

Selection of payment gateway service provider to integrate with Tamil Nadu Samagra Shiksha Portal

RfP No: 2351/B6/CSR/SS/2022

Corrigendum 2

Sl.	Pg. No. & Point No.	Existing Clause	Clarification/ Proposed Change	Revised Clause
1		The revised date of submission of the bid (Bid Due Date) will now stand as 18 August, 2022 at 2:00 PM. The bid opening date shall subsequently stand revised as 18 August, 2022 at 3:00 PM.		The revised date of submission of the bid (Bid Due Date) will now stand as 29 August, 2022 at 2:00 PM . The bid opening date shall subsequently stand revised as 29 August, 2022 at 3:00 PM .
2	Pg No. 19, Point No. 26.1	After signing of the contract with the Authority, the selected bidder shall submit Performance Bank Guarantee within 15 days of intimation from the Authority.	Request for removal Bank Guarantee clause.	No removal or revision of this clause.
3	Pg No. 28, Point No. 10	The Bidder should also submit an Undertaking that in case of any leakage misuse/ hacking of these details of the donors, the bidder will be solely held responsible and shall indemnify TN SAMAGRA SHIKSHA against all claims, loses etc. Necessary Legal action will be initiated against the Bidder by TN SAMAGRA SHIKSHA in consultation with RBI.	Request for removal of Penalty clause.	No removal or revision of this clause.
4	Pg No. 31, Point No. 3	The bidder should have on the date of publication of this RfP provided/ being providing electronic payment solutions to at least 20 clients in India, of which ten should be Government clients.	Being a PSU entity, kindly confirm whether document proof mentioned in Point No 3 in page 31, Point No 5 in page 32, Point No 11 in page 34 required.	The bidder should have on the date of publication of this RfP provided/ being providing electronic payment solutions to at least 20 clients in India, of which ten should be Government clients. The bidder shall be required to submit the proof of the same along with other necessary documents as mentioned in Form Pre-Qual 1.

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Sl.	Pg. No. & Point No.	Existing Clause	Clarification/ Proposed Change	Revised Clause
5	Pg No. 31, Point No. 4	Bidder should be in EPayment Aggregation Services provider authorised by Reserve Bank of India (RBI) on or before 20-May-2018.		Bidder should be in EPayment Aggregation Services provider authorised by Reserve Bank of India (RBI) on or before 31-July-2022 .
6	Pg No. 32, Point No. 5	Bidder should have tie up with at least 40 Banks of which minimum 10 banks should be Public Sector / Nationalized Banks for Net Banking, Credit card & Debit card transactions.	Being a PSU entity, kindly confirm whether document proof mentioned in Point No 3 in page 31, Point No 5 in page 32, Point No 11 in page 34 required.	Bidder should have tie up with at least 40 Banks of which minimum 10 banks should be Public Sector / Nationalized Banks for Net Banking, Credit card & Debit card transactions. The bidder shall be required to submit the proof of the same along with other necessary documents as mentioned in Form Pre-Qual 1.
7	Pg No. 34, Point No. 11	Firm should have not been blacklisted at any time by the Government/ Government agency/ Banks/ Financial Institutions in India.	Being a PSU entity, kindly confirm whether document proof mentioned in Point No 3 in page 31, Point No 5 in page 32, Point No 11 in page 34 required.	Firm should have not been blacklisted at any time by the Government/ Government agency/ Banks/ Financial Institutions in India. The bidder shall be required to submit the proof of the same along with other necessary documents as mentioned in Form Pre-Qual 1.
8	Pg No. 44, Point No. 1	The Payment Gateway Service Provider to be selected in the Tender (hereinafter called as "PGSP") should integrate the Payment gateway system with the Web Portal to enable multiple ticketing channel like e-Ticketing, Mobile ticketing, Mobile App, API & e-seva centres, etc., through effective coordination with the Web Portal Operating Agency and TN Samagra Shiksha.	What are the future requirements in Payment Gateway System with Web portal to enable multiple ticketing channels and Cost to be absorbed by whom.	The Payment Gateway Service Provider to be selected in the Tender (hereinafter called as "PGSP") should integrate the Payment gateway system with the Web Portal to enable multiple ticketing channel like e-Ticketing, Mobile ticketing, Mobile App, API & e-seva centres, etc., through effective coordination with the Web Portal Operating Agency and TN Samagra Shiksha. Any and all future requirements from the solution will be shared with the selected vendor and this will have to be built by the vendor by providing a transparent costing and the sharing of costs shall be discussed and approved by the Authority.
9	Pg No. 44, Point No. 1	The Payment Gateway Service Provider to be selected in the Tender (hereinafter	The E Ticketing, ATM, POS, SMS IVRS. Acknowledgement from cash section to be	No change or revision of this clause.

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		called as "PGSP") should integrate the Payment gateway system with the Web Portal to enable multiple ticketing channel like e-Ticketing, Mobile ticketing, Mobile App, API & e-seