

**RFP FOR PROVIDING SWITCHING SOLUTION FOR POINT OF SALE (POS) ACQUIRING BUSINESS**  
**RFP REF: CO:DBD:MAC:01:2022-23 DATED 12/05/2022**

**Annexure IV – Amendment**

SI No	RFP Reference	Details provided in RFP	Query/Changes Requested	Amended Clause
1	Page 25 of 83 Point Number 12.	Bidder should be having experience in 2 Scheduled Commercial Banks in India for the following activities:		Bidder should be having experience in 1 Scheduled Commercial Bank in India for the following activities:
		(a) Switch should be certified by card associations for acquiring DCC transactions for at least 25 major currencies.	DCC is a solution which can be separate to the switch. We request you to please revise it to state that Switch should be able to integrate with the DCC solution decided by the Bank.	Switch should be certified by card associations for acquiring DCC transactions.
		(b) Switch should be certified for SoftPoS Tap-n-pay transactions.	Please revise it to be capable of handling SoftPos Tap-n-Pay solution.	Switch should be certified for handling SoftPoS Tap-n-Pay transactions.
		(c) Switch should be having direct connectivity with for onus credit cards/ Debit cards/CUG cards/other switches.	Please revise it state that switch should be capable of routing onus transactions to the bank issuer switch.	Switch should be capable of interfacing with other switches for routing onus transactions (credit cards/ debit cards/ CUG cards/other switches).
		(d) Bidder should have been underwriting & owning up chargeback liability. The complete chargeback liability should have been borne by the bidder irrespective of category of	Bidder will be responsible for end to end Chargeback Management. Any liability that arises out of non-compliance of bidder in chargeback	Bidder should have implemented robust FRM tool with real-time configurable facility to filter the transactions for risk analysis. The risk



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		chargeback and without keeping any dependency at acquiring bank.	management would be bidder liability.	liability under the contract shall be limited to a maximum of the contract value. On case to case basis bidder may raise non-dependency on any transaction based liability which will be analysed by the Bank with all stakeholders before imposing penalty. However, the decision taken by Bank will be final.
2	Page 25 of 83 Point Number 14.	The Bidder should own the source code of the switch for processing transactions in India.	We request you to please change this requirement to have the license to use the switch for POS acquiring.	The Bidder should own the source code of the switch for processing transactions (or) should be having license to use the switch for POS acquiring (processing transactions) in India with ESCROW arrangement till the end of the contract period.
3	Page 23 of 83 Point Number 7.	Bidder should be having minimum 5 Lac PoS/ mPoS/ PC POS/ SoftPoS/ Bharat QR active terminals connected to its PoS acquiring switch as on 31.03.2022.	We request you to please revise the number to 2 Lac POS Request the bank to relax on minimum count for this criteria. We shall provide undertaking copy as Active terminals connected.	Bidder should be having minimum 1 Lac PoS/ mPoS/ PC POS/ SoftPoS/ Bharat QR active terminals connected to its PoS acquiring switch as on 31.03.2022.
4	Page 26 of 83	v. FRM, Held, Chargeback, Risk is the	We request you to please revise the	v. Bidder has to provide the FRM



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	<p>Point Number v., x., xi.</p>	<p>responsibility of the Bidder. Bank will not intervene in any financial loss/administrative obligation arising out of it. Any loss resulting to non-compliance of it will be borne by the Bidder.</p> <p>x. Bidder should collect GST invoices from Card Issuer Banks for the issuer interchange fee debited by Card Associations as per the reconciliation voucher provided. Wrong/deficit/incorrect invoices will not be accepted and deficit amount will be recovered from the bidder.</p> <p>xi. Bidder should provide ERP/MMS/DBS portal with customization to Bank/merchant for live tracking of merchants &amp; transactions without any additional cost to Bank/merchant.</p>	<p>following points:</p> <p>v. Bidder has to provide the FRM solution alongwith management of Chargeback and Risk for the transactions. Any loss arising out of incidence attributable to the bidder will be borne by the bidder.</p> <p>x. Bidder should collect GST invoices from the Card Issuer Bank for the issuer interchange fee debited by Card Association on the best effort basis.</p> <p>xi. Bidder should provide MMS for end to end Merchant life cycle Management. The bidder should provide portal for tracking Merchant and transactions on a T-1 basis.</p>	<p>solution alongwith management of Chargeback, Held and Risk for the transactions. Bank will not intervene in any financial loss/administrative obligation arising out of it. Any loss arising out due to non-compliance/incidence attributable to the bidder will be borne by the Bidder.</p> <p>x. Bidder should collect GST invoices from Card Issuer Banks for the issuer interchange fee debited by Card Associations as per the reconciliation voucher provided. Wrong/ deficit/ incorrect invoices will not be accepted by the bank.</p> <p>xi. Please adhere to the terms of RFP. Condition remains unchanged.</p>
<p>5</p>	<p>Page 23 of 83 Point No. 5.</p>	<p>Bidder should have at least 3 years of experience as on 31.03.2022 in providing service to at least 2 Scheduled Commercial Banks in PoS switching (transaction processing) service of Card and Cardless transaction including Onus,</p>	<p>Request the bank to consider banks across the globe and revise the Eligibility Criteria as follows. "Bidder should have at least 3 years of experience as on 31.03.2022 in providing service to at least 2 Banks</p>	<p>Bidder should have at least 3 years of experience as on 31.03.2022 in providing service to at least 1 Scheduled Commercial Bank in India for PoS switching (transaction processing) service of Card and</p>



