

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder 's Query	Bank's Reply
1	2	BID Schedule	Performance Bank Guarantee/Bid Security	10% of total order value plus GST	Performance Bank Guarantee is on a very high side, bidders will not have margins to offer such high security. Requesting bank to relook at this %	Bidder has to comply with the RFP guidelines
2	2	BID Schedule	Tender Fee	Rs.2360/- (including 18% GST)	Please confirm on how and when to pay the Tender Fee	Tender fee can remitted before the submission of bid. The mode of payment can be through NEFT/ RTGS or DD to the following account: Beneficiary name: Procurement Group DIT Wing Head Office Account No.:0792201002351 IFSC Code: CNRB0000792 Bank Name: Canara Bank Branch address: Trinity Circle Bangalore
3	11	Annexure 14	Revenue Sharing Model	Percentage of Net Revenue (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to service provider on performing activities as detailed in 'Scope of Work'.	Bidder would recommend bank to have two revenue sharing model. 1st for merchant leads shared by bank, 2nd merchant leads sourced by service provider.	Bidder to refer Corrigendum-3
4	11	Annexure 14	Revenue Sharing Model	Percentage of Net Revenue (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to service provider on performing activities as detailed in 'Scope of Work'.	The rental charged to bank merchants is not included in the Bill of Material and not part of commercial bid. Typically all bank RFPs include the Rent being collected from bank merchants in the commercial BID. This will allow for more competitive rentals for bank merchants.	Bidder to refer Corrigendum-3
5	20	8.5	Support Response Time (Repair/Replacement of Equipment Response)	Metro - 24 hrs, Urban - 36 hours, Semi Urban - 48 hours, Rural - 72 hours	Metro - 48 hrs, Urban - 48 hours, Semi Urban - 72 hours, Rural - 72 hours	Bidder has to comply with the RFP guidelines
6	12	5.18	Requirement details	Financial loss shall be borne by the bidder	Clarity required on the financial loss	Cost of PoS terminals acquisition will be sole responsibility of the successful bidder as there will not be any capital or revenue investment from the Bank and any type of loss from procurement of PoS machines till delivery of the systems, including financial shall be borne by the successful bidder at any time during the contract period.
7	78	Annexure 14		Commercial arrangement around Pos Rentals, MDR , Network charges, Assessment fee (Mastercard) etc	Understanding required on revenue sharing model	Bidder to refer Corrigendum 3
8	2	1	Bid Schedule (Point 8)	Performance Bank Gurantee/Bid Security - 10% of total order value plus GST	Please help us with the parameters or values for the calculation of the same.	Performance Bank Guarantee will be calculated on 10% of the order value including GST



9	10	Section B - 5	5.1 - Revenue sharing Model	The successful Bidder shall manage the end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries/complaints, providing consumables, transaction processing, field services at Merchant locations for acceptance of all types of cards issued in association with VISA, MasterCard, RUPAY & Amex, Fraud Risk Management, Recon & Merchant Settlement, Settlement with Card Associations including issuer interchange, network charges etc., Staging, de-installation of POS machines (at MEs request/un-remunerative machines after proper notice to the MEs), Managing disputes like charge back etc. and incurring chargeback liability, any penalties from regulator/ Network Associations for non-compliance (including KYC), fraud liability, VISA VFMP, MasterCard QMAP & other network liabilities, on Revenue Sharing Model with no cost to the Bank.	For acceptance of AMEX cards, Amex certification is required. Please clarify who will bear the charges.	Service Provider has to bear the charges.
10	11	Section B - 5	5.3	The Bank and the successful Bidder will be sharing the net Merchant Acquiring revenue and the Bid has to be submitted, quoting the percentage of the net merchant acquiring revenue (i.e MDR less issuer interchange and network associate Visa/ MasterCard/ RUPAY transaction charges) to be shared by the Bank to the successful Bidder.	Please confirm all the costs (such as QMR, Mastercard network charges etc.) that will be deducted and post with the revenue will be calculated.	Net Revenue is (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to Bank on performing activities as detailed in 'Scope of Work'.
11	11	Section B - 5	5.8	The rate quoted should be in terms of percentage (%) of Net revenue (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - Network charges) exclusive of GST & other applicable taxes.	We will be using our own switch and the maintenance of the same should be part of this calculation.	Bidder has to comply with the RFP guidelines
12	11	Section B - 5	5.9	All the other charges/expenses i.e., routing charges payable to Card Schemes, cost of consumables, Certification of terminals/systems, maintenance of terminals etc. will have to be borne by the successful Bidder.	Routing Charges payable to Card Schemes are recurring charges. Request you to include the same in the revenue sharing formula.	Bidder to refer Corrigendum-3
13	11	Section B - 5	5.12	Bidder can source Merchants with or without CASA accounts with Canara Bank. For merchants sourced without CASA accounts of Canara Bank, Merchant payment shall be made on T+1 basis through NEFT / RTGS/ any other approved channels.	Kindly confirm if this is a service provider model or an aggregator model.	Bidder to refer Corrigendum-3
14	12	Section B - 5	5.18	There will not be any Capital or Revenue investment from the Bank. All costs involved in the POS Acquiring business including financial loss shall be borne by the Bidder.	Please specify the potential financial loss being referred here.	Cost of PoS terminals acquisition will be sole responsibility of the successful bidder as there will not be any capital or revenue investment from the Bank and any type of loss from procurement of PoS machines till delivery of the systems, including financial shall be borne by the successful bidder at any time during the contract period.
15	12	Section B - 5	5.26	The selected bidder/s is/are required to interact and integrate with other aggregators present in the market like Pinelabs, Innoviti, Ezetap etc for tapping the super retail merchant segment.	Kindly clarify as to what kind of integration will this be and who will bear the integration costs.	Clause 5.26 stands modified. Bidder to refer Corrigendum-3

16	17	Section C - 6	6.1	The rates mentioned in the order are per terminal per month and without any minimum Transaction Volume commitment and the payment will be made for the actual number of terminals deployed and is live as on the date of billing.	This clause contradicts the point 6 of Scope of contract and deliverables (Page 65). Please confirm whether the payment to the bidder will be made for all the terminals deployed or in some cases bidder have to recover from the merchant.	Rentals will be paid to the service provider for the live terminals as on billing date.
17	17	Section C - 6	6.10	The entire expenditure incidental with Installation, Integration, connectivity and maintenance of the POS terminals and Switch including processing of the data/Transactions will be at the cost of the Vendor.	Please confirm whether switch and network are separate here.	In PoS transaction hierarchy, network and switching fee, both are different.
18	19	Section C - 8	8.1	The Support should be for an unlimited number of incidents reported to the selected Bidder and they have to provide a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded promptly not later than 30 minutes of reporting.	Please reconsider the response time as per the one's mentioned in clause 8.5.	Bidder has to comply with the RFP guidelines
19	20	Section C	9	All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the Bidder shall become the property of the Bank.	It is mentioned that the documents and information furnished becomes the property of the bank. Please help with the clarification on the same.	All related documents, manuals, standard operating procedures (SOPs), best practice documents and information represents the configuration report, API integration documents, integration documents with other aggregators, etc.
20	24	Section D - 5	5.1.7	The Technical Proposal should be complete in all respects and contain all information sought for. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection	Kindly specify the details that are to be included in the bill of material.	Masked Bill of Material must be attached in Technical Offer and should not contain any price information in the format as per Annexure-14 in the RFP document
21	32	Section E - 6	6.7	As Bank is intending to select three service providers for delivery of PoS terminals, after selection of L1 Bidder, Bank will give the opportunity to L2 & L3 Bidders to match the price of L1 Bidder and to share the services to be provided to Canara Bank. If L2 & L3 Bidders match the Prices of L1, then Bank will enter into contracts with all 3 bidders separately by placing order and signing the agreement with them. If L2/L3 Bidder does not match the price of L1 then the opportunity for matching the L1 price will be given to L4, L5 and... so on and same procedure will follow. The second and Third Bidders who has accepted the price of L1 will be called selected bidder along with the L1 Bidder.	Since this will be a revenue sharing model, will the concept of H1, H2 not apply on MDR sharing?	Bidder to refer Corrigendum-3
22	36	Section F - 11	11.2	From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	As per the point 6 of Scope of contract and deliverables (Page 65) rent of the POS terminal will be the income of the bidder. There is no revenue sharing on the rentals then how can the benefits be passed to the bank. Also, please confirm if there are increase in the customs then are the rentals to be changed accordingly?	Net Revenue is (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to Bank on performing activities as detailed in 'Scope of Work'. Rentals should remain unchanged as per mutually agreed terms.
23	37	Section F - 12	12.3	Bank shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	Please reconsider the time provided for concluding the services with the bank from 30 days to at least 90 days.	Bidder has to comply with the RFP guidelines



