

NPS Trust

Selection of PGSP – 2015

Response to Queries - Pre-bid meeting held on 11:00 hrs on 27th July, 2015

Sr. No.	Referred Section/ Page in the RFP	Content of RFP requiring clarification	Query	Response
1.	Page 10, Scope Of Work Process Flow 10.	Subscription Amount to be made available to NPS trust A/c in T+1 day	The subscription amount collected from successful transactions through Credit And Debit card will be pooled to Axis Bank A/c on T+1 day (T being day of transaction by subscriber) however the funds collected through net banking would be realized on T+ 2. In that event the bank won't be able to credit entire funds on T+1. Please advice how the bank would credit on T+1.	The funds will have to be transferred by T+1 and in compliance with the applicable RBI guidelines for Payment Gateway Service Providers
2.	Page 14, Scope Of Work Process Flow 22.	Chargeback and refund claims to be processed	In case of customer charge back (disputes) if it is found that customer dispute is valid and funds needs to be credited to the customer account, then the pool account needs to be debited. Please suggest how the accounting of such transactions would happen.	On valid charge back request, the corresponding units would be redeemed from the Particular Permanent Retirement Account. The proceeds of the redemption shall be returned to the claimant. No netting off by the PGSP from the Pool Account of NPS shall be allowed.
3.	3.9.3 Page 18 & 19	Method for evaluating L1 Bidder.	While arriving at the lowest rate bidder (L1 Bidder) formula being used is $A+B+C=X$. But credit and debit charges are generally quoted in percentage as per market practice and net banking amount would be quoted in flat rate in Rs. Then how X is calculated.	Please refer to the section 3.9.3 of the RFP.

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4.	Not specified	Not specified	What would be the periodicity of funds/ payments that are to be received by the NPST - such as monthly/ annually etc.?	Under All Citizen Model, the conditions of minimum contributions are as under:<table><tr><th>For All citizens model</th><th>Tier I</th><th>Tier II</th></tr><tr><td>Minimum Contribution at the time of account opening</td><td>Rs. 500</td><td>Rs. 1000</td></tr><tr><td>Minimum amount per contribution</td><td>Rs. 500</td><td>Rs. 250</td></tr><tr><td>Minimum total contribution in the year</td><td>Rs. 6000</td><td>Rs. 2000</td></tr><tr><td>Minimum frequency of contributions</td><td>1 per year</td><td>1 per year</td></tr></table> However, there is no upper ceiling for number and amount of contributions.	For All citizens model	Tier I	Tier II	Minimum Contribution at the time of account opening	Rs. 500	Rs. 1000	Minimum amount per contribution	Rs. 500	Rs. 250	Minimum total contribution in the year	Rs. 6000	Rs. 2000	Minimum frequency of contributions	1 per year	1 per year
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5.	Not specified	Not specified	What would be the projected/ anticipated number of transactions payment channel wise per annum?	Please refer to the minimum conditions as per the table at Sl No. 4 above. Approximately, there are 92 lakh subscribers under NPS as on 30 th June, 2015. Out of which 42.6 Lakh belongs to Govt sector, 4.9 Lakh belongs to Pvt Sector and 44.6 Lakh belongs to NPS Swavalamban.															
6.	Not specified	Not specified	What would be the minimum and the maximum ticket size per payment channel?	Please refer to the clarifications provided for the query numbered at Sl No.4 above.															
7.	Not specified	Not specified	Would transaction amount wise – slab wise commercial quotations be permitted in the different payment channels?	No															
8.	Not specified	Section 3.9.3 of the RFP	Would there be scope for other payment channels like Mobile Banking (IMPS), Digital Wallets etc. apart from the Credit cards, Debit cards and Internet Banking mentioned, therein?	Please refer to the Section 2 (‘Description of services’ under ‘Scope of Work’) of the RFP for the scope of the work. The Bidder should be able to offer the online payment gateway services using 1. Online Net Banking facility 2. Debit Cards 3. Credit cards After finalization of RFP, based on the responses from subscribers, NPS Trust may consider introduction of new modes of online payments in tune with technological advancements.															