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		MasterCard, VISA, RUPAY, UPI. Copies of experience certificates issued by bidder's clients as per the prescribed format.	across the globe in PoS switching (transaction processing) service of Card and Cardless transaction including Onus, MasterCard, VISA, RUPAY, UPI". Copies of experience certificates issued by bidder's clients as per the prescribed format.	Cardless transaction including Onus, MasterCard, VISA, RUPAY, UPI.
6	Page 82 of 83	ANNEXURE-XVII: Experience Certificate from Scheduled Commercial Bank	Request the bank to consider experience from banks/processors across the globe and not restrict to Scheduled Commercial Bank in India.	Bidder should be having experience in at least 1 Scheduled Commercial Bank in India and experience certificate should be provided from 1 scheduled commercial bank in India as per format provided without any amendment.
7	Page 82 of 83	ANNEXURE-XVII: Experience Certificate from Scheduled Commercial Bank	<p>We have difficulty to take letter from existing bank in the required format since we took BIN sponsor, however if we can provide the same from "shell" company that we have done.</p> <p>Request bank to consider masked purchase order (instead of experience certificate) as experience certificate</p> <p>Or</p> <p>Request bank to consider experience certificate format as follows</p>	Bidder should be having experience in at least 1 Scheduled Commercial Bank in India and experience certificate should be provided from 1 scheduled commercial bank in India as per format provided without any amendment.



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			<p>'This is to certify that M/S Financial Software and Systems Private Limited (FSS) has been offering POS Switching services for the Bank/Processor since &lt;&lt;&lt;month/year&gt;&gt;&gt; .The services rendered by FSS are satisfactory'.</p>	
8	Page 24 of 83 Point No. 5.	<p>Bidder should be equipped with FRM tool with real-time configurable facility to filter the transactions for risk analysis</p>	<p>Whether risk parameter /velocity checks such as the following will suffice for the mentioned requirement</p> <ol style="list-style-type: none"> <li>1. Restricting the Cards supported at terminal</li> <li>2. Restricting the Transaction type supported at terminal</li> <li>3. Defining the purchase amount limit</li> <li>4. Restricting Transactions count per day / per week</li> <li>5. Defining the maximum Cumulative transaction amount per day / per week</li> <li>6. POS device H/W serial number or SIEM ID validation</li> <li>7. Merchant terminal wise business working hour definition to restrict transaction authorization during off business hours</li> </ol>	<p>Please adhere to the terms of RFP. Condition remains unchanged.</p>



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			<p>8. POS device Geo coordinate restriction</p> <p>9. Offline transaction control centrally</p> <p>10. Hot listed card control</p> <p>Or</p> <p>POS transactions are normally considered more secure. However, if transaction level FRM implementation is an absolute must, FSS would like to host partner FRM solution integrated with our product which may result in some lag in system throughput due to additional checks before authorization initiation based on risk score. And in addition, overall solution would have additional commercial component.</p>	
9	Page 25 of 83 Point No. 12(d).	Liability clause	<p>Please modify the liability clause as follows</p> <p>‘The bidder would be required take the liability only in case of any system malfunction or any processing error; the rest of the liability stays with the Bank/Banks Merchants.’</p>	<p>Bidder should have implemented robust FRM tool with real-time configurable facility to filter the transactions for risk analysis. The risk liability under the contract shall be limited to a maximum of the contract value. On case to case basis bidder may raise non-dependency on any transaction based liability which will be analysed by the Bank with all</p>



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				stakeholders before imposing penalty. However, the decision taken by Bank will be final.
10	Page 26 of 83 Point No. 13.	The bidder should have at least 3 Visa PCI PIN Certified key injection Centers in India.	We request you to please reduce it to 1 Center.	The bidder should have at least 1 Visa PCI PIN Certified key injection Center in India. If key injection centre has not been established & key is injected remotely; then the bidder must provide PCI PIN certificate and comply with the Card Associations' guidelines.
11	Page 23 of 83 Point No. 9.	Bidder must not be in Joint Venture or consortium with other financial institutions to prevent conflict of interest with Indian Bank.	We request you to remove this clause. We have a JV with Largest PSU Bank in the country where we work as a TSP. We also provide TSP services to other commercials Banks in the country. Data integrity and confidentiality is maintained for all clients. Indian Bank can sign a confidentiality agreement as well as conduct information security audits to ensure the same.	Clause removed.
12	Page 82 of 83 ANNEXURE-XVII	We neither have any Joint Venture nor hold any share in the bidder's company/joint stock.	W.r.t Section 5, Point No 9, Functional Requirement & Scope of Work, request to remove this clause mentioned in the undertaking.	Clause removed.



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13	<p>Page 22 of 83          Clause 5          ( Eligibility          Criteria )          Point No. 2</p>	<p>The Bidder should have a positive tangible Net Worth from business in India during last three consecutive Financial Years (FY 2019-20, 2020-21 &amp; 2021-22).  <b>Audited Profit-Loss Statement should be submitted.</b></p>	<p>The Bidder should have a positive tangible Net Worth from business in India in last two Financial Years (FY 2020-21 &amp; 2021-22).</p>	<p>Please adhere to the terms of RFP. Condition remains unchanged.</p>
14	<p>Page 22 of 83          Clause 5          ( Eligibility          Criteria )          Point No. 3</p>	<p>The Bidder should have a minimum Business Turnover of Rs. 3 Crores during last three consecutive Financial Years (FY 2019-20, 2020-21 &amp; 2021-22).  <b>Audited Profit-Loss Statement should be submitted.</b></p>	<p>The Bidder should have a minimum Business Turnover of Rs. 3 Crores during last two consecutive Financial Years (FY 2020-21 &amp; 2021-22).</p>	<p>Please adhere to the terms of RFP. Condition remains unchanged.</p>

