



CORRIGENDUM TO THE Tender Specification No.CMD/WZ/06/PUR/448

RfP for selection of Payment Service Provider for online payment of electricity bills

Ref: Pre Bid Conference held at MPPKVVCL Indore office dtd July 2nd, 2010

Date of issue of corrigendum: July 9, 2010

MPPKVVCL Indore issues following corrigendum against the RfP document (Tender Specification No.CMD/WZ/06/PUR/448).

Part- (A)

Sl No.	Applicable clause in RfP document	Details of the clause	Modification/Changes
1	Clause 1.6 (a)	Provide e-payment service to the consumers of MPPKVVCL's Indore through different payment modes viz credit card, debit card, net banking, cash cards etc.	The clause 1.6 (a) is modified and shall read as follows: (i) Provide e-payment service to the consumers of MPPKVVCL's Indore through different payment modes viz credit card, debit card, net banking, electronic clearing system (ECS), mobile banking , cash cards etc. (ii) Provide a facility for online payment of electricity bill through one-time standing instruction from consumer for payment through a bank account or credit card.
2	Clause 1.6 (g)	The Payment Service Provider must group all the transactions together and	The clause 1.6(g) is modified and shall read as follows: The Payment Service Provider must group all the transactions

		MPPKVVCL Indore's account should be credited everyday between 3:00 pm to 3:30 pm.	together and ensure payment as per clause 3.25.
3	Clause 2.35 (f)	The bidder shall be CMM level 3 certified companies.	The clause 2.35(f) is modified and shall read as follows: "The bidder shall be certified for PCI DSS (Payment Card Industry Data Security Standard) Compliance and shall have ISO 27001 certification for information security management".
4	Clause 2.35(g)	The bidder should have tie-ups with minimum 8 number of major banks having offices/branches in MP (list to be prepared as per standard form T-5) for access to their payment gateways. The following 4 banks shall be necessarily included in the list of banks provided as per standard form T-5: (i) State Bank of India (ii) ICICI Bank (iii) HDFC Bank (iv) State Bank of Indore Certificated from the partner banks are also required to be enclosed along with form T-5.	The clause 2.35 (g) is modified and shall read as follows: The bidder should have tie-ups with minimum 8 number of major banks having offices/branches in MP (list to be prepared as per standard form T-5) for access to their payment gateways. The following 3 banks shall be necessarily included in the list of banks provided as per standard form T-5: (i) State Bank of India (ii) ICICI Bank (iii) HDFC Bank Certificated from the partner banks are also required to be enclosed along with form T-5.
5	Clause 2.40	Note - The bidder can only quote for transaction charges as per Financial Proposal Submission Form (F-1). However, all transaction charges, as quoted by the bidder, will be borne by consumers.	The clause 2.40 is modified and shall read as follows: The bidder shall quote the transaction charges as per Financial Proposal Submission Form (F-1) under category 1 & 2 only. In case any new type of card (other than that quoted in category 1 in Form F-1) is issued/introduced in the market during the contract period, the applicable transaction charges

			(in %) for such new cards shall NOT be more than the lowest transaction charges (in %) quoted under category 1.
6	Clause 2.75	The comparison will be made on prices that include all costs as well as duties, levies, insurance and taxes paid or payable, cost of website integration and other services required under the contract.	<p>The clause 2.75 is modified and shall read as follows:</p> <p>The comparison will be made on prices that include all costs as well as duties, levies, insurance, local taxes, service taxes, income taxes, bank charges, payment channel charges paid or payable and other services required under the contract.</p> <p>The methodology used for evaluating bidders (who qualify in technical proposal) shall be as follows, which is final and binding to all bidders. MPPKVVCL Indore shall not entertain any queries on its evaluation methodology for L1 bidder.</p> <p>Method for evaluating L1 bidder</p> <ol style="list-style-type: none"> 1. First of all, the simple average of the transaction charges for cards (quoted as % of transaction value at Sl No.1 of the Financial Proposal form F-1) shall be worked out. 2. The same shall be multiplied by an estimated transaction value of Rs 10 Lakh per month to derive estimated total transaction charges for Card based transactions. Let this value be 'A'. 3. Secondly, the estimated total transaction charges for internet/mobile banking/ECS system shall be worked out by multiplication of transaction charges (quoted as Rs per transaction fees at Sl. No. 2 of the Financial Proposal form F-1) with estimated transactions of 40000 nos per month. Let this value be 'B'. 4. At third stage, sum of the total estimated transaction charges for Sl. No. 1 & 2 of Financial Proposal Form (F-1) card payment as well as internet/mobile

