CLARIFICATIONS/ RESPONSES TO PRE-BID QUERIES

RFP FOR PAYMENT GATEWAY AGGREGATOR [REF: LIC/CO/CRM/PGA/RFP/2017-18 Dated: 28/12/2017]

Date : 29/01/2018

Sr. no.	Page No	RFP document Refrence(s) (Page No and Section)	Clause (in brief) of RFP requiring clarifications	Brief details/ Query in reference to the clause	Clarifications/Responses issued by LIC
1. RFP CLAUSE					
1	2	Page No. 2 Section 2.1.2	Earnest Money Deposit	Can the demand draft and bank guarantee be drawn on a private/ scheduled bank? Or is it compulsory to have it drawn on a nationalized bank only?	Demand Draft for Rs Twenty lacs and bank guarantee for Rs One Crore have to be drawn on a Mumbai Branch of Nationalised Bank ONLY.
2	4	page 4, Section 2.3,	Authorization for signing of all documents related to this tender process	Can relevant changes be made in the NDA or contract upon completion of the bid?	No changes to NDA are permitted.
3	7	Page No 7 Section 4 point J	The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in Hindu-Arabic Numerals.	Request you to please clarify Hindu-Arabic Numerals (Does it refer to denominating numbers in lakhs, crores, etc.?	Hindu - arabic numerals are clarified as units in Crores, lakhs .
4	13	Page 13-Table A - (Overall and in specific Item No. 2) [Clause 7.3]	(a) The header for the last Column states that the rates are excluding GST and government levies (b) For item No. 2, the last column refers to a fixed rate of 0.60% with an interchange of 0.50% and 0.1% fee to issuer bank. Further this sub-point says no other charges are to be raised by service provider.	(a) We presume the reference to 0.10% is not to issuer (who will be getting the interchange 0.50%) but to the acquiring bank/service provider? (b) Request for clarification that for all fees (including where customer is being surcharged) GST amount will be paid in addition to the fees & wherever it is a customer surcharge the same can be charged off the customer in addition to the fees	For transactions using Credit Cards 0.6% of the transaction volume + GST is to be collected from the customer . This rate is fixed . No other charges are to be levied .
5	13	Pg. 13 Section 7.3 Table A #2	Merchant Discount Rate for credit card based (VISA / MasterCard) transactions (Flat Fees per transaction collected directly from policy holders) Transaction Slab Flat Convenience fee - Upto 5000 20 5001 - 10000 35 10001 - 25000 80 25001 - 50000 190 50001 - 100000 350	Is the Service Provider expected to quote the Flat convenience fee as per the slabs given ? Please confirm.	please refer to the clarification against sr.no. 4 Above .
6	13	Pg. 13 Section 7.3 Table A #3	AMEX CARD (Slab wise Flat Fee per transaction to be collected directly from customers) Transaction slab FEE - Upto Rs.5000 Rs18.00 >Rs. 5000 Rs. 35.00	Is the Service Provider expected to quote the Flat convenience fee as per the slabs given? Please confirm	The convenience fee as a flat fee against two slabs of payment through AMEX Cards is fixed. Bidder should confirm this flat fee in their commercial bid submission.
7	15	Pg. 15 Section 7.3.4.	LIC may at its sole discretion declare more than one technically qualified bidder(s) as successful to provide the services of PGA as described in this RFP .	Please clarify as to what will be the percentage split and what will be the criteria for the same, if more than one technically qualified bidder is declared as successful to provide services of PGA.	LIC will take a call as an outcome of the RFP. Multiple Payment Gateways typically operate simultaneously.

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8	16	Page No 16-Section 9.1.2	Performance Guarantee: The selected bidder will be required to submit a Performance Bank Guarantee worth Rs. 75, 00, 00,000/- (Rs. Seventy Five Crores only) within 7 days from the Notification of award of contract.	Performance Guarantee : Kindly share text of performance gaurantee to be submitted	PBG format will be technically the same as the format for Bank Guarantee with volume of guarantee as Rs.75,00,00,000/- (Seventy Five Crores) from the Bank.