24	54	Annexure - 2	Pre qualification Criteria - Point 3	The Bidder should have average annual turnover of Rs.50.00 Crores in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Please confirm if the Provisional Balance sheet can be provided for the Financial Year 2022-2023 and it can be certified by the management and not by Chartered Accountant.	Bidder to refer Corrigendum-3
25	54	Annexure - 2	Pre qualification Criteria - Point 4	The bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years ending on 31/03/2023.	We do have a positive net worth for the Financial Year 2022-2023 but the same may have been erode by 30% in three financial years. Request you to remove the 30% erosion clause and retain the net profit clause as the qualification criteria.	Bidder has to comply with the RFP guidelines
26	55	Annexure - 2	Pre Qualification Criteria - Point 7, 8, 11	Certificate from the Acquiring bank to be enclosed	Can we share the agreement with the bank instead of certificate?	Bidder has to comply with the RFP guidelines
27	56	Annexure - 2	Point 10	The terminals installed at the Merchant locations should be PCI- DSS & PA-DSS certified & compliant.	Request for PA DSS compliance to be waived off as it does not stand valid where there is no third party dependency for the proposed solution.	Bidder has to comply with the RFP guidelines
28	65	Annexure- 8	1. Scope of Contract and Deliverables	All the terminals deployed at Merchant locations should have Canara Bank branding (Canara Bank Name & Logo at prominent part).	Kindly elaborate on the exact scope of branding requirement. Does the current method covers the requirement adequately ?	Canara Bank Name and Logo should be there on the visible sides of the deployed terminals
29	68	Annexure - 8	5. The Bank also requires the following services to be provided by the successful Bidder	Our Bank's Present POS Terminal base is around 63,000. As per the banks internal assessment we would require 50,000 PoS machines. The requirement is indicative in nature and may increase or decrease as per future requirement.	Please specify whether these 50000 POS machines include the migration cases as well.	Yes, these 50000* PoS machines include the migration cases as well. *indicative number
30	69	Annexure 9	Point 2	Purchase order and undertaking letter from the implemented bank/organization	Please confirm if we can submit Purchase order and Agreement instead of undertaking.	Yes
31	70	Annexure 9	Technical Evaluation Criteria	The Bidder has to submit the undertaking letter from the company secretary/authorized signatory	Request you to kindly confirm whether the authorized signatory of the company can sign the Undertaking Letter wherein the Authorized Signatory is authorize to sign Agreement and tenders, letter, undertaking on behalf of the company.	Yes
32	71	Annexure - 9	Point 11	No. of centers staffed by the vendor to support the merchant acquiring activities.	Please clarify whether this is the number of staff or the number of centers.	Number of Centers to be considered for this point.
33	76	Annexure - 12	Undertaking Letter - Point B	We also confirm that we have quoted the services with GST only	Kindly clarify if this is inclusive of GST or exclusive of GST.	Inclusive of GST
34	78	Annexure - 14	Commercials for providing Merchant EDC Acquiring Services:	Percentage of Net Revenue (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to service provider on performing activities as detailed in 'Scope of Work'.	Please confirm whether the maintenance of the switch and recurring routing charges payable to card schemes are included in this.	The maintenance of the switch and recurring routing charges payable to card schemes are NOT included in this.
35	81	Appendix A	Point 2	Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the Bidder 's company / firm in the name of the person signing the bid documents with supporting documents	Can we provide Board resolution instead of Power of Attorney and Authorization Letter.	Yes. Bidder can submit the board resolution
36	85	Appendix E	Proforma of Bank Gurantee for Contract Performance	Proforma of Bank Guarantee for Contract Performance (To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)	Appendix- E have to be signed and stamped on Non-Judicial Papers. Please specify the cost of Non Judicial Agreement.	Non-Judicial stamp paper of Rs.200 to be purchased in the name of the issuing Bank as the place of jurisdiction is Bangalore

