

S. No	Page No. of	Clause No	RFP Clause	Bidder's Query	Bank's Reply
1	3	DISCLAIMER	No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.	Bidder requests the Bank to share the Social Media Policy for reference.	Social Media Policy of Bank will be shared to the selected bidder
2	8	A. Introduction About Canara Bank:	The service provider will be required to provide experienced & skilled manpower for the related jobs. The software to be deployed by the service provider should be beneficent and capable to handle huge volumes of transactions to be completed within the defined timelines as per established rules and mandates of various interchange networks under ATM Sharing arrangement as well as per guidelines issued from time to time by the regulatory and	Request the bank to kindly clarify the hosting location, is it a hosted model or a licensed model the bank is looking forward to. Also request to clarify the number of resources to be allotted to the concerned locations.	It is hosted model and Bidder has to comply with RFP terms
3	9	5 Requirement Details		Bidder requests the bank to confirm the following: The YOY projection volume is 80 Crores for 2018-19, 100 Crores for 2019-20, 120 Crores for 1920-21, 140 Crore for 1921-22 and 160 Crores for 1922-23.	The YOY projection volume for 5 years
4	9	5 Requirement Details		Bidder requests the bank to confirm the following: The current daily dispute in ATM/POS Network is approx. 400 numbers and current daily disputes in UPI/MIS is approx 20	Present status of the volume.
5	10	5.5	5.5 The Contract period is initially for a period of 5 (Five) years and the services are renewable yearly at each instance for a further period of 3 (Three) years on existing terms and conditions of the contract by the Bank at its full discretion, whenever the services are due for renewal unless, otherwise intended by the Bank for part or whole of the Contract. Bank also holds the right to terminate the contract by providing one month notice during the contract period.	Bidder requests that any and all termination under the agreement shall be mutual and can only be with cause after giving 90 days cure period to remedy the breach, if any.	Bidder has to comply with RFP terms
6	10	6. Scope of work:	6.1.8 The Successful Bidder should have a fully established Business Continuity Plan in place and should have provision and capability to operate from Bank's Disaster Recovery (DR) Site in Mumbai in case of need / exigency .	Will the bidder be required to maintain resources at the DR site. Request Bank to confirm the scope of BCP activities as the DR site is in another city.	Ref Clause 6 sub clause 6.1 ( sub clause 6.1.14) of RFP



7	11	7. General Provisions	Similarly, in the event of any claims being made on the Bank, on account of any breach or non-compliance of any applicable law, unauthorized act, fraud, deed or thing done or omitted to be done or undertaking made or deficiency in service by Successful Bidder, its employees, officers, agents, Successful Bidder undertakes to pay on first demand made by the Bank of any amount on this account without any demur, contest, protest whatsoever within 7 working days of the demand being made. The Bank may at its discretion settle any or all claims made on it and recover the amount so paid from Successful Bidder and /or make deductions from the amount payable by the Bank to Successful Bidder.	We request the Bank to provide time for remedy of any such instance. Hence request Bank to change the timeline from 7 days to 1 month.	Bidder has to comply with RFP terms
8	11	6. Scope of work:	6.1.5 The Successful Bidder is responsible for customization of solution as per RBI, NPCI/VISA/MASTER/any other regulatory body regulations at their own costs	Considering that the bidder may not be privy to the ongoing regulatory changes, we request the Bank to pay for ongoing changes at a pre agreed cost per man-day. Alternatively, we request the Bank to cap the number of man-days per year to take care of	Bidder has to comply with RFP terms
9	11	6.1 Expectations from the Bidder:	The Successful Bidder is responsible for hardware specifications required for the software solution provided at their own costs.	Request the Bank to kindly clarify the responsibility and cost bearer of hardware requirements needed to implement the system at the premises.	Bidder has to comply with RFP terms
10	11	6.1 Expectations from the Bidder:	6.1.4 The Software Solution Application architecture should be scalable in commensurate with the increase in transactions and devices in the bank.	Request the bank to kindly specify and keep a benchmark for scalability level above and over which the cost needs to be borne by the bank	Bidder has to comply with RFP terms
11	11	6.1 Expectations from the Bidder:	6.1.12 Successful Bidder should have a well-defined data migration strategy and PERT-chart with definitive timelines for migration of data from the existing set-up of the Bank if required. The cost of migration if any, would be borne by the Successful	Kindly give us a clarity on the existing reconciliation and dispute management system. The migration would involve cost implications and request the bank to kindly arrange for all necessary support from the existing solution provider.	Bidder has to comply with RFP terms
12	11	6.1 Expectations from the Bidder:	6.1.13 GST accounting: The accounting should enable the Bank to submit the relevant data/reports to the GST authority.	Request to give more clarification on the same.	Bidder has to comply with RFP terms
13	11	6.1 Expectations from the Bidder:	6.1.16 The system should be capable of interfacing with Bank's CRM & Call Center CRM.	Request the bank to kindly clarify all details of CRM tools used and the modules involved	Bidder has to comply with RFP terms
14	12	7.1.3	7.1.3 Similarly, in the event of any claims being made on the Bank, on account of any breach or non-compliance of any applicable law, unauthorized act, fraud, deed or thing done or omitted to be done or undertaking made or deficiency in service by Successful Bidder, its employees, officers, agents, Successful Bidder undertakes to pay on first demand made by the Bank of any amount on this account without any demur, contest, protest whatsoever within 7 working days of the demand being made. The Bank may at its discretion settle any or all claims made on it and recover the amount so paid from Successful Bidder and /or make deductions from the amount payable by the Bank to Successful Bidder.	Bidder requests that any and all claims shall be decided as per the agreed dispute resolution mechanism and deletion of the provision to pay on first demand of the bank. Bidder requests deletion of the provision to settle the claims by bank and recovering the same from the Bidder, any and all claims shall be immediately referred to the Bidder and the control of defence shall be given to the Bidder. The Bank shall not settle, agree or accept the claims.	Bidder has to comply with RFP terms
15	12	7. General Provisions	RRB transactions will be routed through Bank's ATM Switch in DC / DRC	1) Request the Bank to confirm the number of RRBs. 2) Request Bank to confirm the scope of recon for RRBs	1) Please refer para 1.1 under sl.no.1 of Introduction clause of RFP 2) As per Terms and Conditions of RFP
16	12	3.15 Dispatch of Cards	The project of reconciliation of transactions and complaint redressal has critical implications for ensuring satisfactory customer services and meeting all the guidelines of the regulatory bodies; therefore, the bidders should be vastly experienced with a proven track record in this domain.	Request the bank to clarify the turnaround time for Reconciliation and dispute management systems.	Bidder has to comply with RFP terms



17	13	7.1.5	7.1.5 That the Bank, its representatives, its Regulators including RBI or persons authorized by the Regulator, its internal/ external/ other Auditors, shall, whenever required/called for, have access to i) All books, records, information of the Successful Bidder; ii) Any documents, records of transactions and other necessary information processed/ stored by, given to the Successful Bidder; and iii) Any document/information given by the Bank to the Successful Bidder and / or relevant to the outsourced activities available with the Successful Bidder pertaining to the services provided under this Agreement by the Successful Bidder. Bank shall provide a reasonable prior notice before such audit and the cost of	Bidder requests that any and all audit shall be subject to safety and confidentiality policies of the Bidder and shall be restricted solely to the services that will be provided under the agreement.	Bidder has to comply with RFP terms
18	13	7.1.7	Successful Bidder shall ensure preservation of documents and data in accordance with legal/regulatory obligation of the bank communicated to successful bidder in writing by the bank, provided to successful bidder by the bank, in order to render the required service to the bank. The bidder has to preserve full data during the contract period and subsequently to be migrated as per bank's	Request the bank as to how many years the data are to be preserved	Please refer Clause 7 General provisions sub clause 7.1.7. of RFP
