrated from an incumbent provider. If any live card base exists, please provide portfolio size, data formats and the incumbent platform so that migration can be scoped and priced.	Please be guided as per RFP
86	55-57	13.2	Penalties	"the total penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value" vs separate LD caps of 10% of total contract value for delivery delay and 10% for implementation delay, plus card production penalties of up to 10% of PO value	Please confirm that ALL penalties, Liquidated Damages and SLA deductions of every category, taken together, are subject to a single aggregate cap of 10% of the overall contract value, as stated at the opening of Clause 13.2.	Please be guided as per RFP
87	55	13.1.1	Uptime	"monthly uptime of 99.95% of the solution" with Category 1 penalty of "Rs. 10,000 per 5 minutes or part thereof"	Please confirm that downtime excludes (a) mutually agreed planned maintenance windows, (b) outages attributable to the Bank's systems, network or third-party interfaces, (c) NPCI/scheme-side outages, and (d) Force Majeure events, and that a planned maintenance window will be agreed as part of the SLA.	Please be guided as per RFP
88	27 / 29	8.1 / 8.2.2	Overview; Card Generation & Processing Module	"Bank may, in future, launch other credit card products of any card network as per the requirements, after mutual discussion with the selected bidder."	Please confirm that onboarding of an additional card network (e.g. Visa, Mastercard) - including network certification, switch changes, BIN setup and card production changes - will be subject to a mutually agreed Change Request with separate commercial terms, and is not included in the quoted price.	Please be guided as per RFP

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89	70	Annexure 1	Submission Checklist	Checklist of 23 documents; Note (c): "Bank may ask for any other document on its discretion."	The checklist does not include a project team structure, implementation project plan or organisation chart, although 'Implementation Timeline & Onboarding Strategy' carries 8 marks in the technical evaluation. Please confirm whether these documents may be submitted as additional annexures and will be considered in technical scoring.	Please be guided as per RFP
90	108	Annexure 17	Compliance with Scope of Work	"We confirm that we comply with the FRS & TRS requirement (with at least 75% of the requirement being met through our standard features available in our product)"	Please clarify the requirement baseline against which the 75% threshold is measured - the Scope of Work at Section 8, Annexure 21, or a separate FRS/TRS document. If a separate FRS/TRS document exists, please share it with all bidders, as it is referenced but not enclosed with the RFP.	Please be guided as per RFP
91	43-44	8.6.1	Exit Plan Management and Reverse transition, Point 21	"If the Reverse Transition occurs outside the contract period, then it will be mutually agreed terms and conditions."	Please confirm the maximum reverse transition period the Bank may require (bidders propose 6 months), and confirm that reverse transition services rendered beyond the contract period will be chargeable at mutually agreed rates.	Please be guided as per RFP
92	12-13	6	Eligibility Criteria	"As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank."	Eligibility Criterion #7 requires bidders to have already provided credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank. PMS program is only a small module within the larger CCMS platform. Will the Bank consider relaxing this criterion to 'experience in providing RuPay Credit Card solutions to at least one Scheduled Commercial Bank', with PM SVANidhi-specific experience retained as a scored parameter under the Technical Evaluation rather than as a pre-qualification gate?	Refer Addendum No. 1.
93	29 / 112	8.2.5 (1); Annexure 21 (item 13)	Billing & Statements	Statement delivery via e-mail and WhatsApp in password-protected PDF (mandatory).	Statement delivery over WhatsApp in password-protected PDF is a mandatory requirement. Could the Bank confirm who owns the WhatsApp Business API onboarding and per-message cost, and whether	Please be guided as per RFP