37	64	ANNEXURE 8	Scope of Contract and Deliverables:	Similarly, recovery of rent and recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc; shall be on the bidder.	Clarification is needed,Because contract is between Merchant and bank How bidder do recovery.	On the strength of merchant agreement executed by the merchant with the Bank, the Bank will assist the successful bidder in every possible way for recovery of the said loss.
38	54	ANNEXURE 2	Pre-Qualification Criteria	The bidder should have executed at least ONE full cycles of ME business process right from acquisition of merchants to reconciliation and settlement and also managing chargeback process and risks for at least 1 Scheduled Commercial banks in India and has installed minimum of 50,000 POS EDC / m-Pos terminals	clerification is needed is it mendotory to have 50,000 EDC,What if we wanted to bid if we don't fall under this critaia Can we still move forward for bid submission.	Bank RFP clause stands and is self explanatory.
39	55	ANNEXURE 2	Pre-Qualification Criteria	The Bidder should have its own switch/ license to use the third party switch for routing POS transactions, Merchant Management system, Underwriting system, Risk Monitoring (Both Merchant underwriting and Transaction monitoring) and settlement & Recon system	We need more clarity.	The successful bidder should have: -its own switch/licence to use the third party switch for routing PoS transactions. -Merchant Management System to keep MIS of PoS merchants in the database -Underwriting System reflects the financial stability and reliablty of the bidder in order to fulfil the terms of the agreement. -Risk Monitoring (Both Merchant underwriting & Transaction monitoring). -Settlement & Reconciliation System.
40	64	ANNEXURE 8	Scope of Contract and Deliverables:	Bidder will be responsible for staging the transaction files as per the guidelines & timelines of the respective card associations. Merchant payment is to be made on T+1 basis. Bidder should ensure that transaction files are staged on T+1 basis after ensuring correctness of data so that Bank is not out of funds on account of Merchant payment. Bidder will be responsible for handling end-to-end Dispute Management including handling charge backs. Any loss incurred due to delay in staging /charge back/Merchant payment shall be borne by the Bidder.	t+1 settlement Even during bank Holidays we have to do settlement Please clarify	Yes, merchant payment is to be made on T+1 basis irrespective of any bank holiday.
41	2		BID SCHEDULE & ABBREVIATIONS	EMD and Performance Bank Guarantee	Do we have to submitt both of them.	EMD has to be submitted by all the bidders who are participating in the Bid and Performance Bank Guarentee has to be submitted by the succesful bidder
42	70	ANNEXURE 8	The technical evaluation of the bidder will be carried as per the details furnished below:	Value Added Services as per scope of work:	Is these VAS should be availabel from the Day 1? Or it can be developed and provided on Phasewise?	VAS are for scoring purpose only. VAS need not be mandatorily made available from the Day 1.
43	66	ANNEXURE 8	The Bidder shall comply with / provide confirmation on the following:	The bidder should provide Transaction and Merchant Monitoring reports to the Bank and should effectively manage frauds monitoring and any suspicious transactions.	What is Merchant Monitoring reports?	There are certain reports (indicative) that needs to be provided to the Bank at specific frequency like Daily MIS rport, Daily transaction report, Card Statistics, Feters return, QOC-QMR, Turnover Report etc and data as and when required by RBI, MeitY, NPCI and Bank. Formats of such reports shall be shared to the successful bidders.However bidder has to provide any type of MIS reports which Bank demands in future without any cost to the Bank

44	66	ANNEXURE 8	The deliverables shall also include the following:	Generating the exceptions and taking appropriate action with the approval of the Bank.	List of the exception where Bank Approval is required.	Details will be shared to the successful bidders
45	66	ANNEXURE 8	The deliverables shall also include the following:	Generating and sending standard reports and other reports / MIS as defined by the Bank	What are the formats of MIS reports? What is Standard and Other Report?	There are certain reports (indicative) that needs to be provided to the Bank at specific frequency like Daily MIS report, Daily transaction report, Card Statistics, Feters return, QOC-QMR, Turnover Report etc and data as and when required by RBI, MeitY, NPCI and Bank. Formats of such reports shall be shared to the successful bidders. However bidder has to provide any type of MIS reports which Bank demands in future without any cost to the Bank
46	67	ANNEXURE 8	The deliverables shall also include the following:	Timely escalation to the Bank on exceptions	What is TAT to share the Exception? Will it be comprising of all exception or Precise? If precise, then definition of those exception.	Details will be shared to the successful bidders
47	67	ANNEXURE 8	The Bank also requires the following services to be provided by the successful Bidder	Amount due to the Bank from Network Associations (VISA, MasterCard, RuPay & Amex) during the settlement process shall be claimed & received promptly and any delay in staging/claiming legitimate amount due to the Bank and consequent income loss including the cost of funds on account of that shall be borne by the successful Bidder and shall be compensated to the Bank.	Need more Clarity on This	The successful bidder will be responsible for prompt staging/claiming of settlement amount due to the Bank from network associations and any consequent income loss incurred to Bank due to non-delivery of duties will be imposed on the successful bidder.
48	67	ANNEXURE 8	The Bank also requires the following services to be provided by the successful Bidder	The bidder should provide all reports including merchant payment advice reports and also reconcile all transactions for these POS machines.	Need more Clarity on This	There are certain reports (indicative) that needs to be provided to the Bank at specific frequency like Daily MIS report, Daily transaction report, Card Statistics, Feters return, QOC-QMR, Turnover Report etc and data as and when required by RBI, MeitY, NPCI and Bank. Formats of such reports shall be shared to the successful bidders. However bidder has to provide any type of MIS reports which Bank demands in future without any cost to the Bank
49	11	5.3	Requirement Details	The Bank and the successful Bidder will be sharing the net Merchant Acquiring revenue and the Bid has to be submitted, quoting the percentage of the net merchant acquiring revenue (i.e MDR less issuer interchange and network associate Visa/ MasterCard/ RUPAY transaction charges) to be shared by the Bank to the successful Bidder	Need more Clarity on This	Bidder to refer the Corrigendum-3
50	11	5.6	Requirement Details	If the MDR is lower than the standard MDR or waived by the Bank and also rent is waived or reduced by the Bank, the differential cost shall be borne by the Bank and the proportionate amount due to the vendor as per stipulated standard MDR shall be paid to the successful bidder.	Need more Clarity on This	Bank RFP clause stands as who-so-ever of Bank or the successful bidder extends any concession in Rent or MDR or both has to bear the differential cost.
51	11	5.7	Requirement Details	Similarly, if MDR/rent is waived or reduced by the successful Bidder, the same shall be borne by the successful bidder and the proportionate amount due to the Bank as per stipulated standard MDR shall be recovered from the successful bidder.	Need more Clarity on This	Bank RFP clause stands as who-so-ever of Bank or the successful bidder extends any concession in Rent or MDR or both has to bear the differential cost.

52	12	5.15	Requirement Details	Alert reports, POS Terminal-wise performance, and other reports as per the requirement of the Bank.	Need more Clarity on This	There are certain reports (indicative) that needs to be provided to the Bank at specific frequency like Daily MIS report, Daily transaction report, Card Statistics, Feters return, QOC-QMR, Turnover Report etc and data as and when required by RBI, MeitY, NPCI and Bank. Formats of such reports shall be shared to the successful bidders. However bidder has to provide any type of MIS reports which Bank demands in future without any cost to the Bank
53	12	5.23	Requirement Details	Amount due to the Bank from Network Associations (VISA, MasterCard, RuPay & Amex) during the settlement process shall be claimed & received promptly and any delay in staging/claiming legitimate amount due to the Bank and consequent income loss including the cost of funds on account of that shall be borne by the successful Bidder and shall be compensated to the Bank.	Need more Clarity on This	The successful bidder will be responsible for prompt staging/claiming of settlement amount due to the Bank from network associations and any consequent income loss incurred to Bank due to non-delivery of duties will be imposed on the successful bidder.
54	64	ANNEXURE 8	The POS EDC terminals being deployed must-	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 unique double length Terminal Master Key. □ Have TLE & UKPT/DUKPT functionality □ PCI-DSS & PA-DSS Compliant	These all Belongs to OEM and Switch Right?	Bank RFP clause stands
55	64	ANNEXURE 8	Scope of Contract and Deliverables:	Similarly, recovery of rent and recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc; shall be on the bidder.	Do we have a rights to choose the customer/merchant.	Work orders for the Merchants sourced by the successful bidder shall be provided to them only. Rest, Bank RFP clause stands
56	64	ANNEXURE 8	Scope of Contract and Deliverables:	Similarly, recovery of rent and recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc; shall be on the bidder.	Who will provide the KYC of the merchant.	If any merchant identified by the bidder, the bidder shall ensure the submission of KYC
57	65	1. Scope of Contract and Deliverables:	□ Similarly, recovery of rent and recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc; shall be on the bidder. □ However, Bank will assist the Bidder in every possible way for recovery of the above loss on the strength of the Merchant agreement executed by the merchant with the Bank.		a) How will the bank assist the bidder for recovery of damage and loss of parts of the terminal or the terminal itself ?	Details will be shared to the successful bidders