			<p>banking/ECS system shall be derived which shall be A + B. Let this sum be 'C'.</p> <p>5. The bidder for which 'C' is lowest shall be deemed as lowest bidder.</p> <p>Note- The transaction volume i.e. Rs. 10 Lakh and 40000 transactions for category 1&2 respectively are being considered for evaluation purpose only. It shall NOT be taken as representative of actual volume of transaction.</p> <p>In case of a tie, the bidder with maximum no. of bank partners (as per Form T-5) will be considered as L1 bidder.</p>
7	Clause 3.25	<p>The Payment Service Provider (PSP) must group all the transactions together and MPPKVVCL Indore's account should be credited everyday between 3:00 to 3:30 p.m. The payment should be transferred to MPPKVVCL Indore's account in State Bank of India, Indore through RTGS (Real Time Gross Settlement) {Charges (if any) would be borne by the Service provider}. Though it is understood that the minimum amount to be transacted through RTGS is Rs. 1.0 lakh. In case this situation arises, then the PSP should transfer the amount Electronic Funds Transfer System (EFT) or National Electronics Funds Transfer System (NEFT) at PSP's cost.</p>	<p>The clause 3.25 is modified and shall read as follows:</p> <p>The Payment Service Provider (PSP) must group all the transactions together and MPPKVVCL Indore's account should be credited as following:</p> <ul style="list-style-type: none"> (i) All consumer transaction/transactions which are settled and credited to PSP's designated bank account on or before 3:30 pm on any working day, shall be credited to MPPKVVCL Indore's bank account by 4 pm on the same working day. PSP shall maintain the transparency and records of all such transactions. (ii) The maximum time permitted for ensuring remittance to the MPPKVVCL Indore's bank account shall be as per the timeframe for settlement of such transactions as per Reserve Bank of India (RBI) guidelines. However, it is clarified that all collected payments after settlement must be remitted to MPPKVVCL

			<p>Indore's bank account immediately upon receipt by PSP as mentioned in clause (i) above. In other words, if PSP has received the payment before the maximum settlement time permitted by RBI guidelines, such payment receipts MUST be credited to MPPKVVCL Indore's bank account as per clause (i) above without any delay.</p> <p>(iii) The payment should be transferred to MPPKVVCL Indore's account in State Bank of India, Indore through RTGS (Real Time Gross Settlement) {Charges (if any) would be borne by the Service provider}. Though it is understood that the minimum amount to be transacted through RTGS is Rs. 1.0 lakh. In case this situation arises, then the PSP should transfer the amount Electronic Funds Transfer System (EFT) or National Electronics Funds Transfer System (NEFT) at PSP's cost.</p>
8	Clause 3.28	PSP shall provide reasonable processes, systems, and data necessary for either thePSP and/or the MPPKVVCL Indore to adjust credits and debits to both the agencies and/or the consumers. PSP must specify the process to handle this task.	<p>The clause 3.28 is modified and shall read as follows:</p> <p>PSP shall provide reasonable processes, systems, and data necessary for either the PSP and/or the MPPKVVCL Indore to adjust credits and debits to both the agencies and/or the consumers. PSP must follow appropriate card industry rules that applies in the case of charges back and exceptions. These processes shall be explained to MPPKVVCL Indore in writing so that there is appropriate understanding to deal with the transactions. In the event of any charge backs and related exceptions, PSP shall provide the required transaction information immediately to MPPKVVCL Indore so that it can be used to adjust to credit to the customer's account.</p>

9	Clause 3.34	There will be a slack of two (2) months that will not entail any penalty and will not involve any financial implication. Delay beyond slack period will attract penalty for the period of delay including slack period. If the delay is on the part of MPPKVCL Indore then the slack period is adjustable.	The clause 3.34 is modified and shall read as follows: There will be a slack of one (1) month that will not entail any penalty and will not involve any financial implication. Delay beyond slack period will attract penalty for the period of delay including slack period. If the delay is on the part of MPPKVCL Indore then the slack period, if necessary will be extended accordingly.
10	Clause 3.64	The PSP must be CMM level 3 certified companies.	The clause 3.64 is modified and shall read as follows: "The bidder shall be certified for PCI DSS (Payment Card Industry Data Security Standard) Compliance and shall have ISO 27001 certification for information security management".

Part (B) Modification in Standard Forms

Form F1: Financial Proposal Submission Form

The Financial Proposal Submission Form (F1) is modified and reproduced below. The modified Form F1 supersedes the Form F1 page 62 of the RfP document. Bidder shall use the form F1 (produced below) in their bid submission.

Form F-1: Financial Proposal Submission Form

[Location, Date]

To: *[Name and address of Client]*

Dear Sirs:

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. The detailed breakup of our Financial Proposal is shown below:

Sl No.	Category	Mode of payment	Method for quotation rate per transaction	Charges per transaction	In words
1	Transaction charges in percentage for cards	(i) Visa/Master Card	% of transaction value		
		(ii) American Express /Diners Card	% of transaction value		
		(iii) Cash Cards	% of transaction value		
2	Transaction charges in	Internet banking/Mobile banking/Electronic Clearance System (ECS)	Flat rate in Rs		.

Note-

1. The rates quoted above are firm.
2. The transaction charges quoted above include our fees towards providing the online payment of electricity bills service to consumers of MPPKVVCL Indore. This transaction charge (Sl No.1&2) is inclusive of the local taxes, service taxes, income tax, insurance, bank charges, payment channel charges etc. Except quoted as above NO other charges whatsoever shall be levied from consumers.
3. We understand that the transaction charges for Sl. No. 1 & 2 will be borne by consumers ONLY and under any circumstances MPPKVVCL Indore will NOT be responsible for making any payment to us towards Sl. No. 1&2 charges or any other charges related to online payment service.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

No commissions or gratuities have been paid or are to be paid by us to agents relating to

this Proposal and Contract execution.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]:*

Name and Title of Signatory:

Name of Firm:

Address:
