Sn No.	Page No.	Description In RFP	Clause No.	Query	Additional remark	NPCI Response
1				Do we need to pay for the bid immediately or along with submission of bid.		Pls refer clause 2.4: Cost of the RFP.Bidder should enclosed Bid Cost DD/Pay order in Envelope-A at the time of Bid
2	14	The Escrow costs shall be borne by BIDDER	3.2	1] Bidder is not aware of the Escrow agent. Bidder cannot factor the cost in bid price.	1] It would be better if NPCI bears this cost	NPCI will bear cost of escrow.
3	28	SLA & Penalty	8.6	1] Can this have an upper ceiling?	1] It cannot be open ended 2] It should be capped appropriately	The vendor shall guarantee Prepaid System Uptime of 99.50% per year. If downtime of Prepaid system services goes below 99.50% annually, a penalty of INR 3,000 for each 0.01% downtime below 99.50% will be changed. Uptime of 99.50% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.
4	31	Payment Terms	8.13.2	1] For Phase 2, the rates are to be quoted now? 2] Or are they to be quoted later?	1] Clarification is needed because no section provided to quote them in the bid	Please refer RFP in this regard.
5	29	Performance Based Guarantee	8.8.2	1] For Phase 2, it is very high	1] Paying against total business volumes is inappropriate. Total volumes can probably run Crores and hence this amount should be adequately reduced / clarified	NPCI will consider 10% of portfolio spends or 25 lacs whichever is lower.
6	30	Deliverables	8.1	1] The source code will already be in Escrow.	1] We can provide the license to use the system. But need clarification on Source Code clause	Escrow Mechanism is already explained in clause # 3.2
7	41	(50) Welcome Kit contents	9.1.2	1] No exact specifications for this are mentioned	1] Need clarifications about the exact details of plastic, type of card pouch, user guide, stationary, etc. Else, it is difficult to derive the cost for bidding purpose	Standard Welcome Kit elements are mentioned in the RFP - Clause # 9.1.2. In case bank wish to have additional WK collaterals then the pricing for such WK collaterals to be closed between selected bidder and bank.
8	64			1] Please Note: Taxes as applicable from time to time shall be paid by the bank	1] Why all inclusive rates are to be quoted then? 2] It's a contracdiction and hence clarification is needed	Commercial Proposal will be exclusive of taxes.
9		Criteria for L1		1] L1 will be short-listed on basis of NET prices or GROSS prices?	1] NET prices would be excluding all the taxes and duties 2] GROSS prices would be inclusive of all taxes and duties 3] Which price will be considered in this case?	Pls refer clause 7.4 of the RFP
10			Section 8.10 : Phase II & Phase III	Is the bidder expected to retain "program management services"(card embossing, card mailer etc.) in these phases, in case he was requested to perform these activities in Phase 1.		Bank may continue with such services.
11			Section 8.10 : Phase II & Phase III	What would be the responsibilities of the bidder for ongoing support and maintenance of NPCI system once the migration and/or license framework is completed ?		In PhasII : While the program is run and managed out of NPCI premises it is expected that the bidder(s) will continue to provide all the operations support as under Phase I as it continues to generate billing to the bank. In Phase III: Post migration NPCI will decide in the support required from the vendor and will articulate it at that time.

12			Section 8.10 : Phase II & Phase III	Will the bidder (prepaid solution provider) be the only party entitled to modify the source code under agreed commercial framework or this would be left to NPCI discretion ?		Phase I & Phase II : Any changes required on account of regulatory changes / bank product requirement shall be made by the vendor. Phase III : As per escrow arrangement
13			Section 8.11 : Phase 1	Please provide high level information on no of banks and prepaid programs\volumes which should be onboarded within the timeline (4 months or 120 days from date of award) mentioned here		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder(s) are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
14			Sr No 1	Consumer: what is Privacy as referred to?	Could you please provide the RuPay and 2FA (2 Factor Authentication) guidelines documents from RBI?	To be able to enable create a card for a small value for certain private purchases. 2FA guidelines will be shared with selected bidder(s).
15			Sr No 3	Is there a standard system specified by NPCI/RBI for biometric ATM in use or do we provide one?		The bidder(s) has to do interface with NPCI. NPCI is already connected with UIDAI. When a customer initiate a transaction at a ATM/biometric ATM the system should be capable of authenticating / declining the transaction basis the response recived from UIDAI to NPCI and then NPCI to Prepaid System.
16			Sr No 4	Should dormant accounts be closed?		System should have capability to configure as per each banks product proposition.
17			Sr No 5	Does it need to specify a maximum spend at particular merchant types?		Spends at MCC level should be configurable
18			Sr No 7	What are defined as negative files?		Certain transactions / terminals / ATMs / MCCs could be barred for certain activities or as decided by banks from time to time.
19			Sr No 10	In what circumstances do we really need to do signature authentication?		System should have the capability as we would like to keep this open for specific product type
20			Sr No 44	Is hot listing still used?		Yes
21	14	License to Escrowed Materials.	Section 3- Escrow Mechanism	Request the NPCI to clarify what are the release condition during which this clause can be invoked		No change in RFP
22	18	Prices quoted in the bid should include all costs including all applicable taxes, duties levies, VAT/Sales Tax/Service Tax, fees etc. whatsoever, except octroi.	Section 5 - Instruction to Bidders	The service Provider will not be privy to any new taxes that may get introduced in the future or changes in tax structure. Request NPCI to consider prices exclusive of all applicable taxes. Also in Annexure C2- Price format (page no -64) it is stated that "Taxes as applicable from time to time shall be paid by the bank". This is in contradiction to clause 5.6.1. Request NPCI to consider prices exclusive of all applicable taxes.		Commercial Proposal will be exclusive of taxes.
23	22	Weightage table	Section 5 - Instruction to Bidders	Need to understand how the TCO will be arrived with the given weightage as the volumes for transactions and cards are not given in the commercial proposal.		For the purpose of the evaluation of TCO purely for the purpose of the evaluation and not indicative business numbers. The following volumes will be considered for year 1. A) Number of Banks – 7 B) Number of Cards – 2.5 million C) Transaction Count – 12 million D) Man hours for Change Request – 100

24	23	NPCI reserve the right to select more than one vendor for the deployment of the centralised prepaid solution.	Section 5	Request NPCI to clarify how many vendors will be selected for deployment and the method in which the contract will be distributed among the selected vendors. Would the distribution be done bank-wise or volume-wise		Pls refer clause 5.26.7 of RFP
25	27	The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to NPCI.	Section 8 - Terms and Conditions	Hope any increase in taxes,duties,charges and levies shall be borne by the bank. Request NPCI to clarify.		Pls refer clause 8.3 of RFP
26	28	The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date or such other extended period as may be mutually agreed by the Parties.	Section 8 - Terms and Conditions	In Section 8.4, the contract period is indicated as five years that contradict the tenure indicated in Section 8.6 c). Kindly confirm if the bidder can consider the term of the agreement as five years		NDA will be for 5 years
27	28	The Prepaid solution vendor will invoice the banks for their respective programs and collect the fees as applicable on a quarterly basis.	Section 8 - Terms and Conditions	Since the service providers would invest significantly on the infrastructure, resources and management of the prepaid services, the invoicing and payments may be considered on a monthly basis.		No change in RFP
28	28	Bank has evaluated the technical aspects and selected the prepaid platform provider on the basis of its own evaluation. NPCI is not a party to the selection process of prepaid platform provider selected by the bank.	Section 8 - Terms and Conditions	Does this program warrant banks to sign-up with the selected service provider for all RuPay prepaid card programs or would the bank continue to use their existing prepaid platforms to support RuPay cards? If the proposed system would be positioned as a centralized prepaid platform after due evaluation by NPCI, what is expected of individual banks towards evaluation of the platform?		The banks will have the rights to choose between Centralised Prepaid Solution or use existing prepaid program
29	28	SLA and Penalty	Section 8 - Terms and Conditions	The uptime requirements stipulated in the RFP is very steep. Leading service providers offer up to 99.5% uptime. This would be also based on scheduled maintenance and downtime requirements. Hence request that the uptime requirement be capped at 99.5%		Successful Bidder shall guarantee Prepaid System Uptime of 99.500% per year. If downtime of Prepaid System services goes below 99.500% annually, a penalty of INR 3,000.00 for each 0.01% downtime below 99.500% will be charged. Uptime of 99.500% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank as advised by NPCI.
30	29	After the receipt of all the deliverables as mentioned in the RFP terms, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the supplier and representative of NPCI	Section 8 - Terms and Conditions	Trust post acceptance by NPCI, all changes/ enhancements sought by NPCI and/ or banks would be chargeable.		Pls refer section-3 of SOW. Bidder(s) has to complete the Job as per SOW mentioned in RFP
31	30	The vendor shall not market the application enhancements / customisation made on account of the recommendations and product design made by NPCI for a period of 36 months from the date of making the enhancement live.	Section 8 - Terms and Conditions	The vendor needs to make changes in the product based on the requirements in the market and already available as part of the product road map. Hence request NPCI to revisit the clause.		No change in RFP

32	31	Phase III - NPCI will raise invoices to respective banks and recover the fees	Section 8 - Terms and Conditions	Trust the payment to the service provider would be made by NPCI directly ir-respective of NPCI's billing to/ collection from respective banks as the service provider is not privy to the arrangement NPCI would have with the banks. There is no specific place holder given the commercial format to quote a monthly subscription fee. Request NPCI to clarify. Also need to know whether operations support is part of the scope. Trust the commercials to be quoted in Annexure C2 would apply for both Phase I and Phase II. Would the agreement on the commercials be between the service provider and the bank or between service provider and NPCI? For the license fees to be quoted under Annexure C3, there is no provision to quote for the AMC and ongoing enhancements. Request NPCI to include a provision to allow the bidder to quote for the AMC and man-hour cost for ongoing enhancements.		RFP clause 8.13.2 states that Payment will be made by the banks to the prepaid bidder(s) directly. NPCI is not responsible for payment from bank to bidder(s). Bidder (s) to quote as per provided format only. Commercials will apply for Phase I & II only. Commercials will be a part of agreement between bank and successful bidder(s). However this will also be a part of the agreement between NPCI and selected bidder/s. The enhancements will be covered under escrow. while NPCI being the license owner would evaluate a need for AMC and accordingly engage the services of the vendor.
33	33	Termination of Purchase Order - for Convenience NPCI by written notice sent to the Bidder may terminate the Purchase order in whole or in part at any time for its convenience giving one month prior notice.	Section 8 - Terms and Conditions	Considering the strategic nature of the deal, Bidders will be making considerable investments to support the bank's issuance plan. Request NPCI to consider Termination option only in the event of an uncured breach. Terminating the contract for convenience before the duration of the contract would result in under recovery to the service provider. We request that NPCI does not terminate the contract for convenience or without assigning any reason and can terminate the contract only on account of material breach and if the default is not cured within the notice time of 60 days.		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder(s) are not required capacity enhancement at the onset. Any capacity enhancment that is required may be done when the business volumes demand the same. No change in RFP terms as far as termination terms are concerned.
34	62	Commercial Bid Form - Having examined the Bidding Documents placed along with the above referred RFP, we, the undersigned, offer to provide the required services in conformity with the said Bidding documents for the sum of Rs…… (Rupees all inclusive and except octroi)	Annexure C1	The price bid format has multiple components and there is no provision to calculate the TCO. What value is expected to be included in this section?		For the purpose of the evaluation of TCO purely for the purpose of the evaluation and not indicative business numbers. The following volumes will be considered for year 1. A) Number of Banks – 7 B) Number of Cards – 2.5 million C) Transaction Count – 12 million D) Man hours for Change Request – 100

