CLARIFICATION / REPLIES / CORRGENDUM TO PRE-BID QUERIES (Supplementary)

Expression of Interest for Payment Gateway Aggregator - [Ref: LIC/CO/CRM/PGA/EOI/2015-16 Dated: 14/12/2015]

Date : 30/12/2015

Sr. No.	Query Received From	EOI Document Reference(s) (section and page number)	Clause (in brief) of EOI requiring clarification	Brief details/query in reference to the clause	CLARIFICATION / CORRIGENDUM ISSUED BY LIC
76	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 10 & Page 11)	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: (i) Currently operational online payments services to at least 5 public sector utilities/ government entities in India. (ii) Processed at least 5 million online transactions during each of the last three financial years in India	Kotak Mahindra Bank (KMBL) has built a secured product solution to provide payment gateway solution but does not have prior experience of rendering payment gateway solution .Request LIC to consider relaxation in EOI criteria point 10 so that KMBL can apply for the EOI.	Experience mentioned in the EOI is mandatory.
77	Kotak Mahindra Bank	Current Scenario (sections 2 Page 3)	Currently payment gateway services are being provided to LIC by BillDesk, IDBI & Corporation Bank.	How many total service providers LIC intent to empanel after EOI process additionally.	This will be communicated in RFP document
78	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 4 & Page 10)	Bidder should be able to provide following services: (i) Online Payment Gateways services with acceptance of Credit Cards [Visa, MasterCard, Amex, Diners], Debit Cards. (ii) Electronic Payment Gateway Services through the retail banking services of at least Thirty scheduled commercial banks [Visa, MasterCard, Maestro Card, RuPay] (iii) Cash Cards, Prepaid Cards, Payment Wallets	Can applicant provide select product solution under the aggregator model?	Preference will be given to bidder providing maximum product solutions.
79	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 10 & Page 11)	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: (i) Currently operational online payments services to at least 5 public sector utilities/ government entities in India. (ii) Processed at least 5 million online transactions during each of the last three financial years in India	What is the expected throughput – number of transactions / value of transactions	Minimum 30 banks must be enabled for retail banking services. The expected throughput is primarily number of transactions.
80	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 10 & Page 11)	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: (i) Currently operational online payments services to at least 5 public sector utilities/ government entities in India. (ii) Processed at least 5 million online transactions during each of the last three financial years in India	What is the expected transactions (approx.) under Credit Card / Debit Card / Bank Channel / IMPS.	Idea of expected no. of transactions and amount can be had from figures of past years shown in pre-bid-meeting-presentation.
81	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 10 & Page 11)	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: (i) Currently operational online payments services to at least 5 public sector utilities/ government entities in India. (ii) Processed at least 5 million online transactions during each of the last three financial years in India	What is the current settlement date for daily credit received through different channels (Credit Card / Debit Card / Bank Channel / IMPS).	T+1 is the current settlement date.
82	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 5 & Page 10)	Bidder must be an IRDAI Approved Premium Collection entity i.e.: Approved institution for Collection by RBI or RBI Cleared Payment Collectors or any other entity as approved for Premium Collection by IRDAI	As per our understanding banks are eligible and hence do not require any RBI approval to collect Insurance Premium collections.	Banking License is acceptable.
83	Kotak Mahindra Bank	Eligibility Criteria for Bidders (Section 4 & Page 10)	List of minimum 30 partner banks on company's Letterhead by authorised signatory.	If bank has partner banks less than thirty, will the bank will be eligible for the EOI process.	Minimum 30 banks must be enabled for retail banking services.
84	Kotak Mahindra Bank	Mandatory Submission before Participation (Serction 5 / 5.1 / 5.2 / 5.6 & Page 4)	Mandatory Submission before Participation	Any change in draft possible, post discussion with legal.	Minor modifications not affecting the content of the draft may be permitted.

85	Atom Tech	Section 7 & Page 30	The bidder should have maintained operating profit during any two of the last three financial years (2012-13, 2013- 14 and 2014-15).	Is it compulsory to have a net profit? In case we do not have then what is the alternative	operating profit as mentioned in EOI is mandatory.
86	Atom Tech	Section 5 & Page 10	Bidder must be an IRDAI Approved Premium Collection entity i.e.: · Approved institution for Collection by RBI or · RBI Cleared Payment Collectors or any other entity as approved for Premium Collection by IRDAI	We are not IRDAI approved entity, but has a letter from RBI for payment processor, will it do?	RBI License or approval is sufficient as per IRDA outsourcing guidelines.
87	Atom Tech	Page 9 & Section 14	e-Payment modes	What is E payment modes?	Different E-payment modes have been specified in Clause 14.4 on page no. 10.

Chief (CRM), LIC of India.