9	16	Pg no. 16 , 9.1.2, Performance Gurantee	Performance Guarantee should be valid for a period of 65 months from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC, at its discretion, may cancel the notification placed on the selected bidder and forfeit the EMD submitted without giving any notice	Performance Gurantee validity is mentioned as 65 months whereas Pg # 70 Annexure X is mentioned as period of 67 months.	Performance bank Guarantee is to remain valid for 67 months. The relevant change in the tender document is mentioned separately in "RFP For PGA Corrigendum III" .
10	17	page 17-Section 9.1.2,	LIC shall invoke the performance guarantee in case the Vendor fails to discharge its contractual obligations or LIC incurs any loss due to vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	Will Bidder get notice for cure and time for remedy?	There is no scope for any modification to the clauses of the SLA.
11	17	page 17-Section 9.4.D,	Failed to provide clarifications related thereto, when sought	What kind of clarifications could be sought from bidder?	All clarifications if sought will be with reference to submissions made by the Bidder/s as a response to this RFP.
12	19	Page no 19-Section 10.1,	LIC invites bids from competent and professional Electronic Payment Collection, Aggregation, Disbursement and Reconciliation Services providers, who meet the minimum eligibility criteria as specified in this bid document for integration of a Payment Gateway with LIC's Portal and providing Payment collection, aggregation, disbursement and reconciliation services for LIC for a period of Five (5) years.	There are some technical services which as bank we cannot provide directly and we appoint vendor for these services. Will it be allowed for Banks to bid jointly with service providers / aggregators ?	Joint Bids will not be accepted. All Bids have to be submitted by Eligible Entities independently.

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13	40	Page No. 40 Section 14.18.1	Right to conduct Audits	Request you to keep it mutual as per regulatory norms	This request is not accepted.
14	47	Page No. 47 Section 14.27	Warranty	There are no warranties in the service industry, hence request you to waive it off	Waiver of warranty clause is not accepted.
15	48	Page No. 48 Section 14.32	Liability on account of any System Compromise	There are no losses anticipated for LIC even if our systems are compromised. In our Agreement with the Acquiring Banks, we shall be liable to them for breach of security at our Site solely attributable to us.	There is No modification to section 14.32 in the RFP.
16	56,57,58,59	Page No. 56, 57, 58 & 59 Annexure II	Non-disclosure Agreement	Request you to keep it mutual instead of one-sided agreement	There is no change to the NDA document.
17	60	point No 6,Section 16, Annexure III,	If the bidder is a bank, it should be included in the Second Schedule to the Reserve Bank of India Act, 1934……Consortium of bidders are not allowed	The RFP document mentions that bidding as consortium would not be allowed. However, there are some services listed in the document which as a bank we may not offer and thus we will have to get into a technical partnership with vendors. Would this be allowed?	If the Bidder is a bank with technical support from other entities , then the entity offering technical support to the Bank cannot be an independent bidder for this RFP.
18	63	Pg no.63 Annexure V, point # 5	Bidder must be an IRDAI Approved Premium Collection entity i.e.: • Approved institution for Collection by RBI or • any other entity as approved for Premium Collection by IRDAI Copy	Bidder will share only RBI approval and not IRDAI approval of premium collections. – IRDA has approved all schedule commercial bank to accept insurance premium, hence we shall be submitting our RBI certificate / RBI letter for your perusal / Information. Trust that is sufficient.	Accepted.
19	70	Pg no.70 Annexure X – Bank Gurantee	This will be the additional clause mentioned on BG.	This is a standard clause in all the Bank Gurantee's can we add this clause. This Bank Guarantee is subject to the ICC Uniform Rules for Demand Guarantees (ICC Publication No. 758) and shall be governed by and construed in all respects, in accordance with the laws of India. Notwithstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed INR ___________(Indian Rupees ____________________ Only). b) this bank guarantee shall be valid upto ___________. c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if a demand is made in writing on the Bank at this branch at IDBI Bank Ltd, TPC, 4th Floor, Mafatlal Centre, Nariman Point, Mumbai – 400 021on or before date ____________, else all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities thereunder. The liabilities of the bank will become null and void without the need to return this guarantee to the Bank, and no demand will be entertained for any reason whatsoever.	The format for bank guarantee as mentioned in this RFP is final . There will be no change to the BG .

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2. EVALUATION CRITERIA					
20	12	Page 12-7.2	Tie up for payment gateway services for net banking as at 31-03-2017 with Banks Refer Annexure V : no. 4(ii)	Since we are a bank,we cannot integrate with other banks for netbanking services. Can we offer aggregator services being our Bank front ending the RFP.	YES . Please refer to the response against sr.no. 17.
21	12	Pg. 12, Technical Criteria # 2	Number of transactions routed through netbanking on payment gateway in the year 2016 – 2017. (ref: Annex V)	In view of our recommendation in point # 4 above, we suggest that the revised bands be: i) 0-2 Crores; ii) 2-5 Crores; iii) 5-8 Crores; iv) > 10 Crores	There is no Change in the Evaluation Criteria for this RFP.
22	12	Pg. 12, Technical Criteria # 6	Number of digital payments transactions routed for all channels on board (through payment gateway ONLY) in 2016-17	In view of our recommendation in point # 4 above, we suggest that the revised bands be: i) 0-10 Crores; ii) 10-15 Crores; iii) 15-20 Crores; iv) > 20 Crores	
23	12	Page-12-Technical Score Sheet(serial no-06,)	Number of digital payments transactions routed for all channels on board (through payment gateway ONLY) in 2016-17	Total number of transaction is on higher side kindly provide leniency on this part so that more participant can bid for RFP.	
24	12	Technical Score Sheet - Page 12 Clause 7.2	Point 7 (Technical Presentation) has 3 points with a score of 5 points each and both the minimum and maximum score as being 15 points - for DR/BCP, Tech Certifications and UAT API demo.	Does this mean that just having those 3 aspects automatically assures a 15 point score being awarded with no further gradation of scores?	The technical presentation by the bidder will be assessed by the IT BPR team of LIC to ascertain specifications of the 3 points in item no.7 of technical score sheet under clause 7.2 of this RFP and points will be awarded accordingly.
25	13	Pg no.13, 7.3. Stage 3 - Commercial Bid Evaluation - TABLE A	AMEX CARD (Slab wise Flat Fee per transaction to be collected directly from customers), *Current Rate fixed under agreement with AMEX will be collected directly from the customer. No other charges are to be raised by the service provider .	Is the MID for card acquiring card txns will be provided by lic through their direct arrangmentments with card schemes or bidder will take it from card schemes.	Bidder to take MIDs from card Schemes.
			UPI (Flat fee per transaction to be borne by LIC), Presently no payment is being made by LIC will be calculated as standard NPCI transaction rate for LIC + Service charge	Kindly confirm whether the payment IDs will be provided by LIC at the particular mentioned rate.	YES.
26	13	Page no.13-7.3 (3)	Ammex Card Acceptance	Can we offer aggregator services since AMEX acceptance is not with us.	Bidder should be enabled to support payments through all the Card networks to be eligible for submitting bid.
27	14	Page no.13-7.3 (5)	Prepaid Cards, Cash Cards, Payment, Wallets	Can we offer aggregator services since we do not offer this kind of cards.	Bidder should be enabled to aupport online payment transactions through PPIs and wallets to be eligible to bid.
28	60	Page no 60-Section 16, Annexure III, point no 13 ,	Certificate in original from the Company CFO/CS/CA showing revenue and profit before tax of the company in last three Financial Years viz. 2014-15, 2015-16 and 2016-17.	Since PGA is a publically listed entity, will submission of our annual report suffice for this purpose?	It is clearly mentioned under **Details column** at Point no. 2.1 of annexure IV (Bidders Organization Details) of this RFP document that Bidders should NOT submit copies/booklets of their Annual Reports .

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29	61	Annexure III - Page 60 Items 12 & 13 Annexure IV - Page 61, Item 3.3	Annxure III needs Certificates in orginal from company secretary detailing litigation / status of blacklisting; while Anenxure IV (Item 3 - blacklisting) requires the letter from an authorized signatory	Can all these certificates be issued signed by Executive Director of the Company who is authorized to submit all such documents? This will also keep it consistent with the requirements of the overll RFP	ANNEXURE I (cover letter) contains a declaration with reference to the Blacklisting clause. This will suffice for the purpose of item 13 of Annexure III. For Item no.12 of Annexure III ,Ceritificate signed by authorized signatory will be accepted. For Annexure IV,item no. 3.3. -please refer corrigendum III.
30	61	Page 61-Annexure IV	Bidder Organization details - General Items	Item No. 1.4 missing.	This is a typo error. Item no. 1.4 is blank.
31	62	Page 62-Annexure IV	Item No. 3.4 needs the trasnactioanl volume details etc certified by a CS	We request clarification whether this is to be issued by a CS or it is meant to be certified by a Chartered Accountant	To be certified by a Company Secretary preferably. Bidder may submit CA certificate with reasons .
32	63	Page 60-Annexure III & Page 63-Annexure V	Item 1 of Annexure III refers to entities being covered under Companies Act 1956 & Item 1 in Annexure V refers to bidder being a registered company under Companies Act of 2013	Both these need to be synchronized, ideally to read as "Companies Act 1956 / Companies Act 2013"	Corrected. Please refer Corrigendum III to thr RFP.
33	63	Page 63-Annexure V	Item No. 3 - refers to a Memoranudm of Understanding	We request calrification whether this means "Memorandum of Association"	Corrected. Please refer Corrigendum III to thr RFP.
34	63	Page 63-Annexure V	Item No. 4 (a) - requries certification from "respective partners" mentioning contract expiry dates for card gateways and Item 4(b) requries the lsit of net banking on Company's lettehead	We reques if the requirement in repsect of both can be fulfilled by the Company provding for the same on its letterhead - getting certification from 'resepctive bank partners for the card gateway , may not be possibel in a short period of time given processes at their end.	Accepted.
35	63	Pg. 63, Annexure 5, # 5	Bidder must be an IRDAI appoved Premium Collection entity. i.e. 1. Approved institution for collection by RBI, OR 2. Any other entity as approved for Premium Collection by IRDAI	No specific license issued by RBI for payment aggregators / intermediaries. PSS act permits intermediaries to operate under the nodal guidelines. Clarification letter from RBI to this effect available. Hence, request waiver of RBI approval in point # 1.	Accepted.
36	63	Pg. 63, Annexure 5, # 9	Bidder should have demonstrated experience of rendering online payment services to large Public Sector as well as Private Sector organizations in India and should have provided: 1. Currently operational online payments services to at least 5 public sector utilities/government entities in India 2. Processed at least 30 Crore online transactions (on payment gateway) during each of the last three financial years in India	Since we are already including criteria on annual revenue (above), it would be a good indication of the transaction volume. Hence, we recommend that sub-criteria # 2 be dropped from this list. If at all this needs to be retained, we recommend the last 12-month volume to be considered with a thershold of 10 Crore transactions (considering that we have also recommended a low revenue threshold).	There is no change to any criteria referred in this query.

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37	63	Pg no.63 Annexure V, Point # 4	Bidder should be able to provide following services: (i) Online Payment Gateways services with acceptance of Credit Cards [Visa, MasterCard, Amex, Diners], Debit Cards [Visa, MasterCard, Maestro Card, RuPay], IMPS Pre paid cards and Wallets (ii) Electronic Payment Gateway Services through the retail banking services of at least Thirty scheduled commercial banks	Instead of all banks agreement, - we shall be providing list of net banking tie-up on vendor's letter head.	Accepted.
38	64	Page 64-Annexure V	Bidder should be PCI DSS (ver 3.0 and upwards) and the Data Center (owned / hosted) should be ISO27001 certified as on the date of submission of the bid.	Request waiver for ISO27K1 for 3 months	There is no waiver of the requirement.
		Page 64-Annexure V	Bidder should have a Disaster Recovery Site and Business Continuity Plan in place.DRS should be referenceable (Point number 7 of TABLE I in Clause 7.2)	Request waiver for 3 months	There is no waiver of the requirement.
39	64	Page 64-Annexure V	Item 11 - copy of the latest internal control and audit report certified by authorized signatory	We request for clarification that a report form the external auditors on internal controls (as evidenced by the financial statements) suffices the requirements	Yes, report from external auditors certifying internal controls will suffice.
40	67	Page 67-Annexure VII	Details of the number of online payment transactions of Bank/PSU/Govt clients bifurcated channel wise for the specified period	Banks/Govt/PSU entities normally do not issue certificates of their transactions. Could we instead submit it as certificate from our end (authorized by a Director or as independent CA certificate)?	yes.
41	68	Page 68-Annexure VIII	Details of Clients transactions and transactions response rates	These details would be treated by many clients as their confidential data and there may be agreement/contractual constraints to disclose these data points. We could of course provide the customer contact details and also arrange for direct LIC contact with those clients	Annexure VIII calls for the contact details of On Board clients for LIC to verify with, while evaluating the Bids submitted.We will however require listing of On Board Clients for PGA services supported by the Bidder with contact details and other information contained in Annexure VIII wherever they can be disclosed within the provisions of any agreement with the client.
42	73	Page No. 73 Annexure XIII	Commercial Bid Template	In case of added services/ payment instruments, how do we quote the same? Can we add another row to enter the commercials?	As discussed in the Pre Bid , any channel of digital payments added subsequently (after the completion of the selection process under this RFP) will be at rates negotiated by LIC and the on board PGA subject to the relevant and contracted agreement of LIC and Payments network entities like VISA/masterCard/RuPay/NPCI etc.

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3. TECHNICAL					
43	20	Pg no. 20 Schematic Diagram of Customers paying premiums online through LIC portal	Real time acknowledgement and SMS to customer	Will LIC be sharing the email id and mobile number with the bank to send the SMS for success and unsuccessfull payments.	YES.
44	21	10.5 F	Bidder should be able to provide following services:	Please provide complete list of Wallets to be supported	Presently LIC portal has enabled the wallets of five Telecommunications Companies for acceptance of renewal premium and loan repayments online . More wallets may be added later .
		10.5 F	Any other digital payment channels	Please specify "Any other" digital payment channels	As discussed during the Pre Bid meeting , any digital channel of payments introduced in the future.
		10.5 F	Schematic Diagram of Customers paying premiums online through LIC portal: Real time acknowledgement and SMS to customer	Kindly confirm, SMS and email communication has to go from PG or LIC or both ? Does LIC already have an SMS Gateway provider we need to connect ?	SMS and email to the customer will be sent by the PGA for both successful and unsuccessful transactions (unsuccessful transactions will be those where the amount gets debited to the customer's account and does not reach LIC's account).
		10.5 F	So as soon as the customer returns back to LIC's web-page, the transaction is updated with success status and it is shown in the last 3 successful transaction list displayed on thecustomers' portal page.	Kindly elaborate	The previous three attempts made by the customer (whether successful or otherwise) will be displayed to him/her.
45	22	Pg no. 22 Schematic Diagram of LIC empowered agents remitting their collections through net-banking channel	At the payment gateway aggregator's web-page, the empowered agent is displayed a form where he needs to select the mode of payment (Net banking/credit card/debit card/IMPS) and he can then complete his payment details. · Empowered agents are not allowed to make credit card/debit card payments. LIC may decide to allow empowered agents to use IMPS or Cash Cards or Prepaid cards or Wallets or any other channel, for remittance of their invoices at a later date.	Kindly clarify for empowered agents whether credit and debit card payments will need to be provided	As discussed during the Pre Bid meeting, presently payments through Debit / credit card are enabled on POS terminals at the offices of LIC's Empowered Agents.
46	25	10.6.2 ii	The payment aggregator's solution should be capable of integrating with the hybrid mobile app of LIC and with the SDK- (Software Development Kit) enabled mobile app when developed .	Essentially we mean we don't have an mobile app, when LIC will develop, we need to be ready with SDK. Is the understanding correct ?	YES.
		10.6.2 viii	The solution should be able to integrate with any of LIC's existing/future Fraud Management Systems and VISA /Master /AMEX/NPCI or any other system that LIC wishes to follow.	Please specify existing FMS and its implementation. Existing server architechure, will this be an hosted solution? If yes, what happens to the legacy data ?	Presently there is no FMS at LIC end. Any such solution , if implemented in future will be discussed with the on board PGA separately.

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4. SCOPE OF WORK / SWERVICE LEVEL AGREEMENT					
47	20	Page No. 20 Section 10.5, point No. f, sub-point 2	Customize the payment page with adequate advertising campaigns, logos, emblems, pop-ups etc.	Kindly mention the frequency of such changes and also the type of advertisements proposed	As discussed during the pre bid, the frequency depends on the changes to payments channels.
48	24	Page No. 24 Section 10.6.2, point vi, sub-point b	Automatic transfer of funds transferred through the payment gateway into multiple destination accounts as specified by LIC from time to time.	Kindly elaborate in terms of expected work-flows; Also how will the split instructions be communicated to the service provider's system; In case of issuing multiple MIDs for governance projects, same has to be on-boarded with the requisite KYCs	As discussed ,Presently the funds are transferred into a Single Account .
49	24	Pg no. 24 10.6.2. Functional Requirement,	vi. The Payment Gateway aggregator should provide the following basic features / functionality: b. Automatic transfer of funds transferred through the payment gateway into multiple etc. destination accounts as specified by LIC from time to time.	How much time will the bidder be given to set up the new account for automatic fund transfer? Will LIC agree to a slight modification in integration at a later date to account for settling into an additional account?	As discussed during the pre bid meeting , opening of account by LIC in any bank is a standard procedure and does not require change in IT integration.
			vii. Bidder should provide the complete documentation including technical, operations, user manual,	Kindly elaborate on the nature of the technical, operations and user manual requirement.	As discussed, bidders are required to have been in the business of providing PGA services for a reasonable period to clients (mentioned in the Eligibility Criteria for this RFP) and user manuals are a standard requirement for any such aggregation procedure.
			ix. The solution should support velocity checks and behavioral anomalies.	Kindly elaborate on the behavioral anomalies.	If the bidder has a system for velocity checks available, it can be discussed during the Technical presentation. Presently the IT platform of LIC does not support Velocity Check.
			xv. The solution should have ability to generate various reports as per regulators / statutory requirements	Kindly provide an example of reports as per regulators / statutory requirements.	Reports will be of standard statutory nature.
			xxix. The payment service must offer SSL (Secure Sockets Layer) for transaction security.	Given the PCI guidelines it is required for systems to be upgraded to TLS 1.2 in immediate future. Kindly advise if LIC would be adhering to the same.	As confirmed during the pre Bid meeting , the LIC server side supports TLS 1 to 3.
			xxxvi. In case of grievance regarding extra/double payment made by a customer by mistake for any services availed through the payment gateway, it shall be the onus of bidder to settle such grievance.	How will be the extra/double payments be highlighted to the bidder? Will LIC be highlighting the same and authorizing the payment gateway to initiate the refunds.	As discussed during the pre bid meeting , refunds are informed to the PGA after receipt of MIS from the PGA on T + 1 before EOD(End of the Day).
50	25	Page No. 25 Section 10.6.2, point xvii	The solution should provide comprehensive Dispute Management System.	Kindly elaborate on the expectations as far as the DMS is concerned	Dispute Management is presently not a mechanised system in LIC . For this query , refer Clause clause 14.20 on disputes between LIC and the on board vendor.
51	26	Page No 26-Section 10.6.4	d. All the funds collected online on day (T) shall have to be transferred to the designated destination account on the next working day (T+1) (before 1 PM)	Funds collected through PG can be transferred to LIC a/c with Bank on T + 1 end of day .	Clarified that funds should be transferred by vendor to LIC at EOD on T +1. please refer Corrigendum III of the RFP on the tender site.

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52	26	Page No 26-Section 10.6.4	f. The selected bidder would provide a 24X7 helpdesk support to the users of the system setup for making online payments	Can this be in the form of an email id to which users can write for queries in combination with a call center working 9 am to 6 pm?	YES, as discussed, help desk support to customers who have transacted online on the licindia.in portal through designated and publicly displayed email addresses of the vendor is accepted.
53	26	Page No. 26 Section 10.6.2, point xxvii	Statutory and other regulatory compliances – online transactions effected should comply with Government, IRDAI, RBI, IBA, EMV, NPCI/NFS guidelines. If any new guidelines are issued by these organizations or SEBI or Government or any other regulator, the bidder/vendor shall arrange for its compliance/ up gradation and bear the cost for the same.	Same has to be communicated to us in order to ensure system compliance	PCI DSS compliance is accepted .
54	26	Page No. 26 Section 10.6.2, point xxxi	The customer must be allowed to review charges before final submission. Show online payment gateway service provider's transaction charges, if any, separately from LIC's charges, if any.	This functionality is applicable on LIC's website, for which the changes are to be done at LIC's end; If the same needs to be shown post "Pay Now" button, then it would be applicable to the service provider	As in the current arrangement , charges being levied to the customer for payments using Credit Card are displayed on the vendor's landing page .
55	27	Page No 27-Section 10.6.6	MIS Report	The Reports would need to be discussed and finalised mutually along with frequency	Agreed.
56	27	Page No. 27 , 10.6.6	MIS Report - The vendor is required to submit the following MIS Reports	Kindly share the expected MIS format, else we shall share the reports as per our standard format; Also how do we share the MIS, over email or via SFTP? What shall be the frequency of the same along with the list of recipients. Any customization should be communicated in writing	The frequency of MIS is daily in the current arrangement for online transactions. The reports are received through Email. The vendor may enable automated sending of daily MIS .
57	27	Page No. 27 Section 10.6.4, point f	The selected bidder would provide a 24X7 helpdesk support to the users of the system setup for making online payments and generate SMS to the customer as soon as a transaction initiated is successful / unsuccessful to ensure accurate communication and pre-empt the possibility of double payments	Debit SMS is triggered by the issuing bank and the confirmation SMS has to be triggered by LIC considering TRAI norms; However if PGA has to trigger the confirmation SMS on behalf of LIC, who shall bear the cost?	PGA will trigger SMS to the customer for both successful and unsuccessful transactions as clarified in sr.no. 44 . The SMS will be from the PGA to the customer , for which the cost has to be borne by PGA.

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58	28	Page No. 28 Section 10.6.7, point b	A Central help desk should be customized to cater to LIC's and depositor's queries and requirements. The contact/phone number of this Central help desk must be displayed prominently in LIC's website.	Customized central help desk, if within permissible limits shall be accomodated; However, major customizations involved would be classified as a change request, which in turn would be at an additional cost; Kindly define the helpdesk expectations clearly; The SLAs and any associated restrictions also needs to be highlighted accordingly	Please refer to response against sr.no.52 in this sheet.
59	29	Pg no. 29 11.7. Other Terms & Conditions	b. Payments will be made only on Vendor completing all activities for that Solution as per the agreed Implementation plan with LIC. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.	Kindly elaborate on the type of payments being mentioned and the activities mapped for the same.	This clause may be treated as redundant for the scope of this RFP.
60	30	Pg no. 30 12. Schedule of Service Level Agreement (SLA)	Completion of work as per description in SOW (including integration of payment gateway through net banking and credit/debit cards, real time online MIS deployment,UAT, etc.) from the Date of purchase/work order	The integration would be done by LIC with the support of the bidder. Will the SLA account for the delays caused at LIC's end and in such cases would the timeline be extended. We understand in any case of delay understanding will be mutual.	Any delays on account of LIC will be factored in for calculating timelines to completion .
61	30	Page No. 30 Section 12, point 3 & 4	SLA/ Frequency - 35 days & 45 days respectively (one time)	Request you to append the same to business days with exclusions of Saturday, Sunday & public holidays	As stated in an Appendices I, Page no. 51 and under clause 10.6.9, Page no. 28 of the RFP document Business Day means : ** **All days/ hours in timelines are calendar days/ hours. Working day shall be construed as a day excluding Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies or State Governments or Central Government of India as applicable to the concerned LIC office.**
62	30	Page No 30-Section 12	6. Reversals/Refunds of the collections in duplicate/wrong amounts in 48 hours	This can take more than 48 hours in case the same are not received from the respective Bank.	As clarified during the pre bid meeting , refunds have to be initiated within 24 hours of receipt of the file of refunds from PCMC team . Refund files are as a practice, sent to the PGA well before 3 PM on any day . Please Refer Corrigendum III.

Sr. no.	Page No	RFP document Refrence(s) (Page No and Section)	Clause (in brief) of RFP requiring clarifications	Brief details/ Query in reference to the clause	Clarifications/Responses issued by LIC
63	30	Page No. 30 Section 12, point 5	Transfer of Funds collected online to the designated destination account (T=collection date; T+1=next working day 13.00 Hrs)	This should exclude the settlement cycles during public/ bank holidays and also weekends considering there could anticipated delays from the bank's end; This has a depency on the bank fund. In the event the partner bank has not remitted the fund, it will not be settled with LIC during which penalties won't be applicable	Please refer response against sr.no. 61. Settlement cycles will factor in the concept of Business days.
64	31	Page No. 31 Section 12, point 6	Reversals/ Refunds of the collections in duplicate/ wrong amounts - 48 Hours	Processing of refund from PGA's application shall be done within 48 hours subject to timely intimation and passing of appropriate parameters; However, credit into customer's account is purely dependent on individual issuer bank's TAT, something which needs to be factored in this scenario	please refer response at sr.no. 61.
65	31	Pg no. 31 12. Schedule of Service Level Agreement (SLA)	Reversals/Refunds of the collections in duplicate/wrong amounts	The bidder will initiate the refunds within 48 hours after receiving the request from LIC. However, the reflection of the same in the customer's bank account/credit card account is as per the respective bank's policy and the bidder has no control over the same. Kindly advise whether the measurement can be for the initiation of refunds/reversals. Also, the banks do not share the bank account details with the payment gateway and hence it would be difficult for the bidder to share the same with LIC.	PGA has to initiate the refunds within 24 hours of receipt of the refund file from LIC . Please refer corrigendum III.
66	31	Pg no. 31 13.1. Prices,	Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs.	In the wake of regulatory bodies controlling the MDR on certain payment options, kindly advise on the escalation of costs by the regulators at a future date.	MDR will be as per LIC's agreement with the card networks.
67	49	Page No. 49 Section 14.36	Data Ownership	Basis customer's consent while entering card details on our payment page for saved cards, we reserves all rights and ownership w.r.t such database. However we will store such data with highest levels of encryption in accordance with the applicable laws of India	This practice to be follwed for any card transactions in accordance with PCI DSS and any other relevant norms applicable for card based transactions.