58	66	1. Scope of Contract and Deliverables:	<p>□ The EDC terminals deployed by the bidder should be capable of providing value- added services through the terminals e.g. Mobile Recharge, Bill Payment, E- ticketing, Cash @POS, EMI, Dynamic Currency Conversion & Multi currency, Bharat QR on POS, UPI on POS, Android POS, NFC, accept NCMC & offline wallets etc, as and when required by the Bank.</p>		<p>a) Will the bank pay commission for the activities that are not directly connected with the bank ? E.g Mobile recharge etc.</p>	Not part of Bank RFP Requirements. Rest, Bank RFP clause stands
59	67	5. The Bank also requires the following services to be provided by the successful Bidder	<p>□ The vendor can also source Merchants directly through their sales team.</p>		Will this be on commission basis ?	No commission shall be paid by the bank.
60	67	5. The Bank also requires the following services to be provided by the successful Bidder	<p>□ Merchant Agreement shall be executed between the merchant & the bank duly satisfying the KYC formalities as per the Bank policy. Bank will be represented by the Bank's authorized signatories. Bidder shall facilitate the process and assist the Branch where the Merchant is maintaining the account or the branch nearer to the Merchant location (in case of non-customer).</p>		<p>a) KYC formalities would be done at the Bank or at the merchant premises for executing the agreement ?</p>	KYC formalities shall be done at either Bank or at merchant premises.
61	68	5. The Bank also requires the following services to be provided by the successful Bidder	<p>□ Our Bank's Present POS Terminal base is around 63,000. As per the banks internal assessment we would require 50,000 PoS machines. The requirement is indicative in nature and may increase or decrease as per future requirement.</p>		<p>What is the final number of POS required ? If it is fixed then we can give a better quote.</p>	<p>As per the banks internal assessment we would require 50,000 PoS machines. The requirement is indicative in nature and may increase or decrease as per future requirement. Rest, Bank RFP clause stands</p>



62	16	Section C	5.3	Penalties & liquidity Damage	Bank to clarify the commencement period and the period from which the penalties are levied. According to the Pg 15, Section C, Clause 1 (project timelines) the timelines are mentioned as within 16 weeks of acceptance of PO, however, on the clause 5.3, the penalties will be levied if commencement of operations goes beyond 8 weeks. Clarification needed	Bidder to refer Corrigendum-3
63	54	Annexure- 2	4	Qualification Clause The bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years ,ending on 31/03/2023.	Positive Network of Bidder in the last 3 years should be sufficient for meeting eligibility of bidder. Request to remove the clause related to erosion of more than 30% in the last three financial years	Bidder has to comply with the RFP guidelines
64	61	Annexure 5		Make in India Certificate To be certified by statutory auditor or cost auditor of the company (in case of companies) for a tender value above Rs 10 crore giving the percentage of local content)	Request to modify the clause to accept self-declaration from bidder instead of being certified by the statutory auditor/Cost auditor.	Bidder has to comply with the RFP guidelines
65	65	Annexure - 8,	Point 1.4	All models- PSTN, GPRS. MPOS etc. as per the market demand and requirement of the merchant shall be available	Request bank to remove requirement of PSTN model as it is outdated and it should not be mandated	Bidder has to comply with the RFP guidelines
66	68	Annexure-8,	Point 5.1 (Value added Services)	The following value added services should be readily available for deployment at selected merchant location based on demand: i. Bharat QR ii. PC - PoS iii. Cash @ POS iv. UPI On POS v. EMI vi. Dynamic Currency conversion & Multi currency vii. Android POS viii. NFC ix. Acceptance of NCMC and offline wallets x. Any other value added services as and when required from the Bank.	Request to accept self undertaking letter for VAS services as documentary proofs for all VAS services which cannot be provided	Bidder has to comply with the RFP guidelines
67	68	Annexure-8,	Point 5.1 (Value added Services)	The following value added services should be readily available for deployment at selected merchant location based on demand: i. Bharat QR ii. PC - PoS iii. Cash @ POS iv. UPI On POS v. EMI vi. Dynamic Currency conversion & Multi currency vii. Android POS viii. NFC ix. Acceptance of NCMC and offline wallets x. Any other value added services as and when required from the Bank.	Request to change clause for VAS, it should be made available by bidder as and when required by the bank for providing following Value Added Services for deployment at selected merchant location based on timelines mutually discussed with the bank.	Bidder has to comply with the RFP guidelines



68	68	Annexure-8,	Point 5.10 (Value added Services)	The following value added services should be readily available for deployment at selected merchant location based on demand: i. Bharat QR ii. PC - PoS iii. Cash @ POS iv. UPI On POS V. EMI vi. Dynamic Currency conversion & Multi currency vii. Android POS viii. NFC ix. Acceptance of NCMC and offline wallets x. Any other value added services as and when required from the Bank.	Request to remove or otherwise clarify on Any other value added services as and when required from the bank.	Bidder has to comply with the RFP guidelines
69	71	Annexure-9	point 8	Range of existing services offered by the service providers •In addition to normal transactions, full marks if AMEX acquiring, m-VISA, Bharat QR, Soft PoS, etc., refund: 4 •If above options within three months of award: 2 •Only normal transactions i.e VISA, MasterCard and Rupay: 0	The documentary proofs from the acquiring bank cannot be obtained for these services . Request to accept self undertaking/declaration	Self undertaking/Declaration shall be accepted.
70	78	Annexure-14		Bill of Materials	Bank to clarify whether the quoted percentage in the bill of material is the amount to be shared to the bank by service provider or shared with the service provider by the Bank.	Bidder to refer Corrigendum 3
71	106	Appendix H			The Subject line in the Annexure is of a different RFP.	Bidder to refer the Corrigendum 3
72				General Query	Schemes Costs (Network Charges) should be borne by the Bank as the Rev share is for Net of charges, it would be prudent for the bank to directly bear the charges.	Bidder has to comply with RFP guidelines
73	2	1. Bid Schedule	9	26/07/2023, Wednesday at 3.30 PM Venue: Canara Bank, First Floor , DIT Wing HO (Annexe), Naveen Complex, 14 MG Road, Bengaluru 560001	Bidder request the Bank to extend the Timeline for Bid Submission for 10-15 days from the current date of Bid Submission	Bidder to refer the Corrigendum 3
74	11	5	Requirement Details	5.9 All the other charges/expenses i.e., routing charges payable to Card Schemes, cost of consumables, Certification of terminals/systems, maintenance of terminals etc. will have to be borne by the successful Bidder	Net revenue shall be consider after consider these costs	Bidder to refer the Corrigendum 3
75	11	5	Requirement Details	5.12 Bidder can source Merchants with or without CASA accounts with Canara Bank. For merchants sourced without CASA accounts of Canara Bank, Merchant payment shall be made on T+1 basis through NEFT / RTGS/ any other approved channels.	Commercials should be different for such model	Bidder to refer the Corrigendum 3
76	11	5	Requirement Details	5.13 VISA, MasterCard, RuPay & Amex certification charges including audit charges shall be borne by the Successful Bidder along with all other tools charges	Net revenue shall be consider after consider these costs	Net Revenue is (MDR+ charges for VAS + surcharge if any+ Any other revenue other than monthly rent for POS machines - interchange - All Network charges including Assessment Fees) to be shared to Bank on performing activities as detailed in 'Scope of Work'



77	31	6	Commercial Evaluation and Evaluation of Bidders	6.1 The L1 bidder will be determined on the basis of the lowest price quoted	Since it is Revenue sharing model then how it is L1/L2, it should be H1, H2	Bidder to refer the Corrigendum 3
78			General Query		This RFP is not talking about the Terminal Rent/Service Fee which is the actual revenue of any bidder	Bidder to refer the Corrigendum 3

10-08-2023
Bengaluru


GENERAL MANAGER