19	19	12.5 Part C-Commercial Bid (Indicative):	General	We assume that the Bank will follow a reverse auction process to identify the L1 bidder which will further be used for evaluating the H1 bidder? Please confirm.	The query is not relevant to this RFP
20	25	30	30.Proposal Ownership: The proposal and all supporting documentation submitted by the Bidder shall become the property of the Bank. As the Bidder's proposal is important for the evaluation and selection process, it is important that, the Bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of	Bidder requests that the proposal ownership shall remain with the Bidder, since it would contain proprietary information of the Bidder. The Bank shall use the proposal for the sole purpose of evaluating the Bidder and shall maintain the confidentiality.	Bidder has to comply with RFP terms
21	25	31. Project Ownership:	General	Considering that the services are rendered on an end to end basis and on opex model, we assume that the ownership of the assets including the hardware, S/W etc shall remain with the bidder. Request the Bank to confirm.	Bidder has to comply with RFP terms
22	28	41.1 & 41.2	41.Execution of Agreement: 41.1 Within 21 days from the date of acceptance of the Order, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder. 41.2 The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.	Bidder requests that the final binding agreement has to be mutually negotiated and agreed between the parties considering mutual business interests. 21 days timeline is practically too short for negotiating the agreement and consideration should be given to the time taken by the bank for negotiation.  Also the Bidder requests that two copies of the agreement may be executed in original for each party.	Bidder has to comply with RFP terms
23	28	43. Uptime	The bidder shall guarantee an uptime of 99.5% for end to end reconciliation software solution (OPEX MODEL) for transactions during the period of the Contract.	Since the reconciliation activities are carried out on T+1 (post receipt of all input data), Request Bank to confirm what is the 99.5% uptime being referred here.	Bidder has to comply with RFP terms



24	29	44. Penalties / Liquidated damages	44.1 The Successful Bidder is to reconcile the transactions and resolve the complaints of the customer within the T+5 or whatever timelines subsequently defined by the Bank. Similarly Sharing Settlement accounts are to be reconciled within T+5 or whatever timelines are defined by the Bank. 44.2 In case of delay in reconciliation beyond 5 days for the accounts mentioned above, penalty will be imposed on the Successful Bidder for the un-reconciled accounts due to reasons attributable to the Successful Bidder as decided by the Bank as	Bidder understands that T specified here is the date of receipt of all input files. The delay in reconciliation / settlements / ATM tally may be due to non receipt of inputs / receipt of incorrect / incomplete input files. Request bank to confirm on the understanding	Bidder has to comply with RFP terms
25	29	44. Penalties/Liquidated Damages:	Liquidate Damages rate per week or part thereof- 0.05%	we assume that the 0.05% will be applied on the monthly TCO as arrived for the L1 evaluation. Request the Bank to confirm.	Refer clause no.44
26	30	44. Penalties/Liquidated Damages:	44. Penalties/Liquidated Damages:	Bidder would like to negotiate the rate of penalty & LD and the liability cap during contract award stage.	Bidder has to comply with RFP terms
27	30	43. Uptime:	The bidder shall guarantee an uptime of 99.5% for end to end reconciliation software solution (OPEX MODEL) for transactions during the period of the Contract.  If the uptime is below the guaranteed uptime of 99.5%, the Bank shall also deduct a penalty 0.5% of annual turnover However, if uptime is less than 98%, the Bank shall have the full right to terminate the contract .Such termination shall not affect the rights of bank under this agreement.	Request the Bank to define how the uptime will be measured – we assume this will be on an annual basis as the penalty measure is based on annual turnover.	Bidder has to comply with RFP terms
