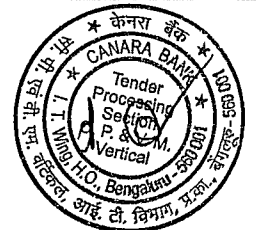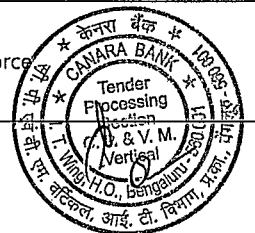## Pre Bid Queries for Selection of Service Provider for Set up, Manage and Operate Merchant Acquiring Business through POS on Revenue sharing Model in Canara Bank for a period of 5 Years
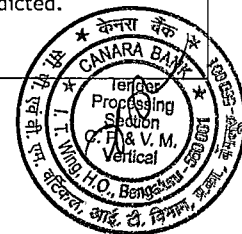
Ref: 02/2023-24 dated 21/02/2024

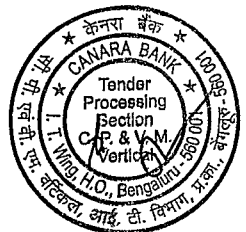| Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	12	5.4	Requirement Details	Revenue sharing Model 5.4.Separate standard MDR for all variants of Credit Cards shall be fixed by Bank	What is the MDR (card type wise)? Only CC standard MDR will be set and no Debit? Or Debit is 40/90?	MDR for Debit Cards will be as per RBI guidelines i.e. 0.40% and 0.90%. Presently, MDR fixed for Credit Cards by Bank is as follows. The MDR on Credit Cards shall be revised by the Bank from time to time at it's discretion: <table><tr><td>For Credit Cards</td><td>MDR (Excluding GST)</td></tr><tr><td>Classic/Standard Cards</td><td>1.50%</td></tr><tr><td>Premium Cards</td><td>2.25%</td></tr><tr><td>Super Premium Cards</td><td>2.50%</td></tr><tr><td>International Cards (For debit & credit card)</td><td>3.00%</td></tr></table>
2	12	5.4	Requirement Details	Revenue sharing Model 5.4.Separate standard MDR for all variants of Credit Cards shall be fixed by Bank	What is the GTV/POS expected? Share of Credit/Debit?	Expected share of credit/debit is 60:40. Count of transactions (Feb'24): 15.52 lakhs Amount of Transactions(Feb'24): 653.11 Crores
3	12	5.4	Requirement Details	Revenue sharing Model 5.4.Separate standard MDR for all variants of Credit Cards shall be fixed by Bank	Who will be the UPI acquirer?	Bank will integrate with the successful bidder for UPI-QR on PoS. Also Bank can accept if successful bidder can facilitate the same facility through their Bank's handler till completion of integration with our Bank.
4	11	SECTION B - INTRODUCTION	Objective	Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years in compliance with Qualification Criteria as per Annexure-2	Monthly deployment and attrition estimates over 5 years for 50000 POS projection	800-900 terminals per month
5	12	5.7	Requirement Details	Revenue sharing Model 5.7.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	In what scenarios will bidder reduce rentals? Who determines merchant rentals? Does bank source the merchant or bidder?	Incase the successful bidder wishes to extend any concession/waiver in Rent/MDR to any merchant, the cost of concession/waiver shall be borne by the successful bidder.