35	63	Procurement of plastic, Card Pouch, embossing/ personalisation, stuffing and other card related stationary like User Guide, PIN mailer, Card Mailer, if opted by the bank	Annexure C2	The cost of stationery depends on volumes and specifications. Since the rate is to be quoted on volume slab basis, can the service provider assume the specifications of the stationery items? Since the scope of providing plastic, stationery, personalisation services are optional, request that the commercials to be quoted for this component be not considered for the L1 calculation. Request NPCI to provide the basis of arriving at L1 price with illustration.		Welcome Kit elements are mentioned in the RFP - Clause # 9.1.2. In case bank wish to have additional WK collaterals then the pricing for such WK collaterals to be closed between selected bidder and bank. NPCI will prescribe as below Slab Per Card (In Rs) %age allocation for commercial evaluation Upto 10 thousand - 25% Above 10 thousand and upto 25 thousand - 50% Above 25 thousand - 25%
36	63	Fee C - In case of bank decides to go for 'Fee C' then payment will be done basis slab as tabulated above. A payment calculation shall be done basis total cumulative cards procured by the bank annually slab wise.	Annexure C2	The cost of plastics and stationery depends on volume per lot. The slab rates should apply for each order lot per card variant and not on annual cummulative basis as the service provider would need to procure the cards, stationery based on the individual bank's requirements. Alternately, each bank should provide the order quantity annually in advance to enable the service provider to take care of the procurement accordingly.		Please quote as per slab provided
37	28, 34	Penalty and Liquidated Damages	Section 8 - Terms and Conditions	The penalty and liqudated damages need to be caped to higher limit of one month billing value.		Liquidated Damages - No change in RFP Penalty - The vendor shall guarantee Prepaid System Uptime of 99.50% per year. If downtime of Prepaid system services goes below 99.50% annually, a penalty of INR 3,000 for each 0.01% downtime below 99.50% will be changed. Uptime of 99.50% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.
38			General	Request NPCI to share the word document of the RFP to enable the bidder to respond to the RFP in the required format.		Word document of Annexures cannot be provided
39	9	Last date and time for bid submission	Section 1 - Bid schedule and address	The RFP is exhaustive in nature and involves multiple phases. The RFP also requires a comprehensive response and multiple commercial components to be proposed. Some of the commercial components would also have a dependency on the clarification received from NPCI on the queries raised by the bidders. Hence considering the same, request that the date of submission be extended by at least one week as there would be limited time between the pre-bid meeting and the date of submission of bids.		No change in RFP

40	13	NPCI and BIDDER shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the current copy of the source code, object code, and documentation for each product (the "Escrowed Materials"). NPCI and escrow agent shall decide the escrowed material. NPCI decision in this regards shall be treated as final and binding. NPCI reserves the right to carry out testing either themselves or by an acceptable third party for source code or any other material to be included in the Escrow Materials for the purposes of creating an escrow with the escrow agent acceptable to the NPCI.	3.2	Can the Escrow agent be located outside of India.		No
41	28	The vendor shall guarantee Prepaid System Uptime of 99.982% per year. If downtime of Prepaid System services goes below 99.982% annually, a penalty of INR 3,000.00 for each 0.01% downtime below 99.982% will be charged. Uptime of 99.982% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.	8.6	What will be the method of calculating prepaid system uptime, will partial system non-availability be treated as downtime or only when the whole Prepaid solution is not available it will be counted against uptime SLA.		Both - partial as well as whole system
42	28	The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date or such other extended period as may be mutually agreed by the Parties.	8.6	How does NPCI guarantee profitability to the company if the prepaid solution is not extended beyond 3 years and this initiative is terminated.		NPCI cannot take any responsibility inthis regard. The arrangement is purely betn bank and vendor.
43	28	The Prepaid solution vendor will invoice the banks for their respective programs and collect the fees as applicable on a quarterly basis. For invoices raised to Banks by Prepaid vendor the payment will be released within 30 days of the receipt of the Invoice.	8.6	Will NPCI play any role in ensuring timely payments of invoices by the banks?		It will be part of Agreement
44	30	Delivery schedule for all three phases is tabulated below	8.11	Will NPCI allow the service provider to define the time period for migration of programs from vendor premise to NPCI hosted solution based on volume of programs to migrate		It is defined in the RFP
45	33	The term of this Contract shall be initially for a period of Five years subject to annual performance review.	8.17	Page 28, section 8.6 states agreement is valid only 3 years. This term states that the contract is valid for 5 years. Can NCPI confirm the difference in both the clauses.		NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.
46	63	Price Format	Annexure C2	Has NPCI done any projection based on which price can be quoted.		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
47	27	8.4 Contract shall be initially for a period of five years from date of acceptance 8.5 Within 30 days of receipt of the Notification of Award the successful Bidder shall execute the Contract with NPCI. The term of this Contract shall be initially for a period of five years commencing from the date of the site acceptance by NPCI.	8.4 & 8.5	Request NPCI to clarify whether the Contract period would commence from the "Date of Acceptance" or "Date of Acceptance of Site by NPCI" - Kindly Define Date of Acceptance		Pls refer clause 8.5 of RFP

48	28	A penalty of INR 3,000.00 for each 0.01% downtime below 99.982% will be charged.	8.6 b)	Request NPCI to kindly reduce on the Penalty charges as the same seems to be on the higher side.		The vendor shall guarantee Prepaid System Uptime of 99.50% per year. If downtime of Prepaid system services goes below 99.50% annually, a penalty of INR 3,000 for each 0.01% downtime below 99.50% will be changed. Uptime of 99.50% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.
49	28 & 27	8.6 c) The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date or such other extended period as may be mutually agreed by the Parties. 8. 4 Contract shall be initially for a period of Five Years	8.6 C) & 8.4	Request NPCI to kindly clarify on the Tenure of the Contract		It is mentioned in the RFP
50	28	NPCI role limited to assignment of IIN for banks, establish connectivity with prepaid platform provider, RuPay certification of prepaid platform provider/s and processing of transactions routed through NFS and RuPay network.	8.6 e)	Are there going to be any charges levied to the vendor for RuPay certification of prepaid platform provider/s and processing of transactions routed through NFS and RuPay network?		TPP/ TSP charges as prescribed NPCI for RuPay Certification will apply. Selected bidder will have to establish connectivity with NPCI at own cost.
51	14	License to Escrowed Materials. BIDDER/IP Owner shall ensure NPCI that in any case covered by release conditions when the release is sought, it shall have a worldwide, non-transferable, exclusive, perpetual, irrevocable and fully paid-up license to modify, enhance, translate, convert, recompile, reverse engineer, upgrade and otherwise prepare derivative versions of the Escrowed Materials that the NPCI can receive in the manner provided herein, including the right to authorize others to do the foregoing on behalf of NPCI or its affiliates and to authorize thereafter the NPCI or its affiliates the authorized use of the products.	3.2 C)	Request NPCI to kindly put some light on the meanings of the terms to the context of this arrangement mentioned in the points: 1. Exclusive, Convert, Translate, Reverse engineer & prepare derivative versions.		Bidder / IP owner shall ensure NPCI that in any case covered by release conditions when the release is sought, it shall have a worldwide, non-transferable, non-exclusive, perpetual, irrevocable and fully paid up license to modify, enhance, translate, convert, recompile, reverse engineer, upgrade and otherwise prepare derivative versions of the Escrowed Materials that the NPCI can receive in the manner provided herein, including the right to authorize others to do the foregoing on behalf of NPCI or its affiliates and to authorize thereafter the NPCI or its affiliates the authorized use of the products.
52		Others		The Agrement with the bank at a later stage for offering the solution will it be a bipartite agreement or a tripartite agreement.		Between bank and choice of bidder
53	18	Prices quoted in the bid should include all costs including all applicable taxes, duties levies, VAT/Sales Tax/Service Tax, fees etc. whatsoever, except octroi	5.6.1	Can the price quoted be exclusive of Taxes, as the tax rate may vary over the period of the contract?		No
54	27	Contract shall be initially for a period of five years from date of acceptance. NPCI reserves the sole right to extend the term. NPCI shall notify its decision to extend the term at least 6 (six) months prior to the expiry of the term.	8.4	These terms seem contradictory. Request further clarification on the Contract term		there is no contradiction
55	27	The term of this Contract shall be initially for a period of five years commencing from the date of the site acceptance by NPCI.	8.5			NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.
56	28	The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date or such other extended period as may be mutually agreed by the Parties	8.6.c			NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.

57	28	**NPCI Role and Responsibility** NPCI role limited to assignment of IIN for banks, establish connectivity with prepaid platform provider, RuPay certification of prepaid platform provider/s and processing of transactions routed through NFS and RuPay network	8.6.e	Please provide clarity on the expected connectivity requirement between 1- NPCI and Platform Provider 2- Platform Provider and Client Bank/Branches, in terms of Networking as well as Cost implications		It is defined in the RFP
58	27	The term of this Contract shall be initially for a period of five years commencing from the date of the site acceptance by NPCI.	8.5	What does it mean by " Site acceptance" to calculate the term of contract. Please specify the significance of " site acceptance"		It may be treated as System Acceptance'
59	28	Penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.	8.6 (b)	We suggest that the total monthly Penalty be capped in terms of billing		Pls refer clause 8.7: Acceptance procedure
60	29	Basis the 10 % of the Business volume (Cash & POS spends on Prepaid portfolio put together) or Rs. 25 Lacs whichever is higher	8.8.2	Performance guarantee amount, derived as a percentage of Business volume is very steep. Can we look at an alternate approach here		Basis the 10 % of the Business volume (Cash & POS spends on Prepaid portfolio put together) or Rs. 25 Lacs whichever is lower
61	29	After the receipt of all the deliverables as mentioned in the RFP terms, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the supplier and representative of NPCI.	8.7	More clarification required. Also, please explain the objective of this clause?		Acceptance procedure is bidder has done the work as per deliverable & SOW
62	33	Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights	8.18	Who would be owner of IP?		IP continues to be with the platform provider. NPCI reserves the right to invoke the Source Code on emergence of the release conditions.
63	33	The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the Purchase Order. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities	8.19	Are Indemnity , Penalty and Liquidated damges part of total liability ? Can bidder total liablity under contract be restricted to % of Annual contract value instead of liability under each purchase order as mentioned in RFP?		No change in RFP
64	33	For convinience NPCI by written notice sent to the Bidder may terminate the Purchase order in whole or in part at any time for its convenience giving one month prior notice	8.20	This is contradactory. Clause 8.6 (c) provides termination notice period 120 days		There is no contradiction. 120 days pertains to agreement with the bank.
65	33	For Nonperformance NPCI reserves its right to terminate the Purchase order in the event the Bidder repeatedly fails to deliver in accordance with the scope of work given in the Purchase Order	8.20	Cure period is required to rectify the defects		Period is defined.
66	63	One time set-up fee for the prepaid program as defined in the Technical Specification : Per bank	A	For providing the fee, per bank, we would require to know the minimum number of banks , number of branches that will access the system, to enable apportioning the cost		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.

67	63	Per transaction	B	Need clarity on the definition of a trasanction here. We presume, this would include all sucessful as well as unsucessfull requests with all Approved/declined transactions too Also, we would require data on the expected volumes of transaction in the first year and the expected growth in these volumes over a period of 5 years.		Only successful transactions. The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
68	63	Procurement of plastic, Card Pouch, embossing / personalisation, stuffing and other card related stationary like User Guide, PIN mailer, Card Mailer, if opted by the bank	C	This cost may vary based on the banks preference on the variant requested and also on the quality of card/stationary requested for.		Please quote as per slab provided
69	64	Please Note: Taxes as applicable from time to time shall be paid by the bank.	Note	This is in contradiction to the point 5.6.1 in the RFP. Please clarify		Commercial Proposal will be exclusive of taxes.
70	67	NA	NA	Are there any restrictions on the Banks(Public/Pvt/Scheduled/ International) on which the Bank Guarantee needs to be issued??		BG is as per NPCI format
71	72	This Agreement shall remain valid from the date last written below until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of three years after the termination / expiry of this Agreement	Article 12	As contract is for a period of 5 years , NDA should be also required for period of 5 years		NDA will be for 5 years.
72	NA	General Queries	NA	We would need to understand the Manpower management and the cost implications for the operational activities in light of the three phases mentioned in the RFP. We understand that in the First Phase, the Entire Operations would be managed by Vendor. However, need further clarity on the same wrt to the Second and Third phase where the system would be at NPCI Premises.		as per RFP document.
73	NA	General Queries	NA	Annual Maintenance Contract for the Licensed Model has not been asked for. Is it expected as part of commercial proposal? If so, the format to be provided		NO
74	NA	General Queries	NA	Please provide clarity on the expected Service Level Agreements (SLA's) and also if there would be separate SLA's between the Service Provider and NPCI and a separate SLA between the service provider and Client Bank?		yes. As per clause 8.6 b
75	13	NPCI and BIDDER shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the current copy of the source code, object code, and documentation for each product	3.2 Escrow Mechanism	Is NPCI open to the option of signing the Escrow agreement with the Prepaid Solution vendor who will be a member of the consortium rather than the bidder who is an SI ?		Escrow should be with the owner of the solution
76	30	Terms of Delivery	8.11	Is NPCI willing to relax the implementation timeline for each phase of the project?		No change in RFP
77	30	Terms of Delivery	8.11	What is the start date of Phase I of the project?		Pls refer clause 8.11, Term of delivery
78	31	Payment Terms	8.13	Can the Program owner negotiate the Payment terms for the various commercial components seperately with each participating bank?		No change in RFP
79	31	Payment Terms	8.13.2	Will NPCI accept the commercials which exclusive of all taxes, duties, charges and levies?		Commercial Proposal will be exclusive of taxes.

