

Pre-bid Queries/Response

RFP for Selection of Service Provider for Provisioning BBPS Integration Services for MPSeDC Managed Websites, Portals and Mobile Applications

S#	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	MPSEDC Response
1	14	5.1	Scope of work	With ref BBPS guidelines, it is expected to provide all the billers.	Yes. However it is mandatory to provide all billers from M.P. State
				Integration will be done by MPSeDc Team using the APIs provided?	Yes
			Channel	How many integrations are expected?	Initially for MP eSeva Portal/Mobile
			Payment modes	Will cash be one of the payment mode?	No, Payment mode will be Online only.
2	16	-	Reconciliation and Settlement	Is there any specific format of reports expected?	Reconciliation report would be Standard reports and format would be decided with successful agency.
			Additional billers	Is it expected to onboard any Govt billers here specifically for MPSeDC?	No
3	20	7	Service Level Agreement	Can we get expectations about SLA?	The bidder is expected to meet the system UP and Running and the success transactions should be higher than the mentioned in the RFP.
4	20	8	EMD	How the EMD has to be submitted	EMD shall be deposited online during the submission of the tender on e-Procurement portal.
5	8	1	Performance Security	Request to waive the Performance BG for PSB	No change, As per RFP

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6	11	3.4	Bidder Experience	We have 4 live internal AI and 1 AI under UAT, reequest to consider this as bidder Experience of onboarding 5 AI's	Refer the Corrigendum
7	12	3.7	Service scale-The bidder should have processed at least 50 Lakhs-	We have processed total transaction count of 94.25 Lakhs which include BOU transaction of around 93 Lakh and and 1.25 Lakh of COU transaction. Can we consider this under service scale.	Refer the Corrigendum
8	15	5.1	Channel Enablement	Clarity on how many Agent Institutions onboarding	Currently MPSEDC will be the single AI.
9			General Query	Expected no. of transaction per month through all the mentioned Agent Institutions	Currently there is no estimation for expected no of transaction.
10	12	-	Pre- Qualification/Eligibility Criteria	The bidder should registered as official Customer Operating Unit (COU) with NBBL for BBPS and have a PA License from the RBI. We request you to amend this clasue as - The bidder/OEM/Consortium partner should registered as official Customer Operating Unit (COU) with NBBL for BBPS and have a PA License from the RBI.	No change, As per RFP

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11	12	-	Pre- Qualification/Eligibility Criteria	<p>The Bidder should have onboarded at least 5 Agent Institutions - the bidder) should have already worked in a system where bidder: connected / registered / enabled at least 5 organizations so that they can collect payments from customers</p> <p>We request you to amend this clause as -</p> <p>The Bidder should have onboarded connectednd / registered / enabled at least 2-3 organizations so that they can collect payments from customers.</p> <p>We request you to broaden the criterias here. Which will help in the bidding process becoming more competitive and gaining interesting offers and prices</p>	Refer the Corrigendum
12	3			<p>The bidder should be registered as an official Customer Operating Unit (COU) with NBBL for BBPS and hold a valid Payment Aggregator (PA) license issued by the Reserve Bank of India (RBI) / Airtel payments bank ltd has second scheduled bank License from RBI and we the authorized service provider of BBPS services. We don't have any separate payment Aggregator license. As a Bank we do have engaged with multiple Payment Aggregators. Considering this, please allow us to participate in the RFP by modifying this mandatory clause (Payment Aggregator license)</p>	No change, As per RFP
13	4			<p>The bidder should have onboarded at least five (5) Agent Institution / As BBPS Agent Institution is a newly launched offering by NPCI, we are currently live with three institutions and are scheduled to go live with two additional institutions / Request to modify the clause . So that we participate</p>	Refer the Corrigendum
14	1			<p>Consortium of any mode is not allowed / Consortium allowance where we will be the lead bidder if extending the scope to PA services too</p>	No change, As per RFP

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15	5.1			Channel Enablement – MP e-Seva Portal (Web) / We are currently supporting a mobile initiated channel. We are request inputs and clarification on the integration expectations for the web-based portal MP e-Seva Portal – Web and Additionally, we request the sharing of the current architecture to understand the web channel enablement and integration requirements.	Will be shared with the successful Bidder
16	7			SLA / We request that Force Majeure conditions be considered as exclusions from SLA calculations. In such cases, penalties should not be levied provided we submit adequate and verifiable evidence for the downtime or transaction-related issues caused by Force Majeure events / The bidder seeks clarification that Force Majeure events shall be exempted from the 98% uptime SLA commitment and that no penalties shall be applicable upon submission of satisfactory proof for service disruption or transaction impact	Yes, Force Majeure events shall be treated as exclusions from SLA calculations, subject to submission of satisfactory evidence substantiating the service disruption or transaction impact.