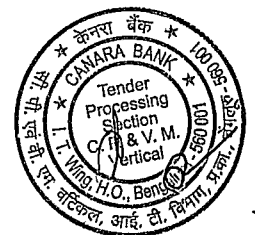|						
6	12	5.10	Requirement Details	Revenue sharing Model 5.10.The successful Bidder will be assisting the bank in driving volumes at merchants sourced by the vendor as well as merchants sourced by the Bank	What kind of marketing is expected?	To increase the PoS Merchant base in common interest of both Bank and the successful bidder.
7	NA	General	General	Other Query	Is there a lock-in or minimum rental guarantee?	No
8	14	5.25	Requirement Details	The selected bidder/s is/are required to interact and integrate with all payment aggregators present in the market for tapping the merchant segment without any additional cost to the Bank.	How many aggregators are in scope and services to be integrated	As and when required by the bank
9	16	Section C (1.4)	Project Timelines	Phase 2 : Completion of Certification Process 8 weeks from the date of completion of Phase-1	This is dependent on Schemes project plans.Aslo in certification window Switch and terminal certification covered?	All required certifications to be completed within 8 weeks from the date of completion of Phase-1
10	16	Section C (1.4)	Project Timelines	Phase 3 : Completion of UAT and submission of test reports	Who will perform UAT (Bank or Pinelabs)	UAT to be performed by the successful bidder only in coordination with Bank.
11	16	Section C : 2	Integration & Interfaces	2.1.The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	How many applicating vendor are there and please provide their scope of work	As and when required by the Bank. Details will be shared with the successful bidders
12	16	Section C : 2	Integration & Interfaces	2.2.The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.	How many OEM vendors are there and please provide their scope of work	Details will be shared with the successful bidders
13	16	Section C : 3	Security	3.1.The selected Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Any specific security standard to follow, please provide more details	Bidder to refer Annexure-9 point no. 10
14	60	Annexure 2	Pre-Qualification Criteria	11: The bidder should be PCI- DSS certified & compliant.	Is PCI DSS still valid as this is already discontinued by PCI	Bidder to comply with RFP terms and conditions
15	70	Annexure 8	Scope of work	Scope of work a.The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing	Is Pinelabs sourcing merchants or Bank will source	Bank and Bidder both can source the merchants.
16	70	Annexure 8	Scope of work	c.The selected bidder to provide dedicated onsite resources for monitoring of the project/operational issues without any cost to the bank.	What would be the duration of this assignment to deploy resources for monitoring at onsite	Till the Service Level Agreement is in force

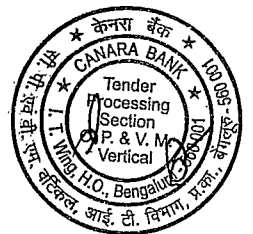| 17	70	Annexure 8	Scope of work	d.The Bank desires to offer the POS EDC Machines delivery channel to: i.Merchant Establishments of bidder/banks. ii.Subsidiaries and other banks with which the Bank may forge tie-ups.	How many Banks are in scope	Presently, Bank is deploying the PoS terminals for the following RRBs: Andhra Pragathi Gramin Bank Karnataka Gramin Bank Kerala Gramin Bank
18	70	Annexure 8	Scope of work	e.The POS EDC terminals being deployed must-	Any specific terminal OEM make is proposed by the Bank e.g. PAX A910	No
19	71	Annexure 8	Scope of Contract and Deliverables	1.4.All PoS models as per the market demand and requirement of the Merchant shall be available.	How many POS models are in scope	GPRS, Android and Soft-PoS or any other model required by the Bank from time to time
20	71	Annexure 8	Scope of Contract and Deliverables	1.10.The EDC terminals should be connected to the bidder's switch / third party switch on behalf of Bidder for routing/accounting of transaction and then to the VISA, MasterCard, RUPAY, Amex and Bank's switch.	Is ON-US transactions in scope	Yes
21	71	Annexure 8 Scope of work	2.The Bidder shall comply with / provide confirmation on the following	2.7.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, Pay-by-Link, Deferred-Auth (Offline) facility, Pre-Auth facility, accept NCMC & offline wallets etc, as and when required by the Bank.	Which UPI PSP in the scope	Bank will integrate with the successful bidder for UPI-QR on PoS. Also Bank can accept if successful bidder can facilitate the UPI facility through their Bank's handler till completion of integration with our Bank.
22	73	Annexure 8 Scope of work	5.The Bank also requires the following services to be provided by the successful Bidder	5.1.Merchant Acquisition (enrolment of new merchants). The vendor should provide the portal to onboard and maintain new merchants for the bank from which bank should be able to use for onboarding of new merchant across its multiple POS vendors.	Please provide more details how Onboarding will be done from Pinelabs portal to multiple POS vendors	Details shall be shared with Successful bidder.
23	74	Annexure 8 Scope of work	5.The Bank also requires the following services to be provided by the successful Bidder	5.10.13.Any other value added services as and when required from the Bank.	Please define the scope for this open ended requirement	Bidder to comply with the RFP terms and conditions
24	11	4	Objective	4.1 Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years	What is the location-wise spread/distribution of 50K terminals?	Pan India. No location wise spread can be predicted.

25	11	4	Objective	4.1 Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years	What is the break up of new & existing (to be migrated) terminals?	RFP is for new terminals only. Migration of terminals from existing service providers will be an add on.
26	11	4	Objective	4.1 Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years	How many merchants against 50K terminals?	It cannot be predicted at present
27	11	4	Objective	4.1 Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years	What is the year-wise deployment projection of 50K terminals?	10000 terminals are to be deployed per year
28	11	4	Objective	4.1 Canara Bank invites bids from reputed Bidder who can Set up, Manage and Operate Merchant Acquiring Business through PoS & other associated acquiring Channels on Revenue Sharing Model for 50000 PoS terminals over the period 5 years	How the merchant on-boarding data will flow to Pinelabs from bank?	Bank will provide its Portal's login access to successful bidders through which merchant onboarding details will be shared.
29	13	5	Requirement Details	5.12 Bidder can source Merchants maintaining their CASA accounts with Canara Bank. For merchants sourced without CASA accounts of Canara Bank, Merchant shall open CASA accounts with Canara Bank and payment shall be made on T+1 basis to the merchant account opened with Canara Bank	Do we have to Open Nodal A/C with Canara Bank? If yes then have to check with Finance & Legal for additional Nodal a/c.	This point is regarding merchant's account with our Bank, not the account of successful bidder.
30	13	5	Requirement Details	5.21 The settlement will be routed through the Bank and all support for settlement process shall be provided by the successful Bidder including Merchant payment after collecting MDR & other charges, settlement with Card Associations like payment of issuer interchange, transaction charges, issuer interchange to our Bank for on-us card transactions, GST payments, income sharing etc.	For daily merchants pay-outs and arrangement - will it be file based or API based payouts solution?	Currently, service providers are providing the recon & settlement data automatically on a daily basin through their portal access given to our Bank. The existing method shall be followed.

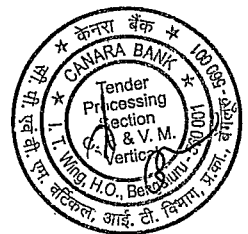|						
31	17	5	Requirement Details	5.2 For any delay in Installation of POS/EDC terminals, bidder shall be charged penalty for not adhering to the time schedule/TAT of installation/ installation/ repair/ replacement/ make terminal operational at the rate of Rs.150/- per day per POS/EDC terminal from the date of indent sharing till the date of installation.	What does delay in new installation mean? When is the TAT for new. installation and the method of calculation ? What if delay will be due to merchant dependency & force majeure?	Delay in installation by successful bidder's side shall be eligible for penalty. TAT is mentioned in point 9.5 of Local Support. Delay due to merchant side and force majeure can be excluded from the scope of penalty.
32	21	9	Local Support	9.5 Service level support response time should be followed as mentioned below: Area Type / Support Response Time (Repair / Replacement of Equipment Response) / Support Response Time Installation / De installation of PoS Metro — 24 Hours — 1 Days Urban — 36 Hours — 3 Days Semi Urban — 48 Hours — 5 Days Rural — 72 Hours — 7 Days	What is exact TAT calculation method : Does it include non-working hours also ? Ex : if a complaint is raised at 6pm, when does the TAT period start for all areas metro, urban, semi-urban etc ?	TAT includes non-working hours also.
33	21	9	Local Support	9.5 Service level support response time should be followed as mentioned below: Area Type / Support Response Time (Repair / Replacement of Equipment Response) / Support Response Time Installation / De installation of PoS Metro — 24 Hours — 1 Days Urban — 36 Hours — 3 Days Semi Urban — 48 Hours — 5 Days Rural — 72 Hours — 7 Days	What is the city-wise break up Urban, Semi-Urban & Rural?	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions

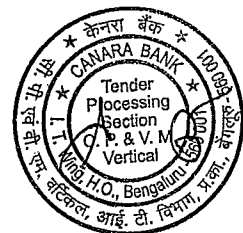| 34 | 70 | Annexure-8.a. | Scope Of Work | The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank. | Who will own the merchant, from a regulatory compliance standpoint ? which including Name screening, AML monitoring , STR filling etc ? | Successful bidder will take the onus as per the scope of RFP in coordination with the Bank. |

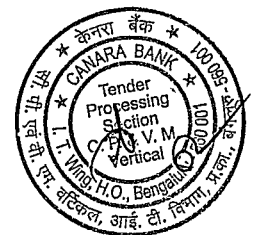| 35 | 70 | Annexure-8.a. | Scope Of Work | The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank. | Who will be liable for the merchant screening activities as per Network guideline example MATCH? | Successful bidder will take the onus as per the scope of RFP in coordination with the Bank. |

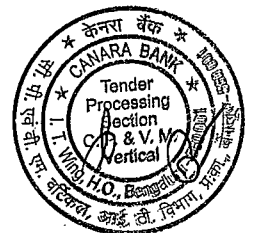|						
36	70	Annexure-8.a.	Scope Of Work	The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank.	Will the bank indemnify Pine Labs for any loss incurred by fraudulent activity attributed to merchant?	No. Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.

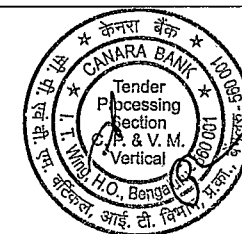| 37	70	Annexure-8.a.	Scope Of Work	The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank.	Will Pine Labs have right to reject a merchant?	Merchant shall be rejected only if the reason for rejection is as per regulatory/RBI guidelines.

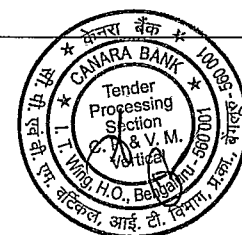| 38	70	Annexure-8.a.	Scope Of Work	The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank.	Will the bank provide support to recover losses including lien mark from merchant which is attributable to the merchant?	Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.

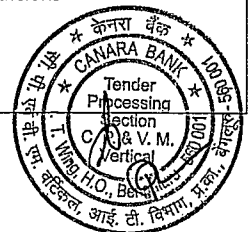| 39 | 70 | Annexure-8.a. | Scope Of Work | The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank. | In case of the merchant due payouts gets in to shortfall due to chargeback or refunds, will the bank fund the shortfall ? if not, then how the shortfall will be managed? | Any Disputes, Chargebacks, Refunds will be handled as per network guidelines. |

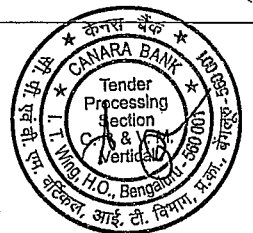| 40	70	Annexure-8.a.	Scope Of Work	The scope of RFP involves end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries, 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 Chargeback disputes 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 a Revenue Sharing Model with no cost to the Bank.	In case of Risk hold , chargeback hold, is there any specific reconciliation, reporting requirement that the bank has ?	Any Disputes, Chargebacks, Refunds will be handled as per network guidelines.
41	71	Annexure-8	1. Scope of Contract and Deliverables:	1.7 Rent will be recovered by the Bank from the amount payable to the merchant during the normal settlement process and will be shared to the bidder on monthly basis. If the rent is not recovered from the merchant due to any reasons, the responsibility is on the respective bidder for recovery of rent.	What is the mechanism for bidder to recover rent from merchant	Successful Bidder in coordination with Bank shall recover the rent from the merchant. Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.
42	71	Annexure-8	1. Scope of Contract and Deliverables:	1.8 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. Work orders for the Merchants sourced by the successful bidder shall be provided to them only. If any merchant identified by the bidder, the bidder shall ensure the submission of KYC.	What about the WDV recovery of problematic de-installation, Is it bank scope or PL scope?	Successful Bidder in coordination with Bank shall recover the terminal/WDV from the merchant in problematic de-installation cases. Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.

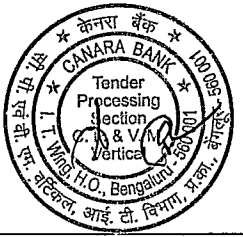|						
43	74	Annexure-8	5. The Bank also requires the following services to be provided by the successful Bidder	5.9 The bidder should provide all reports including merchant payment advice reports and also reconcile all transactions for these POS machines.	Is there any specific format or customized report requirements from Bank? If yes then we need to align our Product & tech team	Details will be shared with the successful bidders
44	NA	General	General	General	Who will own the merchant, from a regulatory compliance standpoint ? which including Name screening, AML monitoring , STR filling etc ?	Successful bidder will take the onus as per the scope of RFP in coordination with the Bank.
45	NA	General	General	General	Who will be liable for the merchant screening activities as per Network guideline example MATCH .	Successful bidder will take the onus as per the scope of RFP in coordination with the Bank.
46	NA	General	General	General	Will the bank indemnify Pine Labs for any loss incurred by fraudulent activity attributed to merchant.	No, Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.
47	NA	General	General	General	Will the bank provide support to recover losses including lien mark from merchant which is attributable to the merchant.	Yes, Bank will assist the successful bidder in every possible way on the basis of Merchant Agreement.
48	NA	General	General	General	In case of the merchant due payouts gets in to shortfall due to chargeback or refunds, will the bank fund the shortfall ? if not, then how the shortfall will be managed.	Any Disputes, Chargebacks, Refunds will be handled as per network guidelines.
49	60	Annexure 2, Eligibility Criteria Point 3	Bidder should have average annual turnover of Rs.50.00 crores in the last three financial years (i.e., 2020-2021, 2021-22 and 2022-23). The must be the individual company turnover and not of any group of companies	Bidder has to submit the audited balance sheet copies for last 3 years i.e., 2020-21, 2021-22, and 2022-23 along with the certificate from the company's chartered accountant to this effect with Unique Document Identification Number	We kindly request the bank to relax it to minimum Rs.45 Crores	Bidder to comply with RFP terms and conditions

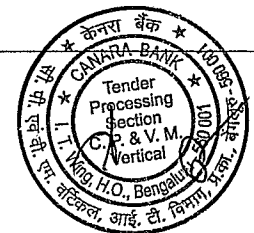|						
50	61	Annexure 2, Eligibility Criteria Point 9	The bidder should have executed atleast one full cycles of ME business process right from acqusion of merchants to reconciliation and settlement and also managing chargeback process and risks for at least 1 scheduled commercial banks in India and has installed minimum of 50,000 POS EDC / m-POS terminals.	certificate from the acquiring bank to be enclosed	"Please Clarify the Point - if we can apply as the bidder only or if the bidder/OEM must have completed at least one full cycle of ME business process from acquiring merchants to reconciling and settling transactions and handling chargeback process and risks for at least one scheduled commercial bank in India and has deployed at least 50,000 POS EDC / m-POS terminals."	The bidder should have executed atleast one full cycles of ME business process right from acqusion 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.
51	71	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.	Since the agreement is between abank and the merchant, Bidder will have no control in managing the recovery, Request Bank to assure terminal Rentals	Bank will assist the successful bidder in every possible way for recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc. on the basis of Merchant Agreement.
52	61	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	We request you to reduce the 50000 to 20000	Bidder to comply with RFP terms and conditions
53	62	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	Is it required for the bidder to use existing switch provider of the Bank or Bidder can have his own switch/thirdparty switch	Bidder to comply with RFP terms and conditions

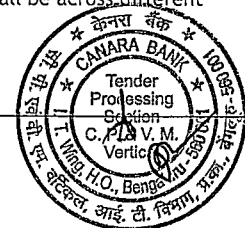|						
54	72	Annexure 8 Scope of Work	The deliverables shall also include the following:	3.2 Generating the exceptions and taking appropriate action with the approval of the Bank.	Elabrote the Requirements from the Bidder	In case of any exceptions, the successful bidder shall handle it by taking appropriate actions with the approval of the Bank.
55	73	Annexure 8 Scope of Work	The deliverables shall also include the following:	3.2 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?	Details will be shared with the successful bidders
56	74	Annexure 8 Scope of Work	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.	There is no TAT for escalation of exceptions but it should be immediately reported upon identification.
57	73	Annexure 8 Scope of Work	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	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions
58	71	Annexure 8 Scope of Work	Scope of Contract and Deliverables:	Rent will be recovered by the Bank and Paid to Bidder. If the Rent is Not recovered from Merchant due to any reason, The responsibility to recover the rent is on the respective Bidder.	Not Acceptable as agreement is between Bank and Merchant	Bidder to comply with RFP terms and conditions. Bank will assist the successful bidder in every possible way for recovery of loss due to damage of the terminal / loss of parts of terminal/ loss of terminal itself, Merchant not available etc. on the basis of Merchant Agreement.
59	74	Annexure 8 Scope of Work	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 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
60	12	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	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions

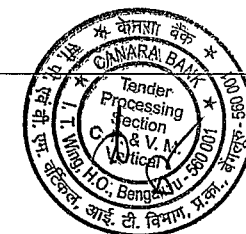|						
61	12	5.6	Requirement Details	If the MDR is lower than the standard MDR or waived by the Bank and also rent is waived or reduced by the Bank, the differential cost shall be borne by the Bank and the proportionate amount due to the vendor as per stipulated standard MDR shall be paid to the successful bidder.	Need more Clarity on This	Incase the Bank wishes to extend any concession/waiver in Rent/MDR to any merchant, the cost of concession/waiver shall be borne by the Bank.
62	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	Incase the successful bidder wishes to extend any concession/waiver in Rent/MDR to any merchant, the cost of concession/waiver shall be borne by the successful bidder.
63	13	5.22	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	RFP clause itself is self explanatory. Bidder to comply with RFP terms and conditions
64	21	9.3	Local Support	Call centre with 50 Employees for 365*24/7	Can it be reduced to 365 Days *12/7	Bidder to comply with RFP terms and conditions.
65	2	BID SCHEDULE & ABBREVIATIONS	BID SCHEDULE & ABBREVIATIONS	EMD and Performance Bank Guarantee	Do we have to submitt both of them.	Bidder has to submit the EMD along with the submission of Bid.Performance guarantee to be submitted by the successful bidder only.
66	60	Annexure 2	Pre Qualification Criteria S.No 4	The bidder should have positive Net Worth and should have not been eroded by more than 30% in the last three financial years ending on 31/03/2023	Request bank to relax the condition only to Positive net worth and suggest to remove 30% eroded clause for maximum number of participation	Bidder to comply with RFP terms and conditions.
67	76	Annexure 9	Technical Evaluation Criteria / Terminal Specifications S.No 4	Connectivity Wireless wide area GSM/GPRS compatible with 5G/4G/3G/2G + Wi-Fi + Bluetooth on 850/900/1800/1900 MHz: 2 Else:1	5G connectivity support need to be removed. Since the market cost of such devices are very high	Bidder to comply with RFP terms and conditions.

68	76	Annexure 9	Technical evaluation Criteria / Terminal Specifications S.No 4	Camera 0.3MP Front and 5MP Rear or above:2 Else:0	Request bank to remove the Front camera option and consider for 2MP Rear instead of 5MP	Bidder to comply with RFP terms and conditions.
69	12	5. Requirements details	5.25 The selected bidder/s is/are required to interact and integrate with all payment aggregators present in the market for tapping the merchant segment without any additional cost to the bank	The selected bidder/s is/are required to interact and integrate with all payment aggregators present in the market for tapping the merchant segment without any additional cost to the bank	Is integration with Payment Aggregators required from Day-one, or integration with the payment aggregator will be done as needed based on the bank's requirements?	As and when required by the Bank.
70	70	Annexure - 8 (Scope of Work)	C. The selected bidder to provide dedicated onsite resources for monitoring of the project/operational issues without any cost to the bank	C. The selected bidder to provide dedicated onsite resources for monitoring of the project/operational issues without any cost to the bank	How many resources required in Onsite. Also Please specify the Roles , Experiences	Atleast one resource is required for monitoring/coordinating on the project/operational issues without any cost to the bank
71	72	Annexure - 8 (Scope of Work)	2.1 All application/devices/service providers should invariably cimply Electronic Point of Sale Security standard such as PCI-DSS and PA-DSS	2.1 All application/devices/service providers should invariably cimply Electronic Point of Sale Security standard such as PCI-DSS and PA-DSS	Is compliance with PA-DSS mandatory? PCI-DSS covers all the requirements of PA-DSS.	Bidder to comply with RFP terms and conditions.

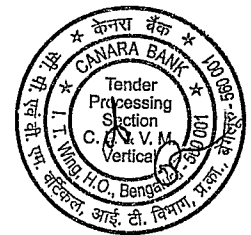|							
72	72	Annexure - 8 (Scope of Work)	2.7 The EDC terminals deployed by the bidder should be capable of providing Value-added services through the terminal e.g. Mobile Recharge, Bill payment, E-Ticketing, Cash @POS, EMI, Dynamic Currency Conversion & Multi Currency, Bharat QR on POS, UPI on POS , Android POS , NFC, Pay-by-link,Defferred-Auth(Offline) facility, accept NCMC & offline wallets etc, as and when required by Bank	2.7 The EDC terminals deployed by the bidder should be capable of providing Value-added services through the terminal 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, Pay-by-link,Defferred-Auth(Offline) facility, accept NCMC & offline wallets etc, as and when required by Bank	Is it necessary for terminals to have all the mentioned value-added services from day one, or is it sufficient for the terminals to be capable of providing the VAS, with integration occurring at a later date based on need?	As and when required by the Bank.
73	72	Annexure - 8 (Scope of Work)	2.8 Cost of patch and software upgradation, additional features in POS machine on account of regulatory,statutory, Network and security compliance shall be borne by the successful Bidder	2.8 Cost of patch and software upgradation, additional features in POS machine on account of regulatory,statutory, Network and security compliance shall be borne by the successful Bidder	Please specify what are the additional features in POS, you are looking at.	Value Added Services as per market standard shall be provided as and when required by the Bank.
74	61	Annexure - 2 (Pt. no. 9)	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 Bank in India and has installed minimum of 50,000 POS EDC / m-POS terminals	The installation of 50,000 devices has to be across different entities or for a single entity ?	The installation of 50,000 devices shall be across different entities/merchants

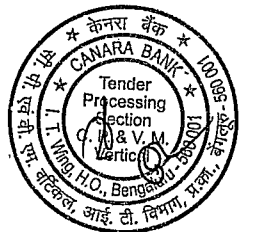|						
75	11	5.1	Requirement Details	The successful Bidder shall manage the end-to-end POS acquiring business ranging from Merchant sourcing, Documentation, On-Boarding of Merchants, Capital investment in procurement of POS machines, deployment of POS Machines, Merchant training/Education, maintenance of POS EDC terminals along with operating system & other peripherals, Attending Merchant queries/complaints, providing consumables, transaction processing,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 withCard 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.	Request clarity on merchant onboarding/sourcing process- who shall collect the documentation & conduct the KYC?	In case of Bank sourced merchants, Bank shall manage the documentation and KYC part.
76	12	5.8	Requirement Details	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 - Al Network charges including assessment fees) exclusive of GST & other applicable taxes	Can a clear format of expenditure borne by Service Providers be provided for calculation of commercials.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
77	12	5.9	Requirement Details	Al the other charges/expenses i.e., network switching 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	Can a clear format of expenditure borne by Service Providers be provided for calculation of commercials.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions.
78	14	6.1	Participation methodology	In this RFP either the authorized bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product. If participated, the bids of Principal/OEM/OSD and the authorized bidder/s are liable for rejection	Can the bidder participate with Third Party switch and what if the same Third party switch provided is also participating in the same RFP.	No

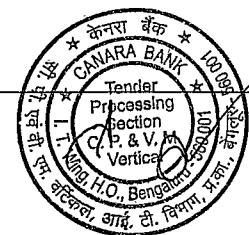|						
79	14	6.2	Participation methodology	If a bidder bids on behalf of the Principal/OEM/OSD, the same bidder shall not submit a bid on behalf of another Principal/OEM/OSD in this RFP for the same solution	Whether both the services providers can bid.	No
80	16	1.4	Completion of Certification Process	Completion of Certification Process	Rupay Certification generally takes 4-6 weeks, can this be extended.	Bidder to comply with RFP terms and conditions.
81	21	14.1	Subcontracting	Subcontracting	Since Bidder shall have to engage with switch partner for processing txns end to end, can the consent be taken after the bid is open.	Bidder to comply with RFP terms and conditions.
82	17	Section C- DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.2	1.1. For any delay in Installation of POS/EDC terminals, bidder shall be charged penalty for not adhering to the time schedule/TAT of installation/ installation/ repair/ replacement/ make terminal operational at the rate of Rs.150/- per day per POS/EDC terminal from the date of indent sharing till the date of installation.	Request bank to consider reducing the penalty to Rs 100/- per month, as the current penalty of Rs 150/- per day is high. Some locations may not be as easily accessible within the stipulated time schedule.	Bidder to refer Corrigendum-1
83	60	Annexure 2- Pre-qualification Criteria	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.	The bidder's positive net worth over the past three years should adequately fulfill the eligibility requirement. Given that companies in this sector make substantial investments in assets and development, it's essential to consider the depreciation of assets, which typically ranges to 30%. Therefore, asset-heavy companies often experience erosion in networth exceeding 30%. Similar to Payswiff, this is across all the industry players, which may lead to non-participation of quality companies. Hence, we kindly request the removal of the clause pertaining to erosion exceeding 30%	Bidder to comply with the RFP terms and conditions.

84	67	Annexure 5- Make in India Certifcate		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)	There are currently no known companies in India producing POS devices at a competitive prices with all requisite certifications mandated for POS. We recommend the requirement for this RFP shold be for the actual switching and processing software, middleware and infrastructure is developed in India with data residing within India are more critical, Therefore we request you to consider accepting a self-declaration for the above provided to have experience for atleast one PSU bank and a scheduled bank would be apt.	Bidder to comply with the RFP terms and conditions.
85	74	Annexure 8- Scope	5.1	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 to refer Corrigendum-1

86	78	Annexure 9-Technical Specifications	18	Soft pos	Request bank to clarify whether SoftPOS functionality must be integrated into a separate application or can be incorporated within the existing merchant application developed for Canara bank? If the latter is feasible, we kindly request the bank to consider adopting the device binding route instead of necessitating a separate application. This is because developing a distinct application would entail undergoing numerous certification processes like CPOC which attracts huge costs and increases the costs to bid.	- Bidder to comply with the RFP terms and conditions as the Soft PoS application should have our Bank's logo and SIM binding functionalities.
87	43	12. 1.	12. Intellectual Property Rights	Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.' Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder.	Need to understand if Consortium is allowed in this tender?	No. Bidder to comply with RFP terms and conditions

88	70	Annexure 8	Scope of Work	a. The scope of RFP involves 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 & l other peripherals, Attending Merchant queries, 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 Chargeback disputes etc. and incurring chargeback liability, any penalties from regulator/Network Associations for nc,m-compliqnce (including KYC), fraud liability, VISA VFMP, MasterCard QMAP & other r,etwork liabilities, on a Revenue Sharing Model with no cost to the Bank.	a) Need to understand the amount of paper rolls required in a month per POS device. B) How many De-installations and re-installations would be required in a month ?	Paper rolls shall be supplied as per number of transactions done by the merchant on a terminal. Please refer the below figures of Feb'2024 for your reference. Count of transactions: 15.52 lakhs Amount of Transactions: 653.11 Crores Installations: 4212 De-instalations: 1253
89	71	Annexure 8	1. Scope of Contract and Deliverables:	1.3. All the terminals deployed at Merchant locations should have Canara Bank branding with Canara Bank Name & Logo at prominent visible side of the deployed terminals.	Are logos needed as soft logo or hard stamped or stickers ?	It can be any type of logo (hard or soft)
90	71	Annexure 8	1. Scope of Contract and Deliverables:	1. 12. The bidder should have the capability to supply and install EDC terminals, Merchant Management and Training, while the Bank will provide the Lead and necessary assistance in sourcing the Merchants.	a) How many merchants are to be trained ? B) Will this be an ongoing process ?	The successful bidder shall give proper training to the counter staffs who will be handling the PoS at the time of installation visit. This is an ongoing process as training may be required due to change of counter staff or any other reason.
91	72	Annexure 8	2. The Bidder shall comply with / provide confirmation on the following:	he 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, Pay-by-Link, Deferred-Auth (Offline) facility, Pre-Auth facility, accept NCMC & offline wallets etc, as and when required by the Bank.	Are these to only value add service to be provided ?	Yes, these are the most common VAS used on PoS terminals. The successful bidder should provide any emerged VAS in the market on the terms mutually agreed with the Bank.

92	81	Annexure-11	Undertaking of Authenticity	We hereby undertake that all the hardware components/parts/assembly/software's used in this solution under the above like Servers, Switches, Hard Disk, Monitors, Memory etc., shall be original new components /parts /assembly /software only from respective OEMs/OSDs/OSOs of the products and that no refurbished / duplicate / second hand components I parts / assembly / software are being used or shall be used.	Need to know if the POS server should be provided by the Bidder or it would be provided by the Bank?	PoS server to be provided by the successful bidder/s only.
93	NA	NA	General	No of Concurrent Users	How many concurrent users are there	Details shall be shared with sucessful bidder only
94	NA	NA	General	Max Transaction per Day	What is the number of transactions per day	Approximate 51k number of transactions per day
95	NA	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Approximate 51k number of transactions per day
96	NA	NA	General	Any Document Upload Permitted	Is there any document upload required	All documents requested in the RFP should be submitted on due date, at the venue mentioned in the RFP document
97	NA	NA	General	Max Size of File in MB	What is the file Upload size in MB	Query is not clear
98	NA	NA	General	Max Files per User	What is the file upload per user required	Query is not clear
99	NA	NA	General	Database Backup Policy	What is the database back policy	Requested details cannot be shared
100	NA	NA	General	Database Retention Policy	What is database retention policy	Requested details cannot be shared
101	NA	NA	General	DC - DR Policy	What is Data recovery policy	Requested details cannot be shared
102	NA	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Recovery point objective (RPO) decribes a period of time in which an enterprise 's operations must be restored following a disruptive evenet e.g., a cyberattack ,natural disaster or communications failure.
103	NA	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Recovery Time of object (RTO) is the maximum acceptable amount of time for restoring a network or application and regaining access to date after an unplanned disruption
104	NA	NA	General	Data Archival Policy	What is the current data archival policy	Requested details cannot be shared

Date: 14-03-2024
Place: Bengaluru

Deputy General Manager