80	31	Price	8.14	Will it possible for the Program owner to increase the price due to additional functionality required by individual banks using the shared Prepaid Solution?		No change in RFP
81	27,28	8.4 – Contract shall be initially for a period of five years from date of acceptance. 8.6 © - The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date.	8.4, 8.6	Please clarify the duration of the contract is it 5 years or 3 years		NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.
82	65	Undertaking "We understand NPCI rserves the right to buy license from us or take a decision to develop the application in-house"	Annexure C3 - License Cost	Is NPCI willing to modify this undertaking to guarantee the Purchase of the License of the Software from the Prepaid Solution owner		No change in RFP
83	8.6	The vendor shall guarantee Prepaid System Uptime of 99.982% per year	Contract Amendments	To guarantee a high uptime, we would be required to configure replication between DC and DR. Would this be accpetable to NPCI?		Please explain method of replication.
84	18	The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.	5.9.4	Request NPCI to delete this as violation of RFP cannot be a ground for forfeiture since the RFP itself is not a binding document.		No change in RFP
85	27	Contract shall be initially for a period of five years from date of acceptance . NPCI reserves the sole right to extend the term. NPCI shall notify its decision to extend the term at least 6 (six) months prior to the expiry of the term. In case there is no such notification for extension of term of contract, however, the successful bidder shall ensure to perform all obligations as per contract for a period of 6 months beyond the term of contract.	8.4	Contract shall be initially for a period of five years from date of acceptance and any extension thereof shall be subject to mutual consent. ~~NPCI reserves the sole right to extend the term. NPCI shall notify its decision to extend the term at least 6 (six) months prior to the expiry of the term. In case there is no such notification for extension of term of contract, however, the successful bidder shall ensure to perform all obligations as per contract for a period of 6 months beyond the term of contract.~~		No change in RFP
86	29	After the receipt of all the deliverables as mentioned in the RFP terms, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the supplier and representative of NPCI	8.7	After the receipt of all the deliverables as mentioned in the RFP terms, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the supplier and representative of NPCI. Provided, however, if the Acceptance Certificate is not provided within 15 days of receipt of delivery, the Deliverables will be deemed to have been extended.		No change in RFP

87	31	The Bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from (i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement, (ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder, (iii) bonafide use of the deliverables and or services provided by the Bidder	8.16	The Bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly ~~or indirectly~~ from. ~~(i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,~~ ~~(ii) breach of any of the terms of this Agreement or breach of any representation or warranty or~~ false statement or false representation ~~or inaccurate statement or assurance or covenant~~ by the Bidder, Also remove 'However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities'. same for point no (iii) on page 33 and wherever else occurring.		No change in RFP
88				The Bidder shall further indemnify NPCI against any loss or damage caused by or directly attributable to the Bidder and arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time, provided however, NPCI notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related settlement negotiations. Bidder shall be responsible for any loss of data, loss of life, ~~etc,~~ caused by or directly attributable to the ~~due to acts of~~ Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk. The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against third party claims, losses, and liabilities arising from: 1. Non-compliance of the Bidder with Laws / Governmental Requirements. 2. Intellectual Property infringement or misappropriation. 3. Gross Negligence and wilful misconduct of the Bidder, its employees, sub-contractor and agents. ~~4. Breach of any terms of Agreement, Representation or Warranty.~~ ~~5. Act of omission or commission in performance of service.~~		No change in RFP
89	33		8.19	to remove 'However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.		No change in RFP
90	33		8.20	We would request NPCI to put cap of 10% of order value		No change in RFP

91	35			8.23	Request to delete: In case of order cancellation, any payments made by NPCI to the Bidder would necessarily have to be returned to NPCI with interest @15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the contract and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.		No change in RFP
92	34				to remove 'Due to negligent act of the Bidder, if NPCI suffers losses, and incurs damages, the quantification of which may be difficult, the amount specified hereunder shall be construed as reasonable estimate of the damages and the Bidder shall agree to pay such penalty as defined hereunder'		No change in RFP
93	45			Annexure B	~~We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.~~ We undertake to comply with the terms and conditions of the bid document, subject to the deviations provided herein. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.		No change in RFP
94				To insert	In the event of termination of a Statement of Work hereunder, Company shall pay Bidder, all fees as specified in the Statement of Work and expenses up to the effective date of the termination, including work in progress, and including the applicable notice period irrespective of whether Company requires Bidder's services during same. Further, if this Agreement is terminated before all Statements of Work executed hereunder are terminated or completed, the terms of this Agreement shall remain in full force until the termination or completion of such Statements of Work.		No change in RFP
95				To insert	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Implementation Partner will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. Absent a signed Change Order, Implementation Partner shall not be bound to perform any additional services. The parties agree to negotiate in good faith all Change Order proposals.		No change in RFP

96			To insert	Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits.		No change in RFP
97	28	f) Selection of Centralised Prepaid Vendor by Bank Bank has evaluated the technical aspects and selected the prepaid platform provider on the basis of its own evaluation. NPCI is not a party to the selection process of prepaid platform provider selected by the bank.	8.6	Which Banks are part of this RFP?		Banks who have approval from RBI to issue Prepaid Cards may avail the services of the selected bidder(s)
98	28	b) The vendor shall guarantee Prepaid System Uptime of 99.982% per year. If downtime of Prepaid System services goes below 99.982% annually, a penalty of INR 3,000.00 for each 0.01% downtime below 99.982% will be charged. Uptime of 99.982% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank.	8.6	How will the prepaid system uptime be calculated? Will partial system non-availability be treated as downtime or only when the whole Prepaid solution is not available.		Both - partial as well as whole system downtime will be considered
99	30	Delivery schedule for all three phases is tabulated	8.11.1	a) What is the time period for the implementation of Phase 2 & Phase 3 once the Phase 1 is successfully implemented? b) Will NPCI allow the service provider to define the time period for migration of programs from vendor premise to NPCI hosted solution based on volume of programs to migrate?		Pls refer 8.11 for Terms of Delivery. Phase-wise delivery is mentioned in tabular sheet
100	33	The term of this Contract shall be initially for a period of Five years subject to annual performance review.	8.17	Page 28, section 8.6 states agreement is valid only 3 years, However Page 33 section 8.17 states contract for 5 years, Please confirm the difference in the validity period.		NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.
101	63	Price Format	Annexure C2	Are there any volume and value projections / estimations done by NPCI or the Banks to enable us create a suitable proposal?		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
102	28	The Prepaid solution vendor will invoice the banks for their respective programs and collect the fees as applicable on a quarterly basis	8.6 Contract Amendments d) Payment Terms	Can Vendor raise the invoice monthly insttead of quarterly.		No change in RFP
103	3	Further, NPCI reserves the right to select more than one vendor for the deployment of the Centralised prepaid solution	Disclaimer	Requesting NPCI to clarify the proceess of selection of more that 1 one vendor .		Pls refer clause 5.26.7 of RFP

104	35	In case of order cancellation, any payments made by NPCI to the Bidder would necessarily have to be returned to NPCI with interest @15% per annum from the date of each such payment.Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the contract and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	8.23 Notification of Award / Order cancellation. b)	Requesting NPCI to waive the clause.		No change in RFP
105	13 of 73	NPCI reserves the right to carry out testing either the mselves or by an acceptable third party for source code or any other material to be included in the Escrow Materials for the purposes of creating an escrow with the escrow agent acceptable to the NPCI.	Section 3 - Scope of Work3.2 Escrow Mechanism	Please clarify who would bear the Cost of tester and verification of escrow materials?		It is defined in the RFP
106	13	License to Escrowed Materials. BIDDER/ IP Owner shall ensure NPCI that in any case covered by release conditions when the release is sought, it shall have a worldwide, non-transferable, exclusive, perpetual, irrevocable and fully paid-up license to modify, enhance, translate, convert, recompile, reverse engineer, upgrade and otherwise prepare derivative versions of the Escrowed Materials that the NPCI can receive in the manner provided herein, including the right to authorize others to do the foregoing on behalf of NPCI or its affiliates and to authorize thereafter the NPCI or its affiliates the authorized use of the products.	Section 3 - Scope of Work3.2 Escrow Mechanism	What if the technology is already implemented for some bank in India commercially?		No change in RFP
107	22	Weightable table for commercial bid	Section 5 - Instruction to Bidders5.26 Bid Evaluation Process5.26. 5	Request you to kindly explain the weightage table for commercial bid to arrive at L-1 vendor and how the computation will be done?		Slab Per Card (In Rs) %age allocation for commercial evaluation Upto 10 thousand - 25% Above 10 thousand and upto 25 thousand - 50% Above 25 thousand - 25% For the purpose of the evaluation of TCO purely for the purpose of the evaluation and not indicative business numbers. The following volumes will be considered for year 1. A) Number of Banks – 7 B) Number of Cards – 2.5 million C) Transaction Count – 12 million D) Man hours for Change Request – 100
108	23	NPCI reserves the right to select more than one vendor for the deployment of the Centralised prepaid solution.	Section 5 - Instruction to Bidders5.26 Bid Evaluation	Kindly explain the model which will be adopted by NPCI if it selects more than one vendor for deployments of the centralized Prepaid solution. Would NPCI split the prepaid card issuance across these vendors in any particular ratio?		Pls refer clause 5.26.7 of RFP

109	23	Post selection of the L1 vendor, in order to arrive at the second vendor for deployment of the centralised prepaid solution the next best vendor will be requested to match the quote of the L1 vendor.	Section 5 - Instruction to Bidders5.26 Bid Evaluation Process5.26.7	What percentage of prepaid processing work will be offered to L2 or other vendors, if they match L1 price?Will the split happen between L1 and the matching vendor (only 2 vendors)?How will the split function - will it be bankwise or programwise?		Bank will choose the vendor. NPCI will have no role to play.
110	25	Technical scoring and achieving 75% scoring for commercial evaluation	Section 7 - Bid Evaluation7.2 Evaluation of Technical Bids	Request NPCI to share the technical evaluation scoring eg. Weighatage on various paramters, percentage distribution etc.		This is internal evaluation documents base on creteria defined in the RFP
111	25	The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to NPCI.	Section 8 - Terms & Conditions8.3 Taxes & Duties8.3.3	Request NPCI to compensate the selected vendor/s for any escalation in the price due to revised tax structure or introduction of any new tax introduced after the RFP response submission date during the tenure of the project as applicable		Commercial Proposal will be exclusive of taxes.
112	27	Term of Contract&Signing of Contract	Section 8 - Terms & Conditions8.4 Term of Contract& 8.5 Signing of Contract	Request the bank to consider "The terms and conditions of the such contract shall be mutually agreed between the parties"?		No change in RFP
113	28	The Agreement shall be effective from the Effective Date and shall remain in full force and effect for a period of 3 years from the Effective Date or such other extended period as may be mutually agreed by the Parties.Either party reserves the right to terminate this Agreement at any time, without assigning any reason, by giving a prior written notice of 120 days to other Party and vendor shall facilitate a smooth migration of the program to alternate platform with in agreement with the bank at such time/ extended time as agreed on the occurrence of this event.	Section 8 - Terms & Conditions8.6 Contract Amendments c) Contract Period and Termination	Request NPCI to clarify whether the effective date will be the date when Phase 1 starts?		The date of agreement execution with the bank.
114	28	Bank has evaluated the technical aspects and selected the prepaid platform provider on the basis of its own evaluation. NPCI is not a party to the selection process of prepaid platform provider selected by the bank.	Section 8 - Terms & Conditions8.6 Contract Amendments f) Selection of Centralized Prepaid Vendor by Bank	Request you to clarify whether a bank choose its own prepaid platform provider different from other banks?ORPlease explain the bank's evaluation in selecting the prepaid platform provider on the basis of its own evaluation.	Will the participating banks select the identified prepaid service providers selected by NPCI for issuing the prepaid cards? Especially in the context of NPCI selecting multiple prepaid providers for this initiative	Bank may decide

115	29	Request for change in the Prepaid application due to regulatory guidelines will be done free of cost.	Section 8 - Terms & Conditions8.10 DeliverablesPhase I	Define Regulatory Guidelines	Prepaid Guidelines as prescribed by RBI from time to time
116	30	The Vendor shall provide Source Code of the application design for NPCI.	Section 8 - Terms & Conditions8.10 DeliverablesPhase III	Request you to clarify as to why there would be a need source code by NPCI when the Escrow arrangement will be in place?	Applicable in Phase III
117	30	The vendor shall not market the application enhancements/ customisation made on account of the recommendations and product design made by NPCI for a period of 36 months from the date of making the enhancement live.	Section 8 - Terms & Conditions8.10 DeliverablesPhase III	What if the technology is already implemented for a bank in India commercially and they ask for simillar enhancements?	No change in RFP
118	30	Terms of Delivery	Section 8 - Terms & Conditions8.11 Terms of Delivery8.11.1	Phase 1 delivery timelines - 4 months or 120 days from the date of award of contract. Is this timeline after preliminary discussions?	No change in RFP
119	30	Terms of Delivery	Section 8 - Terms & Conditions8.11 Terms of Delivery8.11.1	Phase 2 involves implementation of the solution at NPCI data center and data migration - 3 months for completion and Phase 3 is allocated 6 months.We request NPCI to increase the duration of phase 2 to 6 months.	No change in RFP
120	30	Successful Bidder shall guarantee Prepaid System Uptime of 99.982% per year. If downtime of Prepaid System services goes below 99.982% annually, a penalty of INR 3,000.00 for each 0.01% downtime below 99.982% will be charged. Uptime of 99.982% will be tracked on monthly basis. However penalty will be calculated for annual uptime calculation and will be deducted from the last quarter payments by each bank as advised by NPCI.	Section 8 - Terms & Conditions8.12 Service Level & Penalty8.12.1	Will this be calculated based on reports by third party or Banks? Also please mention in the timelines of project when this would be applicable - POST UAT?	NPCI will conduct periodic audit of selected vendor and notify accordingly
121	31	NPCI reserves the right to select more than one vendor for the deployment of the Centralised prepaid solution.The Prepaid solution vendor will invoice the banks for their respective programs and collect the fees as applicable on a quarterly basis	Section 8 - Terms & Conditions8.13 Payment Terms8.13.2 Phase I	How will NPCI ensure the product integrity of each vendor without releaving the product to another vendor, also how will NPCI confirm whether both vendors would be eligible for future Phases?	It is defined in the RFP
122	31	Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	Section 8 - Terms & Conditions8.14 Price8.14.1	Would the Contract Period be well defined by NPCI for each phase?	No change in RFP

123	34	Phase 1 - Penalty of Rs. 10,000 per day, until the system is deployed in production	Section 8 - Terms & Conditions8.20 Termination of Purchase OrderLiquidated DamagesPhase	Request the bank to consider reducing the penalty charges.		No change in RFP
124	34	Phase 2 - Penalty of Rs. 25,000 per day, until the entire program data migration is successfully completed	Section 8 - Terms & Conditions8.20 Termination of Purchase OrderLiquidated DamagesPhase II	Request the bank to consider reducing the penalty charges.		No change in RFP
125	34	Phase 3 - Penalty of Rs. 25,000 per day, until the entire program data migration is successfully completed.	ection 8 - Terms & Conditions8.20 Termination of Purchase OrderLiquidated DamagesPhase III	Request the bank to consider reducing the penalty charges.		No change in RFP
126	34	Phase 1 - 7.5% of total prepaid portfolio value	Section 8 - Terms & Conditions8.20 Termination of Purchase Order Liquidated DamagesPhase III	Request the bank to clarify as to who would decide the Portfolio value and how?		It is defined in the RFP
127	34	Phase 2 - 5% of total prepaid portfolio value	Section 8 - Terms & Conditions8.20 Termination of Purchase Order Liquidated DamagesPhase III	Request the bank to clarify as to who would decide the Portfolio value and how?		It is defined in the RFP

128	62	Commercial Bid form	Section 9 - To be put in Enevolpe 'C'Annexure C1Commercial Bid Form	Please illustrate the figure which should be mentioned in the commercial bid form. Eg the commercials to be included in this form should be the summation of which all components mentioned in Annexure C2 of the RFP. Should it also include the tax components? Please clarify		Commercial Proposal will be exclusive of taxes.
129	64	Price Format (Taxes as applicable from time to time shall be paid by the bank)	Section 9 - To be put in Enevolpe 'C'Annexure C2 - Price Format	Annexure C2 mentions that the taxes as applicable from time to time shall be paid by the bank. Please confirm if the price and the applicable taxes have to be quoted separately in the Price format of Annexure C2 or the applicable taxes have to be included in the line items of the suggested components in the Annexure C2. Pl clarify		Commercial Proposal will be exclusive of taxes.
130	65	Year 1: In case NPCI takes the decision to migrate to Phase III within 365 days post successful deployment.	Section 9 - To be put in Enevolpe 'C'Annexure C3 - License Cost	Please clarify the date of succesfull deployment. Does the succesful deployment date indicates completion of Phase I or Phase II as mentioned in the RFP		It is defined in the RFP
131	65	Card and transaction volumes	Additional	Please share the projected card and transaction volumes over the next few years (for the 3 phases)		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
132	65	Interoperability	Additional	Are there any plans of interoperability of RuPay prepaid cards with MasterCard, Visa, CUP, JCB, etc?		subject to regulatory environment
133	65	Migration	Additional	Will the banks with existing prepaid card portfolio migrate to the proposed solution?If yes, then interoperability becomes mandatory.		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
134	9	Last date and time for BID Submission	Section 1 - BID Schedule and AddressSr. No. 7	Request NPCI to please extend the submission date to the 22nd April 2013. This will enable us to submit a comprehensive and a complete proposal.		As per corrigendum 1 the bid submission date is extended to 30 April 2013
135				What Infrastructure required for First phase implementation of Solution required from Vendor and what should be available with NPCI	we are requesting you to change the eligibility condition of 50cr. Turnover and profitable company condition to give the opportunity for the growing companies like ZZYY	No change in RFP
136	63 A	One time set-up fee for the prepaid program as defined in the Technical Specification : Per bank One time setup fee shall be paid by bank to vendor for enabling multiple Domestic Prepaid Programs (such as Gift / Payroll / General purpose reloadable prepaid etc.) and Travel Prepaid (foreign currency) product	Fee item A	Can this fee offered on a pick and choose basis where we price each program type differently and offer a variable bundled price?		bundled price

137	63 A	One time set-up fee for the prepaid program as defined in the Technical Specification : Per bank One time setup fee shall be paid by bank to vendor for enabling multiple Domestic Prepaid Programs (such as Gift / Payroll / General purpose reloadable prepaid etc.) and Travel Prepaid (foreign currency) product	Fee item A	Will the pricing provided by bidder be applicable across programs such as government aided programs which might not require a bank's participation? In that case will the OTF etc remain the same as quoted?		bundled price
138	63 A	One time set-up fee for the prepaid program as defined in the Technical Specification : Per bank One time setup fee shall be paid by bank to vendor for enabling multiple Domestic Prepaid Programs (such as Gift / Payroll / General purpose reloadable prepaid etc.) and Travel Prepaid (foreign currency) product	Fee item A	Kindly let us know if NPCI can provide any type of volume projection which can help us on the pricing front.		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
139				How many Cards, Transaction & Banks does NPCI envisage to issue over the next 3-5 years. And the no of transactions over 3 years		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
140				Is the consortium allowed to bid ? If yes, will there be any applicability to members of the consortium from eligibility perspective		Consortium is not allowed
141				Will the contract be between NPCI & Vendor ?		NPCI and Bidder
142				If NPCI is amalgamated with any other body of Banks/Government of India during the contract period, what will be the stated position on Contract assignment.		subject to the terms of any such amalgamation.
143	14	Essential conditions of the Purchase Order with respect to Escrow Mechanism	3.2	1. Would request cost of escrow to be borne equally between NPCI & Bidder ? 2. Since the IP of the escrowed material is owned by Bidder (or reps), he/she should be involved in discussions on the Escrow arrangement		NPCI will bear cost of escrow.
144	18	Payment Terms	8.6d	Request you to make the invoicing monthly instead of quarterly		No change in RFP
145	23	Post Selection of L1 vendor	5.26.7	What happens if no vendor matches L1 prices in the event NPCI decides to have more than one vendor ?		In that case, NPCI reserves the right to accept or reject L2 Bid.
146	27	Contract tenure	8.4 & 8.6c	There is a contradiction between contract 8.4 & 8.6 c interms of contract tenure. Please clarify if the tenure should be 3 years or 5 years		NPCI will have contractual agreement with selected bidder for 5 years. It may be noted that selected bidder will have to sign bilateral agreement with the bank for the period of 3 years.
147	28	NPCI Role and Responsibility	8.6e	Please clarify more on this		It is defined in the RFP
148	28	Selection of Centralised Prepaid Vendor by Bank	8.6f	Please clarify more on this		It is defined in the RFP
149	29	Deliverables -phase II	8.10	Who will be responsible for Business/technical operations activities in phase II		It is defined in the RFP
150	29	Performance Bank Guarantee table	8.8.2	1. For Phase 2, what is the duration for calculating 10%. 2. Would request to keep PBG for phase 2 & 3 open and negotiable ; same can be finalised during contract discussion. We would also urge that it should be linked to committed volumes.		Basis the 10 % of the Business volume (Cash & POS spends on Prepaid portfolio put together) or Rs. 25 Lacs whichever is lower

151	30	Terms of delivery	8.11.1	1. 120 days is calendar or business days. 2. 120 days mentioned is UAT sign off of the base deployment or go live with banks program. If it is go live with banks, how do we ascertain at this point of time the changes /no of integrations as per the banks specific requirements. Similarly for phase II and phase III, we do not know the extent of changes as per customer specific requirements. Therefore, time taken for changes should be kept out of the delivery window provided. Additionally, vendor should not be responsible for external dependencies/delays		No change in RFP. Calendar days.
152	30	Deliverables of the Centralised Prepaid Solution as per the scope of work	8.1	Migration from Phase 1 to Phase 2/3, or Phase 2 to Phase 2 will involved actual resource effort which cannot be determined at this moment. Would sincerely urge to have it relaxed and align it to a rate per manhour .		No change in RFP
153	31	Indemnity	8.16	Would request for mutual indemnity		No change in RFP
154	33	Bidder's Liability	8.19.2	Would request for relaxtion on bidder's liability		No change in RFP
155	33	Termination for convinience by NPCI	8.20	Since bidder would have substantially invested in the project, would strongly request for relative compensation		No change in RFP
156	34	Liquidated Damages	8.2	Request you to waive off liquidated damanges for all the phases considering both Deployment and/pr Migration depends upon number of Banks , number of enhancements including complexity of enhancement. At the time project planning, we can mutually agree on the delivery/migration period.		No change in RFP
157	34	Losses due to Negligence Of Bidder	8.2	At this point in time, it would be difficult to quantify this for the lack of objective projections. Hence,request relaxtion on this clause. At the time of contract nogotiation, we can discuss and mutually agree on this. We would urge some volume commitments for facilitating discussion on this.		No change in RFP
158	23	NPCI reserves the right to select more than one vendor for the deployment of the Centralised prepaid solution.	5.26.6	What are the cases in which NPCI will consider to select more than one vendor?		It is defined in the RFP
159	28	Selection of Centralised Prepaid Vendor by Bank - Bank has evaluated the technical aspects and selected the prepaid platform provider on the basis of its own evaluation. NPCI is not a party to the selection process of prepaid platform provider selected by the bank.	8.6 f)	Can we have a list of banks which will potentially be considering such an evaluation?		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
160	30	Delivery schedule for all three phases	8.11.1	What is the expected time period for which each Phase will be in operation? As we understand the table provides the timelines from an implementation point of view from the time NPCI decides to move to the subsequent phase and notifies the vendor		Pls refer clasue 8.11 of term of Delivery

161	63	Price Format	Annexure C2	Is there any volume (transactions) estimations done for any period of the project?		The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
162				1. The bidder/bidders solution provider should be in this line of activity and should be providing Prepaid Card Solution (open/semi closed/closed loop/ loyalty) in a minimum of one Public /Private sector bank or a commercial entity in India. The solution offered should be currently running successfully. **Clarification: Will the provider be considered if the solution is deployed successfully in multiple banks / financial institutions internationally, but not in India** 2. The bidder should have minimum annual turnover of ₹ 50 cr in the last financial year 2011-12 (or calender year 2011 or the Bidders financial year) **Clarification: Will the bidder be consider if the turnover eligibility includes global business turnover.**		The Prepaid Program should have been deployed in India. Global turnover is acceptable.
163	11	Product acceptance in the market (sales)	2.3.1.1	1] How can the bidder be directly responsible for sales? 2] Won't NPCI & Banks promote sales of this prepaid solution? 3] For success of the project, sales will be focussed by NPCI or the bidder?		Selected bidder will not be directly responsible for card sales but is required to support banks. The sales of the prepaid platform will be done by NPCI and selected bidder Independently.
164	13	Request for change in the Prepaid application due to regulatory guidelines will be done free of cost.	3.1	1] Who will decide the quantum of work involved in this case? 2] What if the effort estimation is exhaustive?	1] First change can be done. Others should be chargeable	Quantum of work will be decided by the selected bidder basis regulatory guidelines in association with NPCI and banks. A committee of banks issuing prepaid using the Centralised Prepaid platform may be convened. Since the effort involved would ensure that the change is done for all banks. It may be noted that this service shall be non chargeble.
165	19	"Technical Bid – Soft Copy".	5.12.1	1] This should be provided on a CD-ROM or DVD or USB Drive?	1] The soft copy should be in which file formats should be calrified	The soft copy may be provided in excel format
166			Section 4.2 - Point 10	Is it mandatory to have a hosted instance in India within 12 months from the first go-live date under Phase 1 itself ? Will there be a prior notification from NPCI asking the bidder to set up the hosted infrastructure in India ?		The vendor will have to setup the hosted infrastructure in India within 12 months upon the notification of award for phase 1 itself while he may go live by outsourcing to another entity having infrastructure in India.

