# CLARIFICATION / REPLIES / CORRGENDUM TO PRE-BID QUERIES

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

Date : 28/12/2015

| 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 |
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| 1 | HDFC Bank | Page 10, point 5 | Bidder must be IRDA Approved so Copy of RBI approval certified by Authorised signatory to be submitted | Since we are a Bank, we have RBI banking license. However no separate approval received from RBI for premium collection. Will the RBI license suffice ? | RBI License or approval is sufficient as per IRDA outsourcing guidelines. |
| 2 | HDFC Bank | Page 11, point 10 | Satisfactory performance certificate reqd of public sector entities to whom we have offered PG | Due to intermittent holidays, and year end, many of the officials are on leave. Can we provide the contact name and number of officials now and the letters within 15 days ?. | Bidder is requested to provide the contact names and contact details of the officials alongwith the bid, and submit the reference letters on or before 23rd January, 2016 |
| 3 | HDFC Bank | Page 10, point 4 | Bidder should be able to provide Electronic Payment Gateway services through retail banking services of at least thirty scheduled comm. banks | since we are a bank, we have tie ups with aggregator for providing net banking services of other bank and we shall be having back to back arrangement with the aggregator and will be front ending the entire relationship. Is that acceptable by LIC? | Yes, it is acceptable. Bank will act as a prime bidder and submit letter from aggregrator (on official letter-head) giving the details of the engagement and giving their consent in favour of the bank to front-end the entire relationship with LIC |
| 4 | HDFC Bank | Page 19 | Non disclosure agreement | Pl inform validity period of the agreement to be put in agreement. | Validity is upto the period of contract. |
| 5 | HDFC Bank | Page 10, point 6 | Bidder should be PCI-DSS certified | We have our payment Gateway vendor as FSS and they are PCI-DSS certified. Is that acceptable by LIC? | Yes, it is acceptable. Bank is requested to submit letter from payment gateway vendor (on official letter-head) giving the details of the engagement and giving their consent in favour of the bank to front-end the entire relationship with LIC. Copy of the PCI-DSS certificate (valid as on the date of submission) should be submitted. |
| 6 | HDFC Bank | Page 4, point 5.6 | Bank Guarantee towards EMD | Can we provide our own Bank BG towards EMD? also pl inform the validity of BG which is mentioned as 67 months | Own Bank BG can be provided. Validity is for 180 days. '67' months may be read as '6' months. |
| 7 | HDFC Bank | Page 11, point 15 | Power of Attorney | Pl confirm if power of attorney and authorisation letter as provided in page 34 and 35 of EOI both is required ?. Do you require a separate Board resolution also ? | Power of Attorney ( on Rs. 250/- stamp paper) or Authorisation letter is acceptable. If authorisation letter is submitted then copy of the Board resolution is required in favour of Authorized signatory. |
| 8 | HDFC Bank | Page 11, point 8 | Positive Net worth | Can we provide copy of CA certificate duly certified by authorised signatory | Yes |
| 9 | HDFC Bank | Page 11, point 12 | Internal control and audit measure | This forms a part of our annual report. Can we submit our annual report. We do not have any separate document | Yes |
| 10 | HDFC Bank | Page 11, point 9 | Minimum annual turnover out of payment gateway agg business from Indian operations should not be less than Rs.5 crores during each of the last 3 fin year as per audited financial statements | Since we are a Bank, we don not have separate reporting for turnover of payment gateway business. however we have our total turnover mentioned in our financial. will the financial suffice. | Annual turnover out of payment gateway aggregrator business from Indian operations for last 3 financial years may be submitted as a letter certified by CA and signed by authorised signatory. |
| 11 | HDFC Bank | Page 10, point 4 | Bidder should be able to provide foll Serivce (i)online payment gateway services with acceptance of credit cards (Visa/mastercard,Amex, Diners) Debit cards(visa, master card, maesstro card, rupay) | all the Franchisee i.e. master, visa / diners agreements come with no expiry dates as its a auto renewal contracts. Is that acceptable | Yes it is acceptable |
| 12 | IDFC Bank | Section no. 14, Page number 10 (Point no. 7) | The bidder should have maintained operating profit during any two of the last three financial years (2012-13, 2013-14 and 2014-15). | IDFC Bank had started banking operations wef 1st October 2015, hence the 3 years balance sheet will not be applicable. However, the balance sheet of the Parent Company (IDFC Ltd) can be provided for that period. Request your comments on this with respect to the eligibility for bidding. | Balance sheet of the parent company may be provided. |
| 13 | IDFC Bank | Section no. 14, Page number 11 (Point no.8) | The bidder should have positive net worth for each of the last three financial years (2012-13, 2013-14 and 2014-15). | IDFC Bank had started banking operations wef 1st October 2015, hence the 3 years balance sheet will not be applicable. However, the balance sheet of the Parent Company (IDFC Ltd) can be provided for that period. Request your comments on this with respect to the eligibility for bidding. | Balance sheet of the parent company may be provided. |
| 14 | IDFC Bank | Section no. 14, Page number 11 (Point no. 9) | Minimum annual turnover out of payment gateway aggregation business from Indian operations should not be less than Rs. 5 crores during each of the last 3 financial years (2012-13, 2013-14 and 2014-15), as per audited financial statements. | IDFC Bank had started banking operations wef 1st October 2015, hence don't have the turnover out of payment gateway aggregation business for the mentioned financial years. Request your comments on this with respect to the eligibility for bidding. | Minimum annual turnover out of payment gateway aggregation business as mentioned in the EOI is mandatory. |
| 15 | IDFC Bank | Section no. 14, Page number 11 (Point no. 10) | 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 | IDFC Bank had started banking operations wef 1st October 2015, & are yet to render online payment services to large PSU's / Pvt. sector organisation. Although we would like to mention that we have invested heavily in the technology & assure you that our systems are capable of handling huge volumes. Request your comments on this with respect to the eligibility for bidding. | Experience mentioned in the EOI is mandatory. |
| 16 | IDFC Bank | Section no. 14, Page number 10 (Point no.5) | 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 | With respect to the IRDAI circular dated Feb 2011, Premium collections activities may be outsourced to the RBI approved banks. Request you to confirm if only banking license would suffice. | Banking License is acceptable. |

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| 17 | IDFC Bank | Section no. 14, Page number 10 (Point no. 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] (ii) Electronic Payment Gateway Services through the retail banking services of at least Thirty scheduled commercial banks (iii) Cash Cards, Prepaid Cards, Payment Wallets | Bank would be partnering with single or multiple aggregators for payment gateway services. | Bank will act as a prime bidder. And submit letter from payment gateway vendors/ aggregator (on official letter-head) giving the details of the engagement and giving their consent in favour of the bank to front-end the entire relationship with LIC |
| 18 | ICICI Bank | Section 5.6; Page 4 | Bidders shall submit, an EMD of Rs. 5,00,000/- (INR Five Lakhs only) in the form of Bank Guarantee (BG) as per the format given in Annexure – III, which should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having its branches in Mumbai. | Since ICICI Bank will be bidding in it's own capacity, will it acceptable if the EMD guarantee is issued by ICICI bank itself. | It is acceptable |
| 19 | ICICI Bank | Section 14, point 2; Page 10 | 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 EoI 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? | Bank will act as a prime bidder. And submit letter from payment gateway vendors/ aggregator (on official letter-head) giving the details of the engagement and giving their consent in favour of the bank to front-end the entire relationship with LIC |
| 20 | ICICI Bank | Section 14, point 7; Page 10 | The bidder should have maintained operating profit during any two of the last three financial years (2012-13, 2013-14 and 2014-15). Audited Financial statements or Copy of financial statement certified by Authorised Signatory | Since ICICI Bank is a publically listed entity, will submission of our annual report suffice for this purpose? | It is acceptable |
| 21 | ICICI Bank | Section 14, point 8; Page 11 | The bidder should have positive net worth for each of the last three financial years (2012-13, 2013-14 and 2014-15). CA certificate to prove positive net worth during last three financial years (2012-13, 2013-14 and 2014-15). | Since ICICI Bank is a publically listed entity, will submission of our annual report suffice for this purpose? | It is acceptable |
| 22 | ICICI Bank | Section 14, point 10; Page 11 | CA certificate clearly indicating the year on year transactions processed for each of the last three financial years should be submitted | Similarly, can the CA certificate attesting to the number of transactions processed for each of the last 3 years be submitted post submission on Jan 6, 2016. | It is acceptable |
| 23 | ICICI Bank | Section 14, point 12; Page 11 | Bidder should also have internal control and audit measures in place. Audit report from external auditor must be submitted as proof. Copy of latest Internal control and Audit Report certified by Authorised Signatory. | Request further clarity on what is the nature of query and which report is required as there are multiple audits conducted within a bank. | Copy of latest Internal control and Audit Report certified by Authorised Signatory (related to payment gateway aggregrator services) is required. |
| 24 | ICICI Bank | Section 14, point 13; Page 11 | Bidder should not have been blacklisted by LIC. Certificate from Authorised Signatory. | Is there a specific format for this letter. | Self declaration on official letter head and signed by authorised signatory is ok. |
| 25 | ICICI Bank | Section 14, point 14; Page 11 | Bidder should not have any litigation against LIC or any organization which may materially impact the bidders' responsibility to implement the scope of this EOI. Undertaking signed by the Authorized Signatory. | Is there a specific format for this letter. | Self declaration on official letter head and signed by authorised signatory is ok. |
| 26 | ICICI Bank | Annexure III; Page 26 | This Bank Guarantee will be valid for a period up to ______________ (for a period of 67 months from the date of submission) | The format for BG mentions that the validity should be 67 months while the terms of the EMD (as mentioned on page 4 mention validity as 180 days). Request you to please confirm if the validity should be 67 months or 6 to 7 months. | Kindly read "67" months as "6" months |
| 27 | ICICI Bank | Annexure VII; Page 32 | Whether reference Letter Enclosed | Since the date of final submission for EoI is Jan 6, 2016 and there are many holidays in the intervening period, will it be acceptable if Reference Letter are submitted after final submission. That is, will it be acceptable if at the time of submission only details of clients is shared? | Bidder is requested to provide the contact names and contact details of the officials alongwith the bid, and submit the reference letters on or before 23rd January, 2016 |
| 28 | ICICI Bank | Generic Query | Generic Query | In case a bank gives the winning the bid, will LIC open one or more than one PG / IMPS collection account with the said bank. Kindly confirm. | LIC will sign the contract with the selected bidder only. LIC will maintain single bank account for the selected bidder. LIC will decide the opening bank account at the time of implementation of the payment gateway service. |
| 29 | Axis Bank | Section 14 Page No 10, Eligibility Criteria#4 | Electronic PG Services through retail banking services of at least 30 scheduled commercial banks | Banks need to partner with aggregator to provide net banking aggregator services. Is such partnering with aggregator permitted ? If yes then does bank need to submit compliance certificates (PCI DSS etc.) of aggregator along with list of partner banks ? Also list of Banks to be on the bank's letter head or partner's letter head ? | Partnering with aggregator is permitted. Bank will act as the prime bidder for LIC. Bank is requested to submit letter from payment gateway vendor (on official letter-head) giving the details of the engagement and giving their consent in favour of the bank to front-end the entire relationship with LIC. Copy of the PCI-DSS certificate (valid as on the date of submission) should be submitted. List of banks should be on Bank's letter head. |
| 30 | Axis Bank | Section 14 Page No 11, Eligibility Criteria#10 | Bidder should have demonstrated ……… | Does the Satisfactory letter needs to be provided on the letter head of PSU ? Please share the format. | Reference Letter should be on the official letter head of PSU with details as called for in the EOI . There is no specific format. |
| 31 | Axis Bank | Section 7 Page No 7, Instructions for submissions | Language Of Response to this EOI | Please explain " numbers should be in Hindu Arabic Numerals". | Hindu Arabic Numerals are the ten digits - 0,1,2,3,4,5,6,7,8 & 9. |
| 32 | Axis Bank | Section 14 Page No 11, Eligibility Criteria#11 | Bidder should have disaster recovery centre …… | There is no 3rd party certification like we get for ISO/PCIDSS to prove DR/BCP compliance.Please clarify what documents need to be submitted to prove this compliance. Will self certification suffice ? | Self certification on official letter-head with copy of plan and with authorised signatory's sign is acceptable. |
| 33 | Axis Bank | Section 14 Page No 11, Eligibility Criteria#14 | Bidder should not have any litigation against LIC | Undertaking to be given on bank's letterhead or stamp paper? | Undertaking on bidders' official letterhead and with authorised signatory's sign is sufficient. |

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| 34 | Axis Bank | Section 14 Page No 10, Eligibility Criteria#4 | Bidder should be able to provide services | Visa and Master Card Associations do not provide any such certification to the acquiring banks mentioning acceptance of their proprietory cards. In such scenario will self declaration from banks will do ? | Self declaration on official letter-head with continuity of the agreement or agreement expiry date is acceptable. |
| 35 | Axis Bank | Section 14 Page No 10, Eligibility Criteria#5 | Bidder must be an IRDA approved premium collection | Collection by cash/cheque/cards etc. is core banking functions and as such no separate approval is given by RBI for insurance premium collection. Please clarify if self declaration would suffice ? | Scheduled banks are approved by IRDA for premium collection. |
| 36 | paytm | Page Number 19, Annexure – I : Non-Disclosure Agreement & | This NDA will be valid for a period of __________(Contract Period) | What is the validity period? | NDA is valid for period of contract. |
| 37 | paytm | Page 20, Annexure – II : Pre-Contract Integrity Pact | WHEREAS the BUYER proposes to procure (Name of the Stores/ Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and | Here it should be services as Bidder is providing payment gateway which is services. So name of stores/equipment/item should be replaced with services. | Stores/equipment/item may be replaced with 'Services' in the Pre-Contract Integrity Pact document |
| 38 | paytm | Page no 22, Clause No 5 Earnest Money (Security Deposit): (Annexure – II : Pre-Contract Integrity Pact), | 5. Earnest Money (Security Deposit): 5.1 While submitting commercial bid, the BIDDER shall deposit an amount Rs…………………….. (to be specified in RFP/Tender ) as Earnest Money as applicable/Security Deposit, | Is this earnest money is different from 5 Lakhs which needs to be submitted during EOI ? | This security deposit will be payable by eligible bidders who will be called to participate in the RFP and it is to be submitted at the time of RFP submission. |
| 39 | paytm | Page Number 23, Section 6.3 of Sanctions for Violations: | 6.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and convulsive on the BIDDER. approach the Independent Monitor(s) appointed for the purposes this PactHowever, the BIDDER can | Our legal team says that it should be conclusive instead of convulsive. Please confirm. | It should be read as 'conclusive' . |
| 40 | paytm | Page Number 24, Section 8.1 Independent Monitors: | 8.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. | Provide the name and address of Monitors name | Independent monitors will be appointed by Central Vigilance Commission and communicated to LIC. The names of the independent monitors will be provided to selected bidders. |
| 41 | paytm | Page Number 26, Annexure – III : Bank Guarantee | This Bank Guarantee will be valid for a period up to _____________ (for a period of 67 months from the date of submission) | Need clarification on validity period of Bank Guarantee. In Annexure III it says 67month while in EOI document page Section number 5.6 and number 4, it shows 180 days | 67 is a typo error, it is '6' months. |
| 42 | worldline | 6. Activity Schedule | Last Date & Time for Submission of Response to EOI : Wednesday, 06/01/2016 latest by 3.00 pm | Request you to please arrange to provide an extension of at least 2 weeks to the submission date on account of the holiday period | Last date for submission of the bid is 06/01/2015. No change in the submission date. |
| 43 | worldline | 14.Eligibility Criteria for Bidders | 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] (ii) Electronic Payment Gateway Services through the retail banking services of at least Thirty scheduled commercial banks (iii) Cash Cards, Prepaid Cards, Payment Wallets | i) We as service provider provide the Payment gateway services to our client banks for acceptance of Credit/Debit cards. Would a reference letter from such bank be sufficient. ii) We have internet banking connectivity with 33+ banks some are direct connection and some are through alliances/partners. In this scenario is it Ok to submit a self-declaration mentioning the banks we provide such services for? iii) We are in the process of completing such integration with a wallet service provider. Please confirm if a self-declaration in this regard would be sufficient. | Self declaration on official letter-head with brief details of the agreement and agreement expiry date (with card networks and banks) is acceptable. |
| 44 | worldline | 14. Eligibility Criteria | 9. Minimum annual turnover out of payment gateway aggregation business from Indian operations should not be less than Rs. 5 crores during each of the last 3 financial years (2012-13, 2013-14 and 2014-15), as per audited financial statements. | The Audited balance sheet does not list the turnover based on the business streams. However, our overall turnover is in excess of 150 Cr and Payment gateway is also a significant contributor. Can we provide a self- declaration in this regard confirming the same | Annual turnover out of payment gateway business from Indian operations for last 3 financial years may be submitted as a letter certified by CA and signed by authorised signatory. Copy of the audited balance sheet should be submitted to reflect the overall financial status of the company. |
