

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	1	GeM Bid Document	Bid End Date/Time	Bid End Date/Time	Request the Bank to extend the Bid submission date by 3 weeks from the date of publishing the pre-bid clarifications on the Bank's website.	Bidders to refer Corrigendum-1
2	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. 6 weeks from the date of acceptance of the Purchase Order.	Request the bank to give 12 weeks time for installation, integration, implementation of the proposed Solution and Customization and completion of UAT.	Bidders to comply with RFP/GeM bid terms and conditions
3	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3. 2 weeks from the date of customization and completion of UAT.	Request the Bank to give 6 weeks time from the date of customization and completion of UAT for Migration of existing customers and Go-Live of the Solution	Bidders to comply with RFP/GeM bid terms and conditions
4	61	Annexure-2, Pre-qualification Criteria	Annexure-2, Pre-qualification Criteria	14. The bidder should be NPCI certified for NETC issuing system	Request the Bank to amend this clause as "The bidder/OEM should be NPCI certified for "NETC issuing system".	Bidders to comply with RFP/GeM bid terms and conditions
5	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6.2. Penalties/Liquidated Damages for not maintaining the success rate and TAT (Turnaround Time)	6.2.1. Level of Success rate calculated on monthly basis (%): Penalty Amount: 99.00 and above/no penalty Above 98 and upto 98.992% of the monthly billed amount. Above 97% and upto 97.993 % of the monthly billed amount. Above 96% and upto 96.994 % of the monthly billed amount. Above 95% and upto 95.995 % of the monthly billed amount.	Request Bank to waive the penalty for the initial period of 1 year for solution to stabilise.	Bidders to comply with RFP/GeM bid terms and conditions
6	26	SECTION D - BID PROCESS	6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	6.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for bid offer validity with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.	Requesting Bank to consider Bidder to make the payment for EMD amount as an additional option apart from BG	Bidders to comply with RFP/GeM bid terms and conditions
7	60	Annexure-2 Pre-qualification Criteria	Annexure-2 Pre-qualification Criteria	7. The bidder/OEM should have implemented / maintaining NETC RFID FASTags/FASTag program of NPCI in any Scheduled commercial Banks organization with minimum 1000 branches in India as on RFP date.	We request Bank to relax the condition for scheduled commercial bank with minimum 1000 branches. There are quality solutions that are successfully deployed with smaller Banks. Relaxing it would ensure greater participation by Bidders and options to the Bank. Revised clause requested: The bidder/OEM should have implemented / under implementation for maintaining NETC RFID FASTags/ FASTag program of NPCI in any Scheduled Bank in India as on RFP date.	Bidders to comply with RFP/GeM bid terms and conditions
8	69	Annexure 8, Scope of work	2. Service provider requirements:	2.5. The service provider to have their own DSA program to support the Bank source new customers. The bank may also appoint a Direct Selling Agent (DSA), Banking Correspondent (BC) or may use existing Branch network to sell these FASTags.	Since this is a technology service, DSA for sourcing new customers can be outside scope of solutioning, requesting Bank to either exempt this as mandatory for service provider to have own DSA program or permit service provide to partner with other DSAs who could source new customers for the Bank.	Bidders to comply with RFP/GeM bid terms and conditions
9	70	Annexure 8, Scope of work, Point	3. Solution requirements	The requirement of number of FASTags may increase/decrease based on the demand from the branches or deployment of additional point of sales for FASTag issuance.	variance of 5-7% in increase/ decrease can be managed. Any surge above required a prior intimation. Request Bank to share the current volumes.	Required stock will be intimated whenever need arises with prior intimation.

Date : 30/01/2024  
Place Bengaluru

Deputy General Manager

