

PRE BID QUERIES for NPCI:RFP:2013-14/0013 RFP for engaging agency for implementation of new products.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)	NPCI Remarks
1	Section-8	25	Terms and Conditions	The Bidder shall further indemnify NPCI against any loss or damage 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,	No installation of third party application or hardware from the vendor is envisaged in this RFP (Resources for implementation are provided). Hence is this clause applicable?		As hardware and software is not part of the scope of RFP, only below part of the clause may be retained "The Bidder shall further indemnify NPCI against any loss or damage arising out of loss of data"
2	Section-6	42		The Bidder should have minimum 10 resources on their payroll for at least 12 months. These resources should be minimum engineering graduate or post graduates in science/technology and should have hands-on experience of implementation of project related to EFT switch or Card Payment Industry	1. Should we list details of only the minimum required 10 resources or more? 2. CVs of all the resources need to be submitted? Or only sample CVs are required?		1. Details of minimum 10 resources shall be provided 2. CVs of minimum 10 resources shall be provided
3	Section-3	11		The resources selected for deployment shall be earmarked for the entire duration of the contract. They shall not be shifted from the NPCI assignment for another assignment without permission from NPCI.	Requesting NPCI to give the waiver on this clause as if the resource leaves the project on personal reasons bidder will replace the resource with equivalent skill set which is as required by NPCI.		No change in RFP
4	Section-5	14	Bid Price	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.	Requesting NPCI to consider the clause as taxes as applicable and will be billed to NPCI at actual.		No change in RFP
5	Section-6	20	Opening of Commercial Bids:	Commercial evaluation would be done by way of Reverse Auction to identify the successful bidder.	Requesting NPCI to consider the commercial evaluation with the technical competence instead of reverse auction.		No change in RFP
6	Section-8	23	Terms of Delivery:	The selected resources shall be deployed within 15 days after of interview & confirmation by NPCI officer.	Requesting NPCI to give 1 month time to deploy the resource on site as he / she might be engaged in the existing project.		No change in RFP

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7	Section-8	30	Terms and Conditions	In case of order cancellation, any payments made by NPCI to the Bidder for the particular product 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 Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document.	Request NPCI for the waiver on the said clause.		Pls refer Corrigendum-1:In case of order cancellation in above scenario. In that case NPCI shall invoked the Bank Guaranty. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document.
8	Section-8	24	Price:	There shall be no increase in price for any reason whatsoever.	Requesting NPCI to give the price escalation of minimum of 10% in the contract is extended by year.		No change in RFP
9	Section-8	24	Liability:	The selected Bidder shall indemnify NPCI and be liable for loss due to services provided by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	Requesting for the waiver on the clause		No change in RFP
10	Section-8	25	TRANSPORTATION& OTHER EXPENSES:	NPCI shall not make any additional payment for transportation & other expenses of the personnel for travel from home to work and back or any other expenses.	While we accept the non payment of charges of travel from home to work, we request NPCI to pay the charges which are related to NPCI assignment to other locations within Mumbai and other locations outside Mumbai at actual.		No change in RFP
11	Section-8	27	Liquidated Damages	The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.	Request NPCI to waive the said clause		No change in RFP

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12	Section-4	12	Eligibility Criteria:	The Bidder must have minimum 2 years' experience for carrying out at least 2 to 3 projects related to EFT switch or card payments industry	Can the Bidder showcase the references of outside India and they are acceptable to NPCI.		No change in RFP
13	Section-4	12	Eligibility Criteria:	The Bidder must have minimum 2 years' experience for carrying out at least 2 to 3 projects related to EFT switch or card payments industry	Will the 2 project references acceptable to NPCI or it should be 3 Projects. Please confirm the same.		No change in RFP
14	Section-4	12	Eligibility Criteria:	Eligibility Criteria	Since your requirement is for 3 resources on an average, can the clause of 10 resources for the period of 12 months be relaxed?		No change in RFP
15	General					Which product make NPCI is implementing	NPCI works in the area of various card payments platform and relevant business channels like ATM, POS, ECOM, Mobile payments, Adhar etc.
16	General					What type of Technology NPCI is using.	Type of technology NPCI is using is mentioned in RFP
17	General					What type of skills are required for support.	Required skills are mentioned in RFP
18						Looking extension of two weeks	No change in RFP
19	Section-3	11	Scope of Work		Are we looking for one resource each for Area of work? 1. Implementation of products- Card Payment & EFT Switch 2. Pilot Testing of products-- Card Payment & EFT Switch 3. Testing of products-- Card Payment & EFT Switch		The resources may work in any of the areas depending upon the need.
	Section-3	11	Scope of Work		when we say area of activity "C/C++, Messaging middleware, Java" are we looking at developing/coding for this profile?		The resources may be utilised for coding
	Section-3	11	Scope of Work		what is the experience range that we are looking for all the candidates?		Minimum experience is mentioned in RFP
	Section-3	11	Scope of Work		Can we get a detailed Job description/skills matrix for all the positions?		he scope is mentioned in the RFP. The detailed job description will be provided to the L1 bidder
	Section-4	12	Eligibility criteria		Do we only require resources who are on Bidder roll since atleast 12 months, or is there an option of hiring external resources?		The resources shall be on bidders role only
	Section-5	18	Bid evaluation Process		Apart from 3 stages of bid evaluation is there any other evaluation criteria/process?		No
	General					Request for providing a word copy of the RFP Document.	We cannot share entire word document. Incase if any bidder want Annexure then we will provide based on request.