28	30	43. Uptime:	The bidder shall guarantee an uptime of 99.5% for end to end reconciliation software solution (OPEX MODEL) for transactions during the period of the Contract.  If the uptime is below the guaranteed uptime of 99.5%, the Bank shall also deduct a penalty 0.5% of annual turnover However, if uptime is less than 98%, the Bank shall have the full right to terminate the contract .Such termination shall not affect the rights of bank under this agreement.	2.We request that the penalty % be brought down to 0.25%.	Bidder has to comply with RFP terms
29	30	44. Penalties/Liquidated Damages:	44.5 The penalty would be calculated as on the 1st day of every month and would be subject to the cap of 25% of the billing amount for the Recon Activity for that particular month	We request the Bank to reduce the cap to 10%	Bidder has to comply with RFP terms
30	33	49.1	49.1 The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	Bidder requests to delete the provision to recover expenditure from the Bidder since the Bank has the right to recover LD.	Bidder has to comply with RFP terms
31	34	49.2	49.2 Bank shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.	Bidder requests that any and all termination under the agreement shall be mutual and can only be with cause after giving 90 days cure period to remedy the breach, if any.	Bidder has to comply with RFP terms
32	34	49.3	49.3 After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Bidder requests to delete the provision to claim additional expenditure from the Bidder.	Bidder has to comply with RFP terms



33	34	50.3	50.3 The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters	Bidder requests that the indemnity shall be subject to the following conditions. That the claim arises due to the reasons attributable to the Bidder, and not by the bank's use in breach of the agreement, use is combination with infringing materials, alteration or modification not made by the Bidder or approved by the Bidder.	Bidder has to comply with RFP terms
34	34	49. Order Cancellation/Termination of Contract:	49.2 Bank shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.	We assume that termination will be only for reasons mentioned in clause 49.1.	Bidder has to comply with RFP terms
35	34	49. Order Cancellation/Termination of Contract:	49.3 .....the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled	Bidder will not be privy to commercials charged by other vendors.	Bidder has to comply with RFP terms
36	36	52.1	52.1 The Bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 52.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the Bidder ; 52.1.2 Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the	Bidder requests that the indemnity may be agreed for breach of representations and warranties under the agreement and not for breach of obligations. Also the liability shall be limited to direct liability; Bidder requests exclusion of liability for indirect damages.	Bidder has to comply with RFP terms
37	36	52.2.1	52.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities.	Bidder requests that the survival shall be limited during the contract period and for a period of one year post expiry or termination.	Bidder has to comply with RFP terms
38	36	52.2.2	52.2.2 The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be	Bidder requests that the unlimited liability may be agreed only for infringement of IP rights and for bodily injury or death and requests deletion for claims relating to real property and tangible personal property.	Bidder has to comply with RFP terms
39	36	52.3	52.3 Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Bidder requests that the aggregate liability of the Bidder shall be limited to 5% of the total cost of the project.	Bidder has to comply with RFP terms
40	36	53	53.Inspection of Records: Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Software/Service meant for the solution under this RFP and the vendor shall extend all cooperation in this regard.	Any such inspection shall be subject to safety and confidentiality policies of the Bidder.	Bidder has to comply with RFP terms
41	36	54	54. Assignment: 54.1 The vendors shall not assign to any one, in whole or in part, it's obligations to perform under the RFP/contract, except with the Bank's prior written consent. 54.2 If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.	Bidder requests exception for assignment to its subsidiaries and affiliates and in the event of merger & acquisition.	Bidder has to comply with RFP terms

42	37	55	55.Publicity:	Bidder requests inclusion of a clause to brand and promote Bidder's products and services, such as publishing testimonials provided by the Bank, press releases in the media including social media etc. and Bank license to use the Banks' trademark/logo on Bidder's website in the form and manner agreeable to the Bank, to represent that the Bank is a customer of the Bidder and also to release case studies with the Bank's name, subject to prior written approval of the content relating to the Bank.	Bidder has to comply with RFP terms