| 45 | worldline | 14.Eligibility Criteria | 10. 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 | i) We are providing services to more than 5 public sector utilities/govt entities in India. However, these services are through Banks who are front-ending these deals. Would a reference letter from the bank confirming the same be sufficient in such case? | Service provider should have tie up at the front end also. |
| 46 | worldline | | | Please provide details on the RFP process LIC plans to undertake. Would it be a closed RFP? Or Open? | Only the shortlisted entities through EOI will be able to participate in RFP, thus it will be a closed one. |
| 47 | worldline | | | What are the expected dates for finalizing the vendor and awarding of the contract? What are the further steps in the selection process | Time-lines for vendor selection will be communicated in the RFP after completion of EOI process. |
| 48 | techprocess | Section 14. Eligibility Criteria for bidders Page 10.( Criteria 1) | Bidder should be a registered company in India under Companies Act 2013 and should have been in operation for at least three years as on date of EOI. | TechProcess is an entity registered under Companies Act, 1956 and is in operation since year 2000. Query : - Are Companies incorporated under the Companies Act, 1956 too are eligible for this EOI? | "2013" is a typo error, it is to be read as Indian Companies Act 1956. |

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| 49 | techprocess | Section 14. Eligibility Criteria for bidders Page 10.( Criteria 1) | A registered company in India which is a payment gateway services aggregator authorized by RBI under the Payment and Settlement Systems Act, 2007 may respond to this tender as sole bidder. | TechProcess carries out payment aggregation business under the purview of the PSS Act, 2007 and in this connection was guided by RBI vide their letter dated December 11, 2009 (ref # DPSS/CO/AD/No.1266/02.27.004/2009-10 to follow 'Directions for opening and operation of Accounts and settlement of payments for electronic payment transactions involving intermediaries' issued vide RBI's circular DPSS.CO.PD.No.1102/02.14.08/2009-10 dated November 24, 2009. TPSL is thus authorized to carry out payment gateway aggregation services as intermediaries. Clarification : - Hence, TechProcess shall be submitting this RBI letter as an authorization and related compliance letters thereto in terms of the aforementioned circular along with the copy of the Memorandum & Articles of Association. TechProcess shall be providing a copy of this RBI letter as authorization for this eligibility criteria. | "Copies of Articles of Association and memorandoum of understanding" should be read as "Copies of Memorandum & Articles of Associaiton". |
| 50 | techprocess | Section 14. Eligibility Criteria for bidders Page 10.( Criteria 1) | 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. | The current Expression of Interest (EOI) from the prospective bidders are for Payment Gateway Aggregator Services to enable policy holders to pay LIC premium online using Net Banking facility of various banks, Credit Cards, Debit Cards, Pre-paid and cash cards, IMPS and Pre-paid Payment Instruments with Billing Integration and real time reconciliation capabilities. IRDAI provisions related to premium collection through various modes viz. web aggregators & through other intermediaries viz.Agents, Corporate Agents, Brokers, surveyors, web aggregators etc. stipulates that the premium collection should be only through RBI authorized payment aggregators and as per the clarification provided above, TechProcess vide the said RBI letter dated December 11, 2009 (ref # DPSS/CO/AD/No.1266/02.27.004/2009-10 is authorized to do payment gateway aggregation activities as an intermediary. TechProcess shall be providing a copy of this RBI letter as authorization for this eligibility criteria. Query: - TechProcess understands that apart from the above RBI letter/authorization there are no other specific IRDAI authorization required for Payment Gateway Aggregator Services, for the current scope of the EOI. Asides the RBI authorization, Is there any other specific IRDA registration required for Payment Gateway Aggregator Services for the current scope of the EOI? If yes, please guide us to the relevant provisions for us to evaluate and then accordingly frame (if required) requisite undertakings to participate in the EOI in order to be compliant for this eligibility. | Approval from RBI is sufficient. |
| 51 | techprocess | Section 5.6 Earnest Money Deposit (EMD) Page 4 (5.6.a) | EMD shall be valid for a period of 180 days from the date of opening of the Bidder's response to the EOI. | The Annexure III (Bank Guarantee) on page 26 stipulates the following clause: Quote: This Bank Guarantee will be valid for a period up to _____________ (for a period of 67 months from the date of submission) Unquote: Query: what is the correct validity period of the EMD (Bank Guarantee)? | 67 is a typo error, it is '6' months. |
| 52 | techprocess | Section 16.b Broad Scope of Services (Pg 12) | To offer a user interface for initiation and completion of the online payment and real-<br>time settlement process | What is the settlement timeline T+1 or T+2 | Settlement timeline is T+1, however same will be precisely defined in RFP. |
| 53 | techprocess | Section 11 Checklist for Submission (Pg 8) | 1. Non-Disclosure Agreement as per Annexure- I<br>2. Pre-Contract Integrity Pact as per Annexure - II | Does the NDA and Pre-Contract Integrity Pact have to be on non judicial stamp paper or franking is ok?. Does it have to be exactly 250Rs or can it be more than that? | Franking is ok. It has be of minimum for Rs. 250/-. |
| 54 | techprocess | Annexure-VII: List of current clients of Bidder (Pg32) | Annexure – VII : List of current clients of Bidder<br>(Where Payment Gateway Services are currently being provided by the Applicant) | Client list does it have to be from Utilities & Governement Merchants or general? Do we provide entire list or select companies? | It has to be Public sector utilities or government entities. |
| 55 | techprocess | Section 14 3 Eligibility Criteria for Bidders (Pg 10) | Copies of Articles of Association and memorandum of understanding (MOU) | MOU is actually MOA | Yes, MOU should be read as MOA. |
| 56 | techprocess | Section 14 4.(i) and 4(iii) Eligibility Criteria for Bidders (Pg 10) | (i) Certification from the respective partners clearly mentioning the Contract<br>expiry dates. | Can a self declaration list by TPSL stating the client name, contract expiry date, duly signed by an authorised signatory of TPSL shall suffice this eligibility criteria? If not, then TPSL would request LIC to grant additional time (1 month) by extending the date of this EOI to procure such certificate from respective partners/clients. | Self declaration with the mentioned details is acceptable. |
| 57 | techprocess | Section 14 10 Eligibility Criteria for Bidders (Pg 10) | (i) Satisfactory Performance certificates/citations clearly indicating the<br>period of providing services and the fact<br>that the payment gateways are Currently<br>operational as on date of issue of EOI from<br>each of the 5 public sector entities. The Name of the contact person from the Government/ client organization, official<br>address and contact phone number need<br>to be specified for further verification. | Can a self declaration list by TPSL stating the client name, contract expiry date, duly signed by an authorised signatory of TPSL shall suffice this eligibility criteria? If not, then TPSL would request LIC to grant additional time (1 Month) by extending the date of this EOI to procure such certificate from respective partners/clients. | As mentioned in reply to Query 2, details may be submitted now and letters should be submitted within 15 days. |

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| 58 | techprocess | Section 14 14. Eligibility Criteria for Bidders (Pg 11) | Bidder should not have any litigation against LIC or any organization which may materially impact the bidders' responsibility to implement the scope of this EOI. Undertaking signed by the Authorized Signatory. | For undertaking by the Authorized Signatory is an internal signatory ok? | Signature of the person granted power of attorney to act as authorised signatory or appointed as authorised signatory as per Board Resolution. |
| 59 | techprocess | Section 14 14. Eligibility Criteria for Bidders (Pg 11) | Bidder should not have been blacklisted by LIC . Certificate from Authorised Signatory | Can this be a self attestation from the Authorized Signatory at Techprocess? | Yes. |
| 60 | avenues.info | Section 1: Introduction Page No: 4 of 35. Clause 5.2 | The bidder shall submit a duly notarized Pre-Contract Integrity Pact on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – II duly signed by the Authorized Signatory of the Company. | Does the pact have to be printed on a stamp paper or an e-stamp paper attached to the pact would be acceptable? | Both are acceptable. |
| 61 | avenues.info | Section 1: Introduction Page No: 4 of 35. Clause 5.1 | The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – I duly signed by the Authorized Signatory of the Company. | Does the agreement have to be printed on a stamp paper or an e-stamp paper attached to the pact would be acceptable? | Both are acceptable. |
| 62 | avenues.info | Section 1: Introduction. Page No: 10 of 35. Clause 14: Eligibility Criteria for Bidders. Sub Clause: 4 (i) | (i) Online Payment Gateways services with acceptance of Credit Cards [Visa, MasterCard, Amex, Diners], Debit Cards [Visa, MasterCard, Maestro Card, RuPay] | We as payment gateway are connected with acquirers and not directly with Master and VISA. Therefore, would a certification from the acquiring banks suffice? | Acceptance from the respective partners (Visa, Master, Diners,Amex etc) is required. |
| 63 | avenues.info | Section 1: Introduction. Page No: 10 of 35. Clause 14: Eligibility Criteria for Bidders. Sub Clause: 4 (ii) | (ii) Electronic Payment Gateway Services through the retail banking services of at least Thirty scheduled commercial banks | Given the short period of time it would be difficult to get certifications from all partners. Would a self-certification be acceptable? | List of banks on company's letterhead is acceptable. |
| 64 | avenues.info | Section 1: Introduction. Page No: 10 of 35. Clause 14: Eligibility Criteria for Bidders. Sub Clause: 5 | 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 a payment gateway we have the requisite approvals from RBI for operation. Is IRDAI approval mandatory? This would not be possible to get approval at such as short time. Would it be acceptable to start the process and furnish the approval at a later date? | Approval from RBI is sufficient. |
| 65 | avenues.info | Section 1: Introduction. Page No: 10 of 35. Clause 14: Eligibility Criteria for Bidders. Sub Clause: 6 | Bidder should be PCI DSS and ISO 270001 Certified as on the date of submission of the bid. | We are in the process of completing our ISO 27001 process. Would it be acceptable to furnish an interim letter for the same from our auditors? | Certificaiton must be complete before RFP process. |
| 66 | avenues.info | Section 1: Introduction. Page No: 11 of 35. Clause 14: Eligibility Criteria for Bidders. Sub Clause: 13 | Bidder should not have been blacklisted by LIC | Would a self-certification be acceptable? If not, who would be the authorized signatory in LIC to sign off on the same? | Self certification is acceptable. |
| 67 | avenues.info | Section 1: Introduction. Page No: 11 of 35. Clause 16: Broad Scope of Services required by LIC. Sub Clause: b) | To offer a user interface for initiation and completion of the online payment and real-time settlement process. | Please clarify settlement process would mean real time confirmation of the transaction status. | Yes real-time settlement process means server to server real time confirmation of the transaction status. |
| 68 | payU | Section-14.3 & 14.5 Page No. 10 | RBI authorised PA's under the PSS Act, 2007 | Will the clarification mail copy received from RBI on payment gateway aggregator suffice - which states that no registration with RBI is required | IRDAI/RBI approval is required, however the letter/mail may be submitted. |
| 69 | payU | Section-14.4 Page No. 10 | Certification from the respective partners. | Since PayU is an aggregator and processor; we have agreements with banks and not card associations. so in such scenario, will a letter on PayU's letterhead mentioning the agreement termination date be sufficient | Acceptance from the respective partners (Visa, Master, Diners,Amex etc) is required. |
| 70 | payU | Page No. 12 | Credit Card Payment Option | Currently LIC doesn't allow processing of Premium Payments over 1 Lakh through Credit Cards via Online Channel. Any plans to increase the limit. | No upper limit for transaction amount is mentioned in the EOI. |
| 71 | payU | Page No. 12 | Multiple Vendor Selection | How many payment aggregators will be made live on website. On what criteria will the business be distributed among them. | This will be communicated in RFP document |
| 72 | payU | Sectin-14., Page No.11 | Operating Profitability | Since PayU has started operations 4 years back; will a letter on PayU's letterhead stating the reason for non-profitability and future roadmap suffice | Certificate of profitability is mandatory |
| 73 | payU | Page No. 12 | IMPS Payment Option | Will IMPS option on PG be a deciding factor. Currently, PayU's IMPS integration is in process; will a roadmap to going live suffice. | Any single payment option will not be a deciding factor. |
| 74 | payU | Page No. 12 | Eligibilty to operate on Platforms | Is this tender only valid for Web Platform integration? What about LIC Mobile APP. Is LIC planning to roll out a different EOI& RFP for that or APP is also included with this tender. | This EOI is for payment gateway aggregrator for web based platform integration as well as mobile-based payments. |
| 75 | payU | Section-14.5, Page No. 10 | IRDAI Approved Premium Collection entity | Copy of RBI's Approval, certified by Authorised Signatory - .Not clear as to what certificate is required. | Certified RBI approval in the form of letter, certificate, mail may be submitted. |

Chief (CRM), LIC of India.