167			Section 9 : Sr No 1	We would appreciate more information on the product constructs mentioned here in particularly Budgeting or Bucketing, Privacy, Customer acquisition, Insurance. Additional inputs on product relevant for Phase 1 would be helpful		Insurance - Standard products as per industry practice Customer Acquisition - As per industry pratice Privacy - To be able to enable create a card for a small value for certain private purchases. Budgeting or Bucketing - May be treated as a reimbursement card or when a fixed per diem / stipend or out of pocket expenses need to be given to partcipant of the event / conference etc.. May be open or closed loop based on the requirements of the corporate.
168			Section 9 : General requiremen ts (Sr No50)	Is the bidder allowed to partner with a 3rd party service provider for provision of other services like card embossing, card personalisation, Pin mailer etc and include that in the overall proposal ?		Yes however the commercial format clearly requires the amount towards these to be mentioned seperatly and bank may opt to avail this service either for the selected bidder or from the existing vendor of the bank.
169		Functionality of platform provider include Aadhaar number mapping to card account, hosting card account as a system of record processing, transaction processing including authorization and settlement, managing interface with the payment network, enable fraud and data security control, support MIS reporting and reconciliation report	Section 9	Only RuPay network to be supported?		As issuer of Prepaid instruments
170		The Prepaid Platform provider is required to provide system architecture of Prepaid Solution along with Biometric authentication with UIDAI.	Section 9	What kind of BIOMETRIC Authentication required? Wil it be performed by acquirer or by issuer? Is it limited to capturing UID during account boarding and providing it on embossed card / statement and making it as WEB login ID?		It will be limited to capturing UID during account boarding and providing it on Track 1 /4th line embossing / statement / Web login. When a customer initiate a transaction at a micro-ATM the system should be capable of authenticating / declining the transaction basis the response recived from UIDAI to NPCI and then NPCI to Prepaid System
171		The solution should allow setting up of multiple Prepaid Product variants including both INR and Foreign Currency	Section 9	Foreign currency requirement are only with respect to handling foreign currency transactions and settling it in INR or Customer should be able to load/settle the transaction in different currencies?		Foreign currency would mean a travel card loaded with Foreign currency issued in india used overseas. Essentially chip based in accordance to RBI guidelines.
172		Consumer - Gifts, Remittances, Youth, Travel, Payroll, Self-Banked, Budgeting or Bucketing ,Privacy ,Transportation ,Health Benefits ,Internet Shopping	Section 9 S.No 1	Need more information on features of **Budgeting & Bucketing** cards		Budgeting or Bucketing - May be treated as a reimbursement card or when a fixed per diem / stipend or out of pocket expenses need to be given to partcipant of the event / conference etc.. May be open or closed loop based on the requirements of the corporate.
173		Government - Veterans Benefits ,Social Benefits, Unemployment Payments, Government employee benefits, Travel Expenses, Disaster Payments	Section 9 S.No 1	How will the system receive funds for loading of these cards from government??		Through NACH or any other mechanism as per industry practice.
174		The solution should support 2FA for e Commerce transactions and RuPay Chip compliant as per the RBI guidelines.	Section 9 S.No 8	What all EMV Validations will be expected from issuing side? Is it limited to ICVV and PIN validations?		As per the specification of RuPay Chip will be applicable.

175		The system should provide Access Control facility to: a) Issuer Branches and Third Party Agents b) Call Centre c) Back office d) Card holders' for complaints e) Management Review & reports f) Program Management to NPCI g) Support issuance of Magstripe / Virtual / EMV and contactless prepaid form factors	Section 9 S.No 8	Will virtual cards be only ECOM transaction cards?		Virtual Cards will be used for eCommerce transactions only.
176		The system should provide for clearing and settlements Report separately for each category of transactions/ Prepaid products or for all categories of transactions/Prepaid products	Section 9 S.No 11	Please clarify more on what is intended by cateogory of the transaction? Can you provide list of categories of transactions those are referred here		It will be part of BRD.
177		The system should provide for flexible and dynamic multiple currency conversion and issue of Cards in Indian Rupees and Foreign Currency	Section 9 S.No 12	Will there be a need to support more than 2 currencies for a customer at any particular time?		Yes. System should be capable to load multiple currency on a single card.
178		The system should use a hardware security module (HSM) for PIN and CVD and CVD2 generation and verification	Section 9 S.No21	Are these the only EMV validations required?		As per the specification of RuPay Chip will be applicable.
179		The system should allow card ordering, indenting via agent/branch portal which should get reflected real time in the system.	Section 9 S.No30	Need more information on card indenting process		System should be capable of tracking real time card inventory and indenting such as Card order, Card dispatch, Card Receipt, Card Transfer and Card destroyed.
180		The system should provide Card stock tracking and inventory management of stocks at Branches with details of Dead Stock, Slow moving etc. for proper replenishment from a central location.	Section 9 S.No43	Please confirm if non-personalized cards to be supported		Yes
181	11	Product acceptance in the market (Sales)	Section 2	Trust bank is mentioning the success criteria to evaluate the Phase I performance. Further to this the success of product acceptance is the function of many factors like, product features, price and the promotional activities defined by issuer bank. Bidder may not have direct control on all these activities. Request to address or refine the purpose of measuring the success and parameters. What is the outcome of this evaluation of the success of the project?		Selected bidder will not be directly responsible for card sales but is required to support banks. The sales of the prepaid platform will be done by NPCI and selected bidder Independently.

182	13	The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost	Section 3 - Scope of Work	Does NPCI have an estimate on the number of banks and volumes anticipated in Phase 1 as it would help the service provider to size the capacity and provide for the augmentation of infrastructure? This is also required to plan and provide for the capacity on need basis as there would be a lead time for capacity enhancement. How is the service provider expected to cost for the anticipated capacity augmentation? What is the anticipated duration of Phase 1 and 2? Request that the Phase 1 duration be for a minimum period of five years as there would be significant investments made by service providers to augment capacity for banks signing up for the program. How would NPCI/ Bank compensate the investment in infrastructure made by the service provider to support the estimated volume/ growth, if the estimated volumes are not achieved? This would also apply for card		1. The platform is expected to make prepaid isuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks. 2. The increased business volumes basis trends may be assessed and Cost-benefit analysis be done for capacity enhancment. 3. Duration of phases will be determined by NPCI and will communicate to the selected bidder. 4. A fixed duration for any phase cannot be defined at the onset. 5. As answered above in point no. 1 above
183	13	At the time of participating in this RFP, the service provider must be agreeable to licensing the technology and/ or to migrate the live programmes to NPCI in phase 3 as per terms and conditions of the agreement at no additional cost to NPCI or the participating bank.	Section 3 - Scope of Work	In the event of NPCI deciding to develop/ build its own system, the service provider would provide the data for migration and not do the migration activity. Kindly confirm.		Support in migration is prerequist to bid
184	13	Three-phase approach	Section 3 - Scope of Work	In Phase 2, while NPCI will invest in the infrastructure, is the bidder expected to provide operations in NPCI premises for the duration of Phase 2?		Yes
185	15	The bidder should provide the solution where by the application and data both primary and DR must be hosted in Payment Card Industry Data Security Standard (PCI DSS) certified facility in India or willing to set-up a certified facility in India. Such a vendor if selected may launch the program under a hosted model and within 12 months from go live set-up its own infrastructure to support the program.	Section 4 - Eligibility Criteria	Is the time-line of 12 months to set-up bidder's own premises if they do not have one or for enabling the existing premises for PCI~DSS compliance? Can the bidder host the application in the existing environment and have the premises certified for PCI~DSS within 12 months from go-live?		PCI DSS compliance is a must right from the onset.
186	15	The Bidder should have capability to manage a PAN India rollout with program management capabilities………	Section 4	Trust the bidder can partner with program management entities to support this requirement. Also the commercial template does not have a provision to quote for these services.		By Program Management means to rollout prepaid application across PAN india bank branches / coprporates / third party sales agent network and support the setup in the system as per the product defined by the bank. This does not required a provision in commercial templete.

187	37	Point 1 - Product features - The system should have following Multifunctional cards enabled: Consumer, Commercial and Government	Section 9 - Technical Specificatio ns	Predominantly the card product falls under fixed or re-loadable card variants and based on the product attributes be defined in the system. The card variants indicated by NPCI may not be defined by default, but can be configured through parameterization without any change in code. Trust this is acceptable		The system should be capable of configuring such parameters to fulfill the product requirements.
188	37	The solution should support 2FA for e Commerce transactions and RuPay Chip compliant as per RBI guidelines	Section 9	The specifications for 2FA and chip compliace for RuPay is currently not published and hence the charges towards system readiness need to be considered as chargeable enhancements.		The 2FA authentication requirements is already defined. EMV chip specifications is work in progress and will be handed over along with BRD upon notification of award.
189	38	Point 19 - Card Management System functionality - The solution should provide SMS and Email alerts to the cardholders for Card Present and Card Not Present transactions.	Section 9 - Technical Specificatio ns	Trust the SMS/ email gateway of the Bank/ NPCI would be used for sending SMS and emails		SMS / Email gateway of the bank would be used for sending email / SMS alerts. In case bank wish to use Prepaid Vendor gateway then the commercials and process to be finalised between bank and selected bidder.
190	39	Point 25 - Card Management System functionality - System should generate Prepaid Account statement both soft copy as well as physical statement	Section 9 - Technical Specificatio ns	Trust NPCI is referring to print option for the account statement as physical statement and not expect the service provider to generate physical statements.		Yes
191	40	Point 45 - Card Management System functionality - System should have Business Continuity Plan (BCP) in place.	Section 9 - Technical Specificatio ns	The BCP is required only for the system or even for operations?		For both - System as well as Operations
192	40	The system must support credit interest on credit balance for prepaid cards with configurable interest rates	Section 9	Request NPCI to elaborate the requirement.		System should have functionality futuristic
193	58	The system should provide prepaid card management and also offer end to end services in prepaid card solution including back-end services of maintenance, authorization, network management, MIS, settlement services and dispute resolution	Section 10	Whether the service provider is expected to reconcile GL account/ pooling account maintained at bank level with the total card balance, including loading/ un-loading amount received by bank from customers.		Service provider is expected to provide reconsiliation reports of prepaid load / reload / balances / spends on the prepaid portfolio.
194	13	Phase 1: NPCI will outsource all activities for prepaid programme hosting to the external service provider. The technical infrastructure shall continue to be located & operated as per service provider's current set up. The Prepaid Service Provider is not required to enhance its existing infrastructure especially for this program. The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost.	3.1	Is there any limitation or requirement for the service provider's current set-up to be in India.		Yes
195	15	The bidder should be operational in business for a minimum period of 3 years in India.	4.2	Can a service provider with operational experience outside of India and having a registered company under the companies Act 1956 in India participate in the RFP.		Yes

196	15	The bidder shall be the owner /certified or authorised agent / reseller / partner of the Prepaid Solution offered and should be holding the unconditional rights to market the Prepaid Solution. The bidder shall provide relevant documents as evidence.	4.2	Is there any guidance on the kind of documentation required to be produced by the service provider as evidence to prove ownership of the prepaid solution.		License Document / Registration of software application
197	15	The bidder should have minimum annual turnover of Rs. 50 cr in the last financial year i.1. 2011-12 (or calendar year 2011 or the Bidder's financial year)	4.2	Can a Service Provider without having the minimum stated turnover of 50 cr in the last financial year be allowed to participate in the RFP.		No
198	15	The bidder should be a profit making company in the last financial year i.e 2011-12 (or calendar year 2011 or the Bidder's financial year)	4.2	Is it mandatory for a service provider to be making profit to perticipate in this RFP.		Yes
199	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2	Can a company having provided prepaid solutions in international market participate in this RFP.		Yes subject to having a live prepaid program in India
200	15	The Bidder should have capability to manage a PAN India rollout with program management capabilities and state the system capability of Transaction processing per second (TPS) i.e. 250 with capability to scale up on a need basis at vendor own cost upon reaching 65% capacity), number of prepaid accounts that can be managed, uptime and time to evoke DR.	4.2	Is it mandatory for the companies infrastructure to be hosted in India for a PAN india rollout in phase 1. Can International infrastructure be used by the company to roll out in phase 1.		Yes. It is mandatory to setup infrastructure hosted in India. International infrastructure cannot be used.
201	37	Product Feature	9.1.2	Is it mandatory for the company to have all types of mentioned cards in operation or capability to offer all the list types of cards under this section.		System should have capability to offer all the types of cards listed in the RFP
202	15	The bidder shall be the owner /certified or authorised agent / reseller / partner of the Prepaid Solution offered and should be holding the unconditional rights to market the Prepaid Solution. The bidder shall provide relevant documents as evidence.	4.2.3	Request NPCI to kindly elaborate on unconditional right to market.		The parent application owner should not have any objections to 1. The bidder bidding 2. The bidder offering to sell the license with escrow 3. Any dispute raised by the parent application owner would solely be the responsibility of the bidder and shall not impact NPCI implementation.
203	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2.6	1. We would request NPCI to Change the clause from any bank in India to Banks across the Globe as that would invite best of the bread solution from across. 2. Many other International players could also participate bringing in more competition. Which is good for Card Payments Industry.		Clause cannot be changed

204	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2.6	Bidder is providing Prepaid Card Solution(Closed Loop) to one of the banks in India but, wherein the solution that we would propose for this RFP is different 1. NPCI to kindly ammend the clause wherein the Vendor Should have a prior experience of Handling Prepaid cards project but might not necessarily offer the same solution. "Or" 2. The Solution being offered must have been implemented anywhere across the world.		Clause cannot be amended
205	41	The system should include functionalities like, interchange accounting and necessary reporting tools/exposure management / risk management tools / Fraud Management and Anti Money Laundering (AML) Tools with web enabled MIS for Branches/Card Centre of the Bank.	9.1.2.46	AML is generally not Part of the Prepaid Card Management solution and most of the banks have their own AML. If required the prepaid solution can be integrated with Banks AML.		AML tool should be part of the Prepaid System as per regulatory requirements.
206	15	2. The bidder should be a Company registered under the Companies Act 1956.	4.2	Can a consortium bid for this RfP? If so, what configuration is allowed? What would be the eligibility criteria of consortium partners? Do all consortium partner need to be compliant with the current eligibility criteria or just the lead consortium partner should be compliant with the eligibility criteria?	This is an ambitious project undertaken by NPCI. We would like to submit that, in order to make this a successful, a good program manager as as well as good processor. Hence, allowing bidding as a consortium will attract the best possible option for this opportunity.	Consortium is not allowed
207	15	The bidder should be a profit making company in the last financial year i.e 2011-12 (or calendar year 2011 or the Bidder's financial year)	4.2.5	We are part of a multi national organization with revenue in excess of Euro 9 billion. However, for some extra ordinary reasons, we incurred losses in the last financial year. We request you to allow participation of companies with positive networth also		No change in RFP
208	11	Multi-institutional platform that will enable banks, small & large, to host its prepaid program/s on the shared platform	2.2.2	Does NPCI plan to have a cap on the minimum or maximum no of banks that can be hosted on proposed Prepaid Card Shared platform		No
209	13	Phase - 1	3.1 Scope of Work	How will the contracts and associated SLAs look like in this phase? Will NPCI sign one contract or is it going to be a tripartite agreement at this stage?		NPCI will sign a contract with selected bidder. Selected bidder will get into a contractual agreement with partner banks.
210	13	Phase - 1	3.1 Scope of Work	Does NPCI expect the Program owner who is bidding for this RFP to have an existing infrastructure set up to service Prepaid Card Issuing Banks		Yes
211	13	Phase - 1	3.1 Scope of Work	Is NPCI open to option of an SI (System Integrator) as a bidder of this RFP setting up the infrastructure to host the Prepaid Card Solution?		No

212	13	Phase - 1	3.1 Scope of Work	For Phase-1, will the Program owner be able to charge each bank seperately for the One time Application License Cost , Product AMC and Aplication Support Cost ?		No
213	13	Phase - 3	3.1 Scope of Work	In Phase-3 of the project, if NPCI decides to move away from existing Prepaid card Solution and does not procure the License; will NPCI bear the cost of Data Migration?		No
214	15	4.1 The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements	Section 4 – Eligibility Criteria	Can the experience of the consortium member who is the owner of the Prepaid Solution be considered as part of the eligibility criteria for bidders of this RFP?		Consortium is not allowed
215	48	Both primary and DR must be hosted in Payment Card Industry Data Security Standard (PCI DSS) certified facility in India or willing to set-up a certified facility in India.	Annexure - D : 10	Can the Facility hosting the Prepaid Card solution be located outside India?		No
216	48	Is the bidder blacklisted by any Government /Government agency in India or abroad.	Annexure - D : 11	Can the existing clause be modified to any bank or Financial institution in India or Abroad?		No
217	13	All existing programmes shall be transferred to NPCI infrastructure in phase 2. At such time NPCI shall bear required infrastructure cost in-house	3.1 Scope of Work	As part of the transition to Phase -2, will NPCI buyback the Infrastructure required to host the Prepaid solution from the Bidder or will NPCI will be investing in the Infrastructure afresh?		No
218	13	NPCI Centralised Prepaid Project will be conducted in three phases.	3.1 Scope of Work	What is the timeline of Phase I, Phase II and Phase III.What is the expected duration after which NPCI can decide on implementing Phase II or Phase III from Phase I.		1. Duration of phases will be determined by NPCI and will communicate to the selected bidder. 2. A fixed duration for any phase cannot be defined at the onset.
219	13	NPCI Centralised Prepaid Project will be conducted in three phases.	3.1 Scope of Work	Could you please specify the projected Volume of Prepaid Cards for Phase I.		The platform is expected to make prepaid issuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
220	37	Consumer - Budgeting or Bucketing	9 .1 Product Features	Could you please provide details of Budgeting or Bucketing Card product		Budgeting or Bucketing - May be treated as a reimbursement card or when a fixed per diem / stipend or out of pocket expenses need to be given to partcipant of the event / conference etc.. May be open or closed loop based on the requirements of the corporate.
221	37	The product set up in Prepaid system should be based on IINs, IIN Range and Type of card.	9 .6 Card Manageme nt System functionalit y	Do all pre-paid cards have to be RuPay compliant or could they be proprietary / other payment schemes as well?		It shall be RuPay compliant cards only.

222	38	The prepaid system functionalities and features should support single message, dual message, ATM, **MicroATMs biometric**, POS, Mobile, Internet, e-Commerce, m-Commerce and electronic fund Transfers, etc. with authentication supported by Signature , PIN and Biometric.	9 .10 Card Manageme nt System functionalit y	Is the MicroATM Biometric transaction in reference to UID based transaction or something else? What type of biometric data should be expected in case this is not UID?		UIDAI Based Biometric authentication.
223	3.1	The technical infrastructure shall continue to be located & operated as per service provider's current set up	3.1 Scope of Work	Can the Bidder who is the System Integrator host the Prepaid Solution on the infrastructure on its cloud.		No
224	3.1	Phase 2: NPCI will evaluate the hosting model based out of NPCI's premises. All existing programmes shall be transferred to NPCI infrastructure in phase 2	3.1 Scope of Work	If a shared infrastructure is used to host the Prepaid Solution for multiple customers by the bidder ; it will not be possible for the existing infrastructure to be shifted to NPCI premiss as part of the buyback plan. Will this be acceptable to NPCI?		No
225	3.1	The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost	3.1 Scope of Work	What would be the basis for the Infrastructure Sizing? How should the bidder provision for the same in Phase-1?		The platform is expected to make prepaid issuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
226	3.1	The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost	3.1 Scope of Work	What is the minimum no of new banks who will be joining the Prepaid Card program? When volume increases, there would be a need to ramp up the infrastructure which in turn will lead to an increase in the set up costs? Can the bidder be allowed to increase the costs to cover this risk?		The platform is expected to make prepaid issuance easy and affordable for banks as such bidder are not required capacity enhancment at the onset any capacity enhancment that is required may be done when the business volumes demand the same such increase in the business volumes may be predicted basis volume projection in discussion with the banks.
227	16	The bidder should not have been currently blacklisted by any Government /Government agency in India or abroad.	4.2.11	We would request NPCI to kindly consider the below "The bidder should not ~~have been~~ currently be blacklisted by any Government /Government agency in India ~~or abroad~~.		No change in RFP
228	48		Annexure D	Is the bidder, as on the date of bid submission, blacklisted by any Government /Government agency in India ~~or abroad~~.		No change in RFP
229	52		Annexure J	I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India ~~or abroad~~. I further certify that I am competent officer in my company/firm to make this declaration.		No change in RFP

230	15	3) The bidder shall be the owner /certified or authorised agent / reseller / partner of the Prepaid Solution offered and should be holding the unconditional rights to market the Prepaid Solution. The bidder shall provide relevant documents as evidence.	4.2	a) Can the bidder create a consortium composed of partners whose combined capabilities create a strong solution / value proposition? b) Can the bidder's parent company or one of the consortium members take care of all the eligibility criteria and solution be provided by a "Service Provider" who is part of the "Consortium"? c) Is there any guidance on the kind of documentation required to be produced by the service provider as evidence to prove ownership of the prepaid solution?		Consortium is not allowed License Document / Registration of software application
231	15	4) The bidder should have minimum annual turnover of Rs. 50 cr in the last financial year i.1. 2011-12 (or calendar year 2011 or the Bidder's financial year) 5) The bidder should be a profit making company in the last financial year i.e 2011-12 (or calendar year 2011 or the Bidder's financial year)	4.2	Can the bidder's parent company or one of the consortium members' turnover and profitability be considered for the eligibility criteria for the bidder?		Consortium is not allowed
232	15	6) The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2	If the prepaid solution is not deployed in India yet, but is sucessfully deployed in International markets, can that be considered against this requirement?		No change in RFP
233	15	9) The Bidder should have capability to manage a PAN India rollout with program management capabilities and state the system capability of Transaction processing per second (TPS) i.e. 250 with capability to scale up on a need basis at vendor own cost upon reaching 65% capacity), number of prepaid accounts that can be managed, uptime and time to evoke DR.	4.2	Is it mandatory for the companies infrastructure to be hosted in India for a PAN india rollout in phase 1. Can International infrastructure be used by the company to roll out in phase 1?		No
234	37	Product Featrures - Travel Cards	9.1.2	In how many currencies will the travel card be issued or only globally accepted currency cards (for example USD) will to be issued?		As many possible under FEMA guidelines

235	37	Product Features	9.1.2	a) Can we club the mutiple features on one single type of card i.e. can we have one card providing the features of payroll, incentive distribution, remittances received from abroad, Government disbursement, scholarship disbursement, social benefits and pensions etc? b) Is it mandatory for the company to have all types of mentioned cards in operation or capability to offer all the list types of cards under this section?		The system should be capable of configuring such parameters to fulfill the product requirements.
236	55	Card Management System functionality	Annexure T	Will the bidder be allowed to do co-branding of the prepaid cards being issued?		No
237	57	Operations & MIS	Annexure T	The bidder also has capability to run the central operations and customer service. Would this be included in the scope of the RFP		No
238	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2	Requesting NPCI for relaxation in eligibility criteria. The prepaid solution shall be operational in bank or a commercial entity in Asia Pacific region instead India.		No change in RFP
239	11	Implementing a UID linked prepaid account programme and thereby assist in setting up government programmes for subsidy distribution, Pension & scholarship disbursements, and financial inclusion	2.2.4.2 :- Section 2 – Introductio n	Please clarify that if the interface development has to be done by the vendor or will be done by UID team. If the interface to UID is required then what all message formats will followed and will be message specifications be shared.		The bidder has to interface with NPCI. NPCI is already connected with UIDAI.
240	13	Phase 1: NPCI will outsource all activities for prepaid programme hosting to the external service provider. The technical infrastructure shall continue to be located & operated as per service provider's current set up. The Prepaid Service Provider is not required to enhance its existing infrastructure especially for this program. The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost.	Section 3 – Scope of Work	Please clarify the duration of the Phase I.		1. Duration of phases will be determined by NPCI and will communicate to the selected bidder. 2. A fixed duration for any phase cannot be defined at the onset.
241	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successf	4.2 Eligibility Criteria:	Requesting NPCI for the waiver of the same clause and consider Global reference of the banks where the pre paid cards platform is deployed.		No change in RFP

242	15	The Bidder should have capability to manage a PAN India rollout with program management capabilities and state the system capability of Transaction processing per second (TPS) i.e. 250 with capability to scale up on a need basis at vendor own cost upon reaching 65% capacity), number of prepaid accounts that can be managed, uptime and time to evoke DR.	Point no 9	Please elaborate on Program Management		By Program Management means to rollout prepaid application across PAN India bank branches / coprporates / third party sales agent network and support the setup in the system as per the product defined by the bank.
243	39	The Pre-paid card should be a Magnetic-stripe/ Virtual / Contactless / Chip personalized/Non-personalized card of RuPay standards		Does contactless is required from day one go live or in phase wise product enhancements.		Preferably Yes though not mandatory. However selected bidder will need to make system enhancement at no extra cost.
244	40	The solution should support top-ups using funding files, scratch cards, bank to card transfer from the agent and customer care portal	Point no 33	Does scratch card functionality is desired from day one of go live or in phase wise product enhancements.		Preferably Yes though not mandatory. However selected bidder will need to make system enhancement at no extra cost.
245	41	The system should include functionalities like, interchange accounting and necessary reporting tools/exposure management / risk management tools / Fraud Management and Anti Money Laundering (AML) Tools with web enabled MIS for Branches/Card Centre of the Bank	Point 46	Please clarify Risk/Fraud management /AML functionality is desired in term of interface to tools available with NPCI or the prepaid solution shall be having these features inbuilt.		The prepaid solution shall be having these features in-built.
246	11 of 73	NPCI's Centralised prepaid infrastructure is envisaged as a multi-institutional platform that will enable banks, small & large, to host its prepaid program/s on the shared platform.	Section 2 - Introductio n2.2 Objective of this RFP2.2.2	Request you to clarify as to how many banks will be part of the platform?		The platform is expected to make prepaid isuance easy and affordable for banks and hence we expect banks to launch prepaid product on the platform.
247	13 of 73	NPCI will outsource all activities for prepaid programme hosting to the external service provider. The technical infrastructure shall continue to be located & operated as per service provider's current set up. The Prepaid Service Provider is not required to enhance its existing infrastructure especially for this program. The capacity may be enhanced when participating banks and volumes increase to warrant an increase in infrastructure capacity at no incremental cost.	Section 3 - Scope of Work3.1 Scope of WorkPhase 1	What is the duration envisaged for phase 1?ANDRequest clarity on number of Banks to participate, and forecasted capacity and transactions.		1. Duration of phases will be determined by NPCI and will communicate to the selected bidder. 2. A fixed duration for any phase cannot be defined at the onset. 3. The platform is expected to make prepaid isuance easy and affordable for banks and hence we expect banks to launch prepaid product on the platform.
248	13 of 73	NPCI will evaluate the set-up of the infrastructure on its own. At this stage NPCI may choose to license the system from the existing service provider or build its own system.	Section 3 - Scope of Work3.1 Scope of WorkPhase 3	What are the parameters based on which NPCI will license the system?ANDWhat if the technology is already implemented for some bank in India.		Based on the performance of the program and selected bidder system. The bank may choose to come on to NPCI centralised prepaid plaform or continue on the existing prepaid plaform.

249	13 of 73	Phase 1, Phase 2, Phase 3	Section 3 - Scope of Work3.1 Scope of Work	Can the vendor provide service in phase 1 using the solution that services several other Indian Banks; while for phase 2, a different solution will be deployed?The vendor takes complete responsibility for successful and seamless migration across the		It is acceptable subject to NPCI is confident of the different solution.
250	15	The bidder/ bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	Section 4 - Eligibility Criteria4.2 Eligibility Criteria6	Can the vendor offer a solution that is used globally (both hosted and licensed), but not used by banks in India? ORRequest the bank to consider the prepaid card solution to be running in an entity globally.	In view of the scale of the project request NPCI to consider if the bidder can offer a solution that is used globally (both hosted and licensed), but not used by banks in India.Request NPCI to revise the clause accordingly. ORConsidering the scale of this project, we request NPCI to consider global experience of the bidder and not limited to India which can ensure the solution meets the growing demands and volumes in Indian prepaid market. In view of the same request NPCI to consider and revise clause to"The dder/bidder's solution should be in	No change in RFP
251	37	The system must have a work flow based Card holder registration process according to KYC policies, eKYC including Aadhaar mapping with the provision to define pre and post registration parameters	Section 9 - Technical Specifications Card Management System Functionality Sr. No. 2	Request NPCI to provide an approach note for the KYC & eKYC through Aadhaar.		Will give the approach note to selected bidder.
252	37	The system should be highly parameterised for any type of Prepaid Product on IIN Range, validity of the card, enable only ATM or POS transaction or e Commerce, MicroATM biometric transaction, Merchant Category Code/ Terminal ID wise authorisation or blocking.	Request NPCI to provide an approach note for the KYC & eKYC through Aadhaar.	Request NPCI to provide the scope of definition for Prepaid on Micro ATMs.		When a customer initiate a transaction at a micro-ATM the system should be capable of authenticating / declining the transaction basis the response recived from UIDAI to NPCI and then NPCI to Prepaid System
253	37	The solution should support 2FA for e Commerce transactions and RuPay Chip compliant as per the RBI guidelines.	Section 9 - Technical Specifications Card Management System Functionality Sr. No. 8	Request NPCI to provide the scope of definition for Prepaid Rupay Chip.		It will be shared with selected bidder at the time of notification of award

254	38	The prepaid system functionalities and features should support single message, dual message, ATM, MicroATMs biometric, POS, Mobile, Internet, e-Commerce, m-Commerce and electronic fund Transfers, etc. with authentication supported by Signature , PIN and Biometric.	Section 9 - Technical Specificatio nsCard Manageme nt System Functionalit ySr. No. 10	Request NPCI to provide an approach note for the MicroATM, Biometric, Mobile, m-commerce, electronic fund transfer and Authentication mechanisms.		Will give the approach note to selected bidder.
255	38	The system should provide Communication link between Bank, Corporate, Cardholders and Third Party Agents and vendor's location through internet with necessary security at both ends.	Section 9 - Technical Specificatio nsCard Manageme nt System Functionalit ySr. No. 16	Request NPCI to define the scope and purpose of this link.		Web login URL link (SSL certificate needs to be there)
256	38	The solution should provide SMS and Email alerts to the cardholders for Card Present and Card Not Present transactions.	Section 9 - Technical Specificatio nsCard Manageme nt System Functionalit ySr. No. 19	The alerts will be sent at the time of transaction, for the conditions listed - please confirm.1. Wrong PIN - will PIN be used as the second factor of authentication in card-not-present transactions?2. Clarify on cardholder alert for - TIP & Surcharge provision for select MCC.3. Clarify on cardholder alert for - Reverse Interchange for select transactions based on transaction type/MCC.4. Clarify the conditions for card inactivity, block and lock.		The alert will be configured as per the bank's requirements. SMS / Email gateway of the bank would be used for sending email / SMS alerts. In case bank wish to use Prepaid Vendor gateway then the commercials and process to be finalised between bank and selected bidder. PIN will be used for card not present as well as card present transactions. SMS alert for reverse interchange is not applicable. System should have functionality to parameterise inactivity, block and lock period.
257	39	The Pre-paid card should be a Magnetic-stripe/ Virtual/ Contactless/ Chip personalized/ Non-personalized card of RuPay standards with the value stored in the Host based system.	Section 9 - Technical Specificatio nsCard Manageme nt System Functionalit ySr. No. 20	Is it ok if the prepaid system maintains the value (balance), instead of a separate host?		The Prepaid Card accounts are managed in the prepaid host
258	39	The system should be supported by a robust Dispute Resolution Management System and provide Charge Back, Re-presentment, Debit/Credit adjustment, Pre-compliance, Compliance, Pre-Arbitration and Arbitration etc as per RuPay operating regulations.	Section 9 - Technical Specificatio nsOperation s & MISSr. No. 27	Request NPCI to provide operating regulations that need to be technically infused in the solutions		Will handover the RuPay Certification CD at the time of Pre-bid meeting
259	39	The system should provide following Reports & MIS banch-wise/Region-wise/Card Centre: (Format to be finalised with the winning Bidder). Report frequency should be Daily, Monthly and Quarterly.	Section 9 - Technical Specificatio nsOperation s & MISSr. No. 28	Request NPCI to provide more details on Sr. No. 9,12 and 15.		It will be part of BRD.

260	40	The system must support credit interest on credit balance for prepaid cards with configurable interest rates	Section 9 - Technical SpecificationsOperations & MISSr. No. 32	Request NPCI to define the interest rates and also define the logic of how a prepaid card would have the credit interests built in it		System should be capable and futuristic
261	40	The vendor should provide operations staff to support day to day operations of the prepaid card management system	Section 9 - Technical SpecificationsRisk ManagementSr. No. 39	Would NPCI be sourcing the Man-Hour charges for this staff?		Vendor should provide operations staff to support day to day operations of the prepaid card Management system at his premises for banks.
262	40	Processing of settlement files from the shared networks	Section 9 - Technical SpecificationsRisk ManagementSr. No. 41	How many shared networks does NPCI plan to interface? The prepaid system will be required to process online transactions from these networks - please clarify		System should have functionality futuristic
263	40	System should have Business Continuity Plan (BCP) in place.	Section 9 - Technical SpecificationsRisk ManagementSr. No. 45	Request NPCI to provide an approach note for the BCP.		Selected bidder will required to submit BCP. NPCI shall endorse the BCP and suggest changes, if any.
264	41	The solution should also be capable of providing interface/ API with the Core Banking solution of the Bank, any of the third party systems that the Bank is using currently, Switch driving the POS terminals of the Bank and real time electronic funds transfer Applications.	Section 9 - Technical SpecificationsGeneral RequirementsSr. No. 48	Can the prepaid system interface with the NFS switch instead of interfacing with switches of participating banks. Please confirm.		NFS Interface will be part of RuPay certification. System should also be capable of providing interface/ API with the Core Banking solution of the Bank, any of the third party systems that the Bank is using currently, if the product design of the bank so demand.
265	41	The pricing should be flexible with only processing option and processing option along with Procurement of plastic, Card Pouch, embossing / personalisation, stuffing and other card related stationary like User Guide, PIN mailer, Card Mailer etc, if opted by member banks.	Section 9 - Technical SpecificationsGeneral RequirementsSr. No. 50	Would it be a standard for all Banks or would it be Bank specific?		Bank Specific
266	43	Annexure A2: Bid Security (Bank Guarantee)	Documents to be put in Envelope 'A'Annexure A2: Bid Security (Bank Guarantee)	Request NPCI to confirm as to whether this would be the final format of the BG text for the EMD amount of Rs. 5,00,000/-		Yes

267		The bidder shall be the owner /certified or authorised agent / reseller / partner of the Prepaid Solution offered and should be holding the unconditional rights to market the Prepaid Solution. The bidder shall provide relevant documents as evidence	1.4 Eligibility Criteria Point No. 3	Can the owner of the solution be a firm outside India with the bidding firm, a company registered in India in a partnership with the former?		Yes
268		The bidder should have minimum annual turnover of Rs. 50 Cr in the last financial year i.1. 2011-12 (or calendar year 2011 or the Bidder's financial year)	1.4 Eligibility Criteria Point No. 3	Will firms with lesser turnover be allowed to participate?		No
269		The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	1.4 Eligibility Criteria Point No. 6	The solution offered is currently running successfully in many countries, but there are no installations in India. Will the condition for having minimum one installation in India be relaxed?		No change in RFP
270			Section 3.1 Scope of Work	The Project is envisaged in three phases. While this is understandable, but it may not be necessary to put phase 2 & 3 requirements during the evaluation of Phase 1. There are number of organizations who use Pre-Paid Solutions from various sources and have license only for providing services on those platforms and they cannot resell or license them further. In case NPCI intends to implement Phase 2 & 3 at some point in time, they can do a full evaluation during that time of the solutions available including the one that they used during Phase 1. There are solutions which makes better business sense when bought for providing services and certain solution which makes more sense during outright purchase. We feel NPCI should reserve the right to evaluate the solutions when they want to implement Phase 2 & 3 and hence we request NPCI to please remove the mandatory requirement as is mentioned in Eligibility Clause 3 of Section 4.2		No change in RFP

271			Section 4.2 Eligibility Criteria	Point number 6 in this section mandates that bidder should be providing Prepaid Card solutions. We are providing solution to multiple banks in the country, but for Debit Card management which includes most of the features required for Prepaid card solution. We feel if the criteria is changed to "bidders should be providing Prepaid/Debit Card Solution……" it will help multiple entities to participate in the RFP who are already in the Banking cards Solution domain.		No change in RFP
272	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2 (6)	Network international currently manages the Prepaid card services for some of the major banks in UAE. They have been in the cards management business for last 19 years and Prepaid business for more than last 5 years. We want to know if this would suffice on the eligibility front.		No change in RFP
273	15	The bidder should be operational in business for a minimum period of 3 years in India.	4.2 (1)	Can a group of entities submit the bid as a consortium with the lead member meeting the eligibility criteria?		Consortium is not allowed
274	13	NPCI and BIDDER shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the current copy of the source code, object code, and documentation for each product (the "Escrowed Materials").	3.4	We currently hold a reseller agreement with a hosting partner , where we hold their source code in Escrow. Will it be acceptable to further escrow the same for the prepaid solution with NPCI?		Yes. It will be done by owner.
275	37	The Prepaid Platform provider is required to provide system architecture of Prepaid Solution along with Biometric authentication with UIDAI.	General	Prepaid Platform architecture would be provided along with hook to integrate with UIDAI system for Biometric authentication, is this assumption correct?		The bidder has to do interface with NPCI. NPCI is already connected with UIDAI.
276	37	The system must have a work flow based Card holder registration process according to KYC policies, e-KYC including Aadhaar mapping with the provision to define pre and post registration parameters	Card Management System functionality	Does the system needs to store Aadhaar mapping data locally on prepaid card system for purpose of post registration		Yes
277	37	The system should be highly parameterized for any type of Prepaid Product on IIN Range, validity of the card, enable only ATM or POS transaction or e Commerce, **Micro-ATM biometric transaction**, Merchant Category Code/ Terminal ID wise authorization or blocking	Card Management System functionality	We presume that for biometric authentication, prepaid system would be interfaced with UIDAI system for all biometric authentication.		The bidder has to do interface with NPCI. NPCI is already connected with UIDAI.

278	38	The solution should provide SMS and Email alerts to the cardholders for Card Present and Card Not Present transactions.	Card Management System functionality	We presume that SMS gateway would be provided by Bank / NPCI. Prepaid system would integrate with the respective Banks gateway		SMS / Email gateway of the bank would be used for sending email / SMS alerts. In case bank wish to use Prepaid Vendor gateway then the commercials and process to be finalised between bank and selected bidder.
279	40	The system must support credit interest on credit balance for prepaid cards with configurable interest rates	Operations & MIS	Is credit card functionality on prepaid card system expected here?		System should have functionality futuristic
280	40	The solution should support top-ups using funding files, **scratch cards**, bank to card transfer from the agent and customer care portal	Operations & MIS	What is reference to issuance of scratch cards? Who would issue such scratch cards?		Yes
281	40	The system should provide Audit trail with user name, activity, IP number of the terminal etc., of all the activities with date stamp of the server-retrievable for 10 years and in case of legal disputes till the dispute is resolved	Operations & MIS	Is service providers expected to store and maintain the Audit trail data, if so; this would have an impact on system capacity and associated costs. Please confirm.		Yes
282	40	The vendor should provide operations staff to support day to day operations of the prepaid card management system	Risk Management	Please confirm if onsite staff is required in Phase I. We presume this would be for Phase II operations onwards.		No
283	40	The system should provide Prepaid card management and also offer end-to-end services in Pre-paid card solution including back-end services of maintenance, Authorization, **network management**, authorization, MIS, Settlement Services and Dispute resolution.	Risk Management	System would be centrally hosted at vendor premises for phase I and would have peer to peer network connection with NPCI infrastructure. Please confirm if connectivity from prepaid system to local Banks infrastructure would be done through NPCI network, hence would be out of bidders costing		Connectivity will be required in case bank decides to connect CBS with Prepaid system and which may be at bank cost.
284	41	The system should include functionalities like, interchange accounting and necessary reporting tools/exposure management / risk management tools / Fraud Management and **Anti Money Laundering (AML)** Tools with web enabled MIS for Branches/Card Centre of the Bank.	Risk Management	Card Risk Management Parameters & standard rule engine pertaining to prepaid card management will be used. Enterprise AML management would be done by the Bank.		AML tool should be part of the Prepaid System.
285	41	Selected vendor system should provide customized **front end screen / look and feel** as per the member bank requirements for customer screens, sales partner screens and bank staff screens.	General Requirements	Branding can be incorporated as needed based on available browsing fields. Any additional requirement can be done via change release process, please confirm?		The web based customer UI should have bank branded look and feel. As regard bank internal web UI it may be standard / bank branded look and feel as decided by the bank at the time of onboarding.
286	41	The pricing should be flexible with only processing option and processing option along with Procurement of plastic, Card Pouch, embossing / personalization, stuffing and other card related stationary like User Guide, PIN mailer, Card Mailer etc, if opted by member banks.	General Requirements	Is the Bidder is expected to provide standard package pricing that would be benchmarked as optional offer for banks to opt from bidders servicing model. Also is the bidder also expected to provide costing of individual elements.		Vendor should provide consolidated pricing.
287	11	This document lists the requirements for the platform to be deployed for various banks including Value Added Services (VAS) and commercials on a totally variable model.	2.2.3	What Value Added Services are expected to be provided through the prepaid application?		Loyalty / Reward Program

288	13	The bidder should provide the solution where by the application and data both primary and DR must be hosted in Payment Card Industry Data Security Standard (PCI DSS) certified facility in India or willing to set-up a certified facility in India. Such a vendor if selected may launch the program under a hosted model and within 12 months from go live set-up its own infrastructure to support the program.	3.1	PCI DSS is for the data center where the application is hosted. Is the bidder required to have PA-DSS application? Is this Mandatory?		It is mandatory.
289	13	Phase 2 and Phase 3	3.1	What would be the criteria for evaluation by NPCI for the said Phases. Kindly provide clarity.		RFP has provided the necessary clarification.
290	15	Bidder should have a capability of a PAN India roll out with Program Management Capabilities	4.2	Program Management Capabilities consists of lot of subtopics like - Sales, Marketing, Branding,Operations, Customer services etc. Would request to list out what exactly is NPCI referring to ? Additionally, what will be the commercial arrangement for the Program Management		By Program Management means to rollout prepaid application across PAN india bank branches / coprporates / third party sales agent network and support the setup in the system as per the product defined by the bank. This does not required a provision in commercial templete.
291	37	Weightage of individual functionalities	9.1.2			No change in RFP
292	41	The solution should also be capable of providing interface/API with the Core Banking solution of the Bank, any of the third party systems that the Bank is using currently, Switch driving the POS terminals of the Bank and real time electronic funds transfer Applications.	48	Interfaces to how many bank's CBS/Switch/3rd party system will be required.	Additional efforts will be dependent on this	Connectivity will be required in case bank decides to connect CBS with Prepaid system and which may be at bank cost.
293	55	The solution should support features such as velocity checking, negative files etc. It should support various transactions including chip based, key management, address verification and card verification etc	7	1.Will Bank tie up with Smart card vendor for EMV/chip cards. 2. Please clarify business need for "address verification "	Please advise if NPCI has any preference for any exisitng for this	Bank will tieup with Smart Card vendor for procuring Chip Cards. Address verification is more from AML perspective.
294	55	The solution should support 2FA for e Commerce transactions and RuPay Chip compliant as per the RBI guidelines	8	How 2FA authentication is envisaged, Password/OTP etc. Is 2FA application is part of the scope		PIN will be used for card not present as well as card present transactions. 2FA is part of the scope.
295	56	The prepaid system functionalities and features should support single message , dual message, ATM, MicroATMs biometric, POS, Mobile, Internet, e-Commerce, m-Commerce and electronic fund Transfers, etc. with authentication supported by Signature , PIN and Biometric	10	Request NPCI to provide transaction set envisaged for each channels		It will be part of BRD.

296	56	The system should provide 24x7 Customer Service module.	17	Vendor should provide customer service module only.. Helpdesk support will be provided by bank. Is our assumption correct ?		The system should provide 24x7 Customer Service module to Customer Contact Centre officers
297	57	System should generate Prepaid Account statement both soft copy as well as physical statement	25	Physical statement/printing/stationery related costs to be born by bank. Is our assumption correct		Yes
298	57	The system should be supported by a robust Dispute Resolution Management System and provide Charge Back, Re-presentment, Debit/Credit adjustment, Pre-compliance, Compliance, Pre-Arbitration and Arbitration etc as per RuPay operating regulations	27	Does NPCI expect vendor to integrate in batch/online mode for chargeback/adjustment related transactions. How documentations will be exchanged for prepaid related chargebacks		It will be part of RuPay Certification.
299	58	The system should provide Prepaid card management and also offer end-to-end services in Pre-paid card solution including back-end services of maintenance, Authorisation, network management, authorisation, MIS, Settlement Services and Dispute resolution.	40	Does the extent of roles and responsibilites will be mutually agreed with each bank. For example , bank to take a decision for raising chargebacks, documentation etc.		Vendor should provide operations staff to support day to day operations of the prepaid card Management system at his premises for banks.
300	59	The system should include functionalities like, interchange accounting and necessary reporting tools/exposure management / risk management tools / Fraud Management and Anti Money Laundering (AML) Tools with web enabled MIS for Branches/Card Centre of the Bank.	46	Please elaborate on the specific risk related/AML related requirement expected to be provided by vendor.		The same will be elaborated in BRD.
301	15	The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully operate the Prepaid Card Solution and support services sought by NPCI for the entire period of the contract.	4.1	Here the bidder is expected to be a single entity or it can be a group/consortium of multiple entities?		Consortium is not allowed
302	15	The bidder should be a Company registered under the Companies Act 1956.	4.2 (Sr. No 2)	If a group/consortium of entities are allowed to bid together, can there be any member registered with any overseas authority or all members have to be a Company registered under the Companies Act 1956?		Consortium is not allowed

303	15	The bidder shall be the owner /certified or authorised agent / reseller / partner of the Prepaid Solution offered and should be holding the unconditional rights to market the Prepaid Solution. The bidder shall provide relevant documents as evidence.	4.2 (Sr. No 3)	We have an in-house developed & managed, closed loop prepaid instrument system which is used for our own operations and has not been commercialised. Will this be considered to be a Prepaid Solution as referred in the document?		No
304	15	The bidder/bidder's solution provider should be in this line of activity and should be providing Prepaid Card solution (open/ semi closed/ closed loop / loyalty) in a minimum of one Public/ Private Sector Bank or a commercial entity in India. The solution offered should be currently running successfully.	4.2 (Sr. No 6)	We have an in-house developed & managed, closed loop prepaid instrument system which is used for our own operations (we being a commercial entity) and has not been otherwise commercialised. It is running successfully for more than 7 years, pan India. Will this be considered to be a Prepaid Solution as referred in the document?		No
305	37	Technical Specifications - The Prepaid Platform provider is required to provide processing support functions & consultancy support. Functionality of platform provider include Aadhaar number mapping to card account, hosting card account as a system of record processing, transaction processing including authorization and settlement	Section 9	Is the Aadhaar authentication through CIDR/UID in the scope of the platform and is the vendor expected to play a role of a Authentication Service Agency (ASA) or will NPCI continue to play that role for the solution?		The bidder has to do interface with NPCI. NPCI is already connected with UIDAI.