43	37	56	56.Confidentiality and Non-Disclosure	Bidder requests to make the clause mutual.	Bidder has to comply with RFP terms
44	38	61	61.Negligence: In connection with the work or contravenes the provisions of General Terms, if the selected Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected Bidder calling upon him to make good the failure, neglect or contravention complained of, within such time as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the	Bidder requests modification of the clause to the effect that the Bidder will be held liable in the event of gross negligence; liability for negligence is not agreeable to the Bidder.	Bidder has to comply with RFP terms
45	39	62.3	62.3 The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.	Bidder would like to state that the corrections due to the reasons attributable to the Bank and due to the reasons not attributable to the Bidder could not be made by the Bidder at its cost.	Bidder has to comply with RFP terms
46	40	64.4	64.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.	Bidder requests that any decision binding the Bidder shall be made in consultation with the Bidder on mutual basis.	Bidder has to comply with RFP terms
47	40	70. Local Support	70.1.3To bring the above Queries/Complaints to logical end and convey to branches/customers.	We suggest the branches may be able to view the status of the dispute in the complaint lodging system. Since the operations teams may not be able to verify the bank's customers, we suggest this be managed by the Bank.	Bidder has to comply with RFP terms
48	41	67	67.Resolution of Disputes:  The venue of arbitration shall be Bengaluru, INDIA.	Bidder requests the seat of arbitration to be in Chennai. The proceedings of the arbitration shall be in English and held confidential between the parties.	Bidder has to comply with RFP terms
49	42	70. Local Support - 70.1.6	The above onsite support is exclusive of team to be provided by the vendor as per detailed scope of work. The number of support resources is indicative only as per annexur-e-18 and Bank at its discretion may deploy the actual number of resources not exceeding 10 ,based upon the Bank's requirement during the Contract period and payment will be released only for the actual number of resources deployed.	Request the Bank to let us know, total No. of resources required will be 10 ?  Is there any restriction from Bank on number of resources required ?	Bidder has to comply with RFP terms

50	43	71. Legal Disputes and Jurisdiction of the court: 71.1 The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain Bidder /prospective Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. 71.2 All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.	Bidder requests that the right to seek injunction shall be made mutual. Bidder also requests for Chennai jurisdiction.	Bidder has to comply with RFP terms	
51	44	F	Request bank to consider " Bidder should have capability of providing Credit card reconciliation solution"	Ref Amendment-1	
52	45	Annexure 3: Eligibility Criteria	g. The bidder should have 1 (one) year of experience (presently continuing to offer certificates from customer banks the service) in implementing Back office Solution for Merchant Acquiring at least one Scheduled Commercial banks having minimum of 25000 merchants(Opex Model).	This requirement is part of allied services and not part of the reconciliation suit, so request the bank that this should be part of the Merchant acquiring system and hence to remove this from the eligibility criteria. This is a vendor specific clause and request the bank to remove this clause and include it as a scope line item.	Bidder has to comply with RFP terms
53	45	Annexure 3: Eligibility Criteria	i. Bidder should have experience in reconciliation of Multicurrency prepaid Travel card transactions atleast in one Scheduled commercial bank in India, at least one year as on date of BID (Opex Model).	Request bank to relax the clause to "Bidder should have experience in reconciliation of Single currency / Multicurrency prepaid Travel card transactions atleast in one Scheduled commercial bank in India, at least one year as on date of BID (Opex Model)"	Please refer clause 46 of Annexure - 3 (Eligibility Criteria)