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					the Bank's existing WhatsApp Business channel is to be used or the bidder is expected to provision it?	
94	29 / 33	8.2.4 (4), 8.2.3; 8.2.15	Rewards / Loyalty Management	Reward points, cashback, discounts across product setup, statements; 'reward program vendor (if required)'.	Reward points, cashback and discounts are referenced in product definition and statements. As the rewards/loyalty engine is typically an external platform, could the Bank confirm whether it will nominate the reward-program vendor and integration API, or expects the bidder to provide the loyalty/redemption engine within scope for the SVANidhi and micro-enterprise variants?	Please be guided as per RFP
95	29	8.2.4 (1)	Billing & Statements	Configurable/multiple billing cycles per product; late charge; revolving repayment.	Could the Bank confirm the number of distinct billing cycles/statement dates expected at launch per variant, and whether customer-initiated statement-date change (per RBI) and multiple due-date configurations must be enabled from day one?	Please be guided as per RFP
96	32	8.2.12	Collections	Collection to be part of the solution; commercial lists 2 call-centre + 1 FM resource.	Could the Bank clarify whether operational collections (tele-calling, field and legal follow-up) are within the bidder's scope, or only the collections system and delinquency data feeds, given the commercial bill of quantities lists only two call-centre and one facility-management resource?	Please be guided as per RFP and as mentioned in clause 8.2.25
97	32 / 34	8.2.12 / 8.2.17	Regulatory & Bureau Reporting	Product supports CIBIL (TUDF) and D2K/DS2 feeds; RFP needs RBI/NPCI MIS.	Regarding credit-bureau and regulatory reporting, could the Bank confirm whether reporting to all four bureaus (CIBIL, Experian, Equifax, CRIF) is required, and which RBI regulatory returns fall within the bidder's scope versus the Bank's central reporting?	Yes reporting is to be done in all the four bureaus..
98	27 / 33	8.1 Overview; 8.2.15 Integrations	Integrations – CBS / LOS / LMS	CBS (Finacle) & LOS processing by Bank; LMS by bidder; customer list via Excel/CSV/API.	The overview states CBS and LOS processing is done by the Bank while the LMS is provided by the bidder. Could the Bank define the precise integration boundary — which customer-onboarding, limit-setup and	Please be guided as per RFP

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					disbursal steps occur in the Bank's Lending/Onboarding platform versus the CMS/LMS — and share the available Finacle CBS and LOS API specifications?	
99	33-34	8.2.16	CMS Portal / Cross-sell	Portal to support 'third-party product integration (insurance, etc.)'.	The CMS portal is to support third-party product integration such as insurance. Could the Bank confirm which third-party products are in launch scope, and whether cross-sell/consent and settlement workflows for these are within the bidder's responsibility?	Please be guided as per RFP
100	13	6	Eligibility Criteria	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank.	Will the Bank consider experience of implementing RuPay Credit Card solutions for PSU/Private Banks even if the specific PM SVANidhi scheme is not live?	Please be guided as per RFP
101	27	8	Scope	Bank is having approximately 10000 eligible customers which is expected to grow on year-on-year basis.	Kindly provide year-wise projected card base and transaction volumes for 5 years for accurate commercial estimation.	Please be guided as per RFP
102	94	Annexure 13	Commercial Bid	Active Cards pricing	Please confirm whether billing will be based on actual active cards every month or minimum committed volume of 10,000 cards.	Please be guided as per RFP
103	29	8.2.5	Generation and Dispatch of Monthly Billing Statement	The successful bidder shall manage printing and dispatch of physical statements, and provide statements via e-mail and WhatsApp in password-protected PDF format Bidder to provide option for Customers to choose soft copy, hard copy, or both, at any time.	Dispatch cost, please clarify who will be bourn whether the bidder or bank. Also, for the statement	Please be guided as per RFP

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104	6	1	Key Information	Last date bid submission 25.08.2026 at 3:00 PM IST	Request the bank to extend atleast for another 1 more week. As it only 15 days of time we see.	Refer Addendum No. 1
105	13	6	Eligibility Criteria	Bidder/OEM should have minimum annual turnover of Rs. 10 Crore per year in each of the last three financial years (2023-24, 2024-25 & 2025-26), on an individual company basis.	Still our company audit is going on for 2025-26; please clarify if we can give preceeding year and CA Certificate	Refer Addendum No. 1
106	94	Annexure 13	Commercial Bid	UPI Switch and Call Centre Resources	Pleaes clarify where the call center resources will be sitting inside the bank or bideer location Do we need to provide UPI Switch only for Credit Card.	Refer Addendum No. 1
107	94	Annexure 13	Commercial Bid	Facility Management (Resources)	we understand the resource will be sitting at bidder location. Pleae clarify	Refer Addendum No. 1
108	94	Annexure 13	Commercial Bid	Change Request	we request the bank to include the Change request in commercial bid format on credit card format includes all enhancement and regulatory bodies	Please be guided as per RFP
109	6	1	Key Information	Last Date and Time for submission of Bids 25.08.2026 at 3:00 PM IST	Requesting the bank to kindly provide us an extension of 2 weeks for the bid submission	Refer Addendum No. 1
110	112	Annexure 21	Minimum Technical & Functional requirements	The selected bidder system to integrate with Bank's Lending Platforms or Onboarding Platforms for mentioned credit card variants.	Our understanding is that the CMS platform will be integrated with the Bank's Lending and Onboarding platforms, with the necessary APIs exposed by the respective systems. In cases where CMS data needs to be displayed or updated within the Bank's peripheral systems, the respective teams will handle the implementation. Kindly confirm this approach.	The Bank will provide the relevant interface specifications/API details during implementation phase.
111	94	Annexure 13	Commercial Bid	Commercial Proposal	We request the Bank to share a five-year projection for credit card volumes. Additionally, we seek clarification on the current base of 10,000 active cards: will these accounts require migration to the new CMS platform, or will	Please be guided as per RFP

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
					they continue to be managed within the existing system?	
112	94	Annexure 13	Commercial Bid	Commercial Proposal	We note that the RFP does not specify the Bank's preferred deployment model. Kindly confirm whether the Bank is open to receiving a proposal for a SaaS-based hosted model from the vendor.	Please be guided as per RFP
113	94	Annexure 13	Commercial Bid	Commercial Proposal	We note that the RFP does not specify the Bank's deployment preference. Kindly confirm whether the intended deployment is on-premises or within the Bank's private cloud environment.	Please be guided as per RFP
114	32	8.2.13	Access Control Services (ACS)	ACS shall be provided as part of the solution, including OTP authentication for RuPay PaySecure/3DS for all e-com transactions, with OTP delivery to registered mobile, email and WhatsApp	While we understand that ACS and OTP delivery form part of the CMS solution, we request clarity on the SMS gateway integration. Our assumption is that the ACS will generate the OTP and trigger it through the Bank's SMS gateway for delivery to the customer's mobile number or WhatsApp channel. Kindly confirm if this understanding is correct.	Please be guided as per RFP
115	NA	General	General	Volume & Infra Queries	Current (baseline) active cards	Currently, Bank is issuing Co-branded Credit Cards only.
116	NA	General	General	Volume & Infra Queries	Average number of transactions (Year 1) per day - Credit Card management system	Please be guided as per RFP
117	NA	General	General	Volume & Infra Queries	Peak number of transactions (Year 1) per day - Credit Card management system	Please be guided as per RFP
118	NA	General	General	Volume & Infra Queries	Request a split for the average per day Credit card related transactions (Year 1) into various sub categories A) Authorization -> B) Inquiry -> C) Charge back -> D) Hot list -> E) Block -> F) Others -->	Please be guided as per RFP
119	NA	General	General	Volume & Infra Queries	Number of Credit Card Billing cycles in a month and Average number of statements generated per cycle.	Please be guided as per RFP

S No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Response
120	NA	General	General	Volume & Infra Queries	Peak Number of concurrent credit card Portal users - Bank users (Internal)	Please be guided as per RFP
121	NA	General	General	Volume & Infra Queries	Average number of message alerts/emails generated per day - Credit Card related	Please be guided as per RFP
122	NA	General	General	Volume & Infra Queries	Peak number of message alerts/emails generated per day - Credit Card related	Please be guided as per RFP
123	NA	General	General	Volume & Infra Queries	Expected year on year growth rate - for the credit card base and transactions	Please be guided as per RFP
124	NA	General	General	Volume & Infra Queries	RFP pg 55,13.1.1 Uptime, mentions " RPO of 0 minutes (no data loss)" . If DC and DR need to be separate locations (RFP requires "DC and DR set up in geographically separate seismic zones, with multiple availability zones for redundancy") then achieving RPO of Zero may not feasible considering the limitations of physical networks. Requesting the bank to make suitable amendments as this requirement conflicts with DC and DR to be in separate seismic zones requirement.	Please be guided as per RFP.
125	NA	General	General	Volume & Infra Queries	We understand that the bank will arrange/manage the necessary network links between bank's data centres and the cloud where the proposed solution is hosted. Please confirm.	Yes, Bank will arrange the necessary network links between Bank and the Cloud where proposed solution will be hosted.
126	35	8.2.18	Regulatory Requirements	(i) Any government/regulatory requirement impacting the solution shall be incorporated as an upgrade, enhancement or patch by the successful bidder at no additional cost during the contract period	Any government or regulatory requirements identified prior to go-live will be incorporated by the bidder at no additional cost. However, as future regulatory changes cannot be predicted in advance, we request that the clause be revised to: “Any changes that may require additional effort will be mutually discussed and agreed upon between the Bank and the bidder.”	Please be guided as per RFP.
127	51	11.3	Scoring matrix for Technical Architecture, Integration & Security	Client Sign-off Certificate for PM SVANidhi	Can the Bank provide clarity on which certificate is needed here. On application side no certificate is provided	Please be guided as per RFP.

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128	13	6	Eligibility Criteria	Bidder should be in the Credit Card business for at least three years as on the date of bid submission.	We kindly request the Bank to revise the eligibility criterion from "Bidder should be in the Credit Card business for at least three years" to "at least one year", to encourage wider participation from competent and capable bidders with proven implementation experience.	Please be guided as per RFP and subsequent addendum
129	13	6	Eligibility Criteria	As on date of bid submission, bidder should be providing Card Management, Switch and Reconciliation services in at least one Scheduled Commercial Bank.	We kindly request the Bank to amend the eligibility criterion to allow experience with Scheduled Banks, Payments Banks, Co-operative Banks, Regional Rural Banks (RRBs), Financial Institutions, and RBI-authorized Payment Aggregators, instead of restricting it only to Scheduled Commercial Banks. This will broaden participation while ensuring that bidders possess relevant domain expertise.	Please be guided as per RFP and subsequent addendum
130	13	6	Eligibility Criteria	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank.	We kindly request the Bank to amend the eligibility criterion to allow experience with Scheduled Banks, Payments Banks, Co-operative Banks, Regional Rural Banks (RRBs), Financial Institutions, and RBI-authorized Payment Aggregators, instead of restricting it only to Scheduled Commercial Banks. This will broaden participation while ensuring that bidders possess relevant domain expertise.	Refer Addendum no. 1
131	13	6	Eligibility Criteria	Current CCMS certified partners under NPCI partner program for RUPAY credit card	Kindly clarify whether the requirement of being a current CCMS certified partner under the NPCI Partner Program for RuPay Credit Card refers to certification for the complete RuPay Credit Card solution, or whether NPCI certification for UPI on RuPay Credit Card services will also be considered acceptable for meeting this eligibility criterion.	Please be guided as per RFP and subsequent addendum

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132	50	11.3	Scoring matrix for Bidder's Experience & Financial Strength	Number of Scheduled Commercial Banks (SCB) served for managing PM SVANidhi Credit Cards/ Micro-Enterprise Scheme	We kindly request the Bank to amend the technical evaluation criterion to allow experience with Scheduled Banks, Payments Banks, Co-operative Banks, Regional Rural Banks (RRBs), Financial Institutions, and RBI-authorized Payment Aggregators, instead of restricting it only to Scheduled Commercial Banks. This will broaden participation while ensuring that bidders possess relevant domain expertise.	Please be guided as per RFP.
133	50	11.3	Scoring matrix for Bidder's Experience & Financial Strength	Years of experience in CMS implementation	We kindly request the Bank to revise the experience-based marking criteria by reducing the required years of experience, as the current thresholds are restrictive. A lower experience threshold would encourage wider participation from capable and experienced bidders while maintaining a fair and competitive evaluation process.	Please be guided as per RFP.
134	50	11.3	Scoring matrix for Bidder's Experience & Financial Strength	Size of card portfolio managed	We kindly request the Bank to revise the criteria for "Size of Card Portfolio Managed" by reducing the minimum portfolio size requirement and allowing experience with other eligible entities such as Payments Banks, Co-operative Banks, Regional Rural Banks (RRBs), Financial Institutions, and other regulated financial entities, in addition to Scheduled Commercial Banks.	Please be guided as per RFP.
135	50	11.3	Scoring matrix for Technical Architecture, Integration & Security	Certifications & Compliance (Valid PCI-DSS, PCI-HSM, and active NPCI Certifications for RuPay credit cards)	Kindly clarify whether PCI-HSM certification is mandatory to be submitted at the bid submission stage along with PCI-DSS certification, or whether submission of a valid PCI-DSS certification at the bid stage would suffice, with PCI-HSM compliance/certification to be obtained by the successful bidder before Go-Live or within the stipulated implementation timeline.	Please be guided as per RFP.

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136	88	Annexure 12	Annexure 12	Non-Disclosure Agreement	Kindly confirm the stamp value for the execution of NDA.	The bidder shall execute the document on appropriate stamp paper/value as applicable under the relevant laws of the place of execution
137	101	Annexure 16	Annexure 16	Pre-contract integrity pact	Kindly confirm the stamp value for the execution of PCIP.	The bidder shall execute the document on appropriate stamp paper/value as applicable under the relevant laws of the place of execution
138	109	Annexure 18	Annexure 18	Client References Format Format for Submission of Client References <On client’s letter head>	We kindly request the Bank to permit submission of the required Client References either in the prescribed format or on the bidder's letterhead, duly signed and stamped, provided all the information sought in the prescribed format is included. This will facilitate submission where clients are unable to issue references in the exact format specified.	Please be guided as per RFP.
139	111	Annexure 20	Annexure 20	Minimum Local Content Certification	Kindly clarify whether the Minimum Local Content Certification under Annexure 20 is mandatorily required to be submitted as an affidavit on a ₹100 non-judicial stamp paper, or whether the same may be submitted on the bidder's letterhead or as a certificate issued by the Statutory Auditor/Chartered Accountant, provided it contains the required declarations in accordance with the PPP-MII Order and MoP guidelines.	Please be guided as per RFP.

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