54	46	Annexure-3, Eligibility Criteria Declaration.	The bidder should have both primary and DR Solution. The Bidder has to submit the audit Certificate for 2017.	Bidder has been certified by PCI DSS and hence request the bank to consider this in lieu of the audit certificate for year 2017	Bidder has to comply with RFP terms
55	46	Annexure 3 - Eligibility Criteria (e)	Bidder should have provided ATM Reconciliation Services to at least one Scheduled Commercial Bank in India which has a minimum of 5000 ATMs and a minimum average daily 5 lacs ATM transactions (Opex Model).	Bidder should have provided ATM Reconciliation Services to at least one Scheduled Commercial Bank in India which has a minimum of 3000 ATMs and a minimum average daily 3.5 - 4 lacs ATM transactions (Opex Model).	Bidder has to comply with RFP terms
56	46	Annexure-3 Eligibility Criteria Declaration	d) Bidder should have provided ATM Reconciliation & GL Accounting Services to a minimum of one Scheduled Commercial Banks in India during the last 5 years and as on the date of submission of bids (Opex Model).	Request the bank to consider the experience of consortium bidder if the arrangement is through a back to back methodology. Also request the bank not to restrict the bidders on the basis of vast experience of 5 years as most of the reconciliation services mentioned here are for recently launched services.(Request the bank to consider experience of less than 3 years for the	Bidder has to comply with RFP terms
57	47	Annexure-3 / j	Bidder should have experience in end to end reconciliation of Two UPI/IMPS /AEPS transactions per day in one scheduled commercial bank in India for last one year as on date of BID (Opex Model)	It appears that there is some word missing after "Two". Request the Bank to specify the same.	Bidder should have experience in end to end reconciliation of Two Lacs UPI/IMPS ,AEPS transactions per day in one scheduled commercial bank in India for last one year as on date of BID (Opex Model)
58	47	Annexure 3 - Eligibility Criteria (f)	Bidder should have provided Credit card reconciliation solution in at least one scheduled commercial Bank in India with minimum of Twenty Five thousand credit card transactions per day at least one year as on date of BID (Opex Model).	Relaxation  Credit card reconciliation solution module is available our solution, but Bank is not using the module.  Need customization	Refer Amendment-1

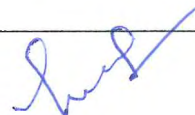
59	Annexure-3 Eligibility Criteria Declaration	f) Bidder should have provided Credit card reconciliation scheduled to commercial Bank in India with minimum of Twenty Five thousand credit card transactions per day at least one year as on date of BID (Opex Model).	Request to only consider the credit card reconciliation experience rather than considering the minimum credit card number mentioned.	Refer Amendment-1
60	Annexure-3 Eligibility Criteria Declaration	f) Bidder should have provided Credit card reconciliation scheduled to commercial Bank in India with minimum of Twenty Five thousand credit card transactions per day at least one year as on date of BID (Opex Model).	Request the Bank to consider 15,000 credit card transactions per day in one scheduled commercial bank in India.	Refer Amendment-1
61	47 Annexure 3 - Eligibility Criteria (g)	The bidder should have 1 (one) year of experience (presently continuing to offer the service) in implementing Back office Solution for Merchant Acquiring & Merchant transaction Reconciliation in one Scheduled Commercial banks in India having minimum of 25000 merchants (Opex Model).	The bidder should have 1 (one) year of experience (presently continuing to offer the service) in implementing Back office Solution for Merchant Acquiring & Merchant transaction Reconciliation in one Scheduled Commercial banks in India having minimum of 21000 merchants (Opex Model).	Refer Amendment-1
62	47 Annexure-3 Eligibility Criteria Declaration	e) Bidder should have provided ATM Reconciliation Services to at least one Scheduled Commercial Bank in India which has a minimum of 5000 ATMs and a minimum average daily 5 lac ATM transactions (Opex Model).	Request the bank not to restrict expertise in this field by mentioning a minimum ATM numbers and transactions. Request to kindly consider 1000 ATM 's reconciliation and 1 lac transaction average in any commercial bank	Bidder has to comply with RFP terms
63	47 Annexure-3 Eligibility Criteria Declaration	g) The bidder should have 1(one) year of experience (presently continuing to offer the service) in implementing Back office Solution for Merchant Acquiring & Merchant transaction Reconciliation in one Scheduled Commercial banks in India having minimum of 25000 merchants (Opex Model).	Request the bank to reconsider the minimum number of merchant location the solution is provided from 25000 to 10000.	Refer Amendment-1
64	47 Annexure-3 Eligibility Criteria Declaration	j) Bidder should have experience in end to end reconciliation of Two UPI /IMPS/ AEPS transactions per day in ONE scheduled commercial bank in India for last one year as on date of BID (Opex Model)	As the mentioned payment solutions are fairly new, request the bank to only consider the experience of the bidder but not pertaining to the minimum 1 year clause.	Bidder should have experience in end to end reconciliation of Two Lacs UPI/IMPS , AEPS transactions per day in one schedule d commercial bank in India for last one year as on date of BID (Opex Model)
65	54 Annexure-8	Annexure-8 Non-Disclosure Agreement format	Bidder requests that the NDA should be mutual to protect the interests of the Bidder as well.	Bidder has to comply with RFP terms
66	55 Annexure-9 Pre Contract Integrity Pact	8. FALL CLAUSE 8.1.The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the	Bidder requests deletion of the clause since it is not doing any benchmarking as stated in the clause.	Bidder has to comply with RFP terms
67	60 Annexure 10: Detailed Scope of work	B. Debit Cards/ATM & PoS Transactions: a) The successful bidder will upload data files from Bank's Central Server /Base24 Switch/EJ Data /Transaction Log Files (TLF)/Data Files as received from ATM Sharing Networks like NFS/VISA/MASTER etc.in the Reconciliation system Server and carry out the process of reconciliation of all entries by generating reports of matched, unmatched, failed, reversal, partial reversal, suspected, manual entries, ATM wise	Bidder requests the bank to elaborate the requirement for the following two; 1. Suspected 2. Manual entries	Bidder has to comply with RFP terms



68	61	Annexure 10: Detailed Scope of work	Successful bidder responsible for follow-up with vendors /branches like ej, images , c3r reports for handling disputes	While the follow-up will be made, we request bank's help in streamlining the process, if there are repeated delays from the CPA end. Also, penalty shall not be levied when the delay is with CPAs or other parties	Bidder has to comply with RFP terms
69	61	Annexure 10: Detailed Scope of work	Reconciliation for all existing and new products on tie up present & future	Request bank to elaborate the future requirements that are in pipeline please.	Bidder has to comply with RFP terms
70	61	Detailed Scope of Work	Successful bidder responsible for follow-up with vendors/branches like ej, images , c3r reports for handling disputes	Bidder shall initiate follow up communications with the vendors / branches / acquiring banks for all the required input files, however we request the Bank team to intervene if the same is not received after 1 follow up for early closure. Also bidder will not be responsible for non-receipt of the inputs within the prescribed timelines even after sending follow up communication.	Bidder has to comply with RFP terms
71	61	Detailed Scope of Work	Responding of GL advices for cash load & unload.	We understand the load / un-load entries may be posted by the nodal branches. Request Bank to confirm the process / input for GL advices for load / un-load	Bidder has to comply with RFP terms
72	61	Detailed Scope of Work	Update and Reconcile c3r report from cash management services agencies with Bank Records	We understand the C3R files are received from the Bank's vendors / branches daily and the same can be made available in MIS formats as well.	Bidder has to comply with RFP terms
73	62	D. Credit CARD Reconciliation:	Incoming and outgoing transaction files must be reconciled with the destination and source organizations (e.g., Visa/Master/Rupay on-us, etc.). The system will perform comprehensive settlement and reconciliation with all endpoints.	3 way recon with incoming files from Credit Host, Switch, Interchange. By outgoing files, which is mainly for Chargeback, request bank to confirm if anything else in specific is expected?	Bidder has to comply with RFP terms
74	62	D. Credit CARD Reconciliation:	It must support all standard interchange transactions such as fees, miscellaneous transactions etc.	1. Request bank to confirm, other than interchange fee, support for which all fees are expected? 2. Also, request bank to confirm the scope for Miscellaneous transactions	Bidder has to comply with RFP terms
75	62	D. Credit CARD Reconciliation:	The system must verify transaction amounts and fees with the bank card associations and other settlement endpoints.	Request the bank to clarify this what it meant by Bank card associations, is it a reference to Credit host?	Bank card associations means Master, VISA and Rupay
76	62	D. Credit CARD Reconciliation:	Provide a portal to branches to register disputes about transactions	Request bank to confirm, if the Portal to branches to be enabled or integrate with their existing CRM?	Please refer clause 6.1 (Expectations from the Bidder) sub clause 6.1.15 of RFP
77	62	E. Merchant Enrolment, Merchant Management, Merchant payment and Reconciliation :		Does Bank wants Merchant Management Solution to be part of this offering. Kindly elaborate the scope	Bidder has to comply with RFP terms
78	62	E	Merchant Enrolment, Merchant Management , Merchant payment and Reconciliation :	Does Bank want Merchant Management Solution to be part of this offering. Kindly clarify.	Please refer Annexure - 10 (Detailed scope of Work) Clause -E of RFP
79	63	F.Fee Management System :	Request bank to aid in analysis of Fees at the transaction level, Card Type level, Network Level, Device Type Level	Request bank to elaborate the scope along with the file details from where we get these parameters	Bidder has to comply with RFP terms
80	64	H. Reconciliation Requirements	Reconciliation between entries posted by branches in Pooling GL account in CBS with the Report generated from MI software with regard to Card Load/ Reload/ Refund/chargeback/ transactions	Bidder requests the bank to share further details on what format output is generated from MI software	Please refer Annexure - 10 (Detailed scope of Work) Clause -I sub-clause (a) of RFP
81	64	F.Fee Management System :	j) System should capable of Card wise analysis i.e. which cards attract higher interchange fee and also provide a business study on	Request bank to elaborate the Card wise analysis requirement	Bidder has to comply with RFP terms
82	64	F.Fee Management System :	l) System should Provides inputs for calculating merchant profitability	Merchant profitability, related to Merchant application. Request bank to remove this requirement	Bidder has to comply with RFP terms

83	64	G. International Multicurrency Travel Prepaid Card :		Bidder would like to confirm if the Scheme is limited to MasterCard only or VISA/Other schemes are also to be considered for scope?	Bidder has to comply with RFP terms
84	64	G. International Multicurrency Travel Prepaid Card :		Request bank to confirm if Charge back is also part of scope	Bidder has to comply with RFP terms
85	64	G. International Multicurrency Travel Prepaid Card :		For Recon we use TT112 only. TT140 is for OPS users it's a report not raw file. Request bank to remove the recon requirement with TT140.	Bidder has to comply with RFP terms
86	64	G. International Multicurrency Travel Prepaid Card :		Request bank to confirm how the Charges debited in MI software data will be passed to our system?	Bidder has to comply with RFP terms
87	64	Detailed Scope of Work	System should enable calculation of difference between the expected fee and settlement fee at the Summary level	Request Bank to confirm if all the txns (balance inquiry / decline txns) details are available in the input files provided by VISA / MasterCard for the required calculations.	Bidder has to comply with RFP terms
88	64	6. Scope of work:		Bidder requests the bank to confirm the following: Number of RRB's is 2 and the transaction volume mentioned inclusive of RRBs transaction volume	Number of RRBs Two presently. The volume of Transaction mentioned is inclusive of RRB Transaction volume.
89	65	Annexure-10 /E	Merchant Enrolment, Merchant Management, Merchant payment and reconciliation	The commercial bid format takes care of the reconciliation cost. There is no separate line for Merchant enrollment, Merchant Management, Merchant payment and settlement. We suggest a separate line item be added in the commercial bid format.	Please refer Amendment-1 dated 17/10/2018
90	76		8 The Implementation of international (Multicurrency) travel prepaid card reconciliation in bank in India (OPEX Model) as per scope of work. Note: Only the experience of the Bidder in Opex Model will be considered for this RFP.	We request bank to consider the Bidder/OEM experience in the implementation of international (Multicurrency) travel prepaid card.	Bidder has to comply with RFP terms

Date : 22/10/2018  
Place: Bangalore

  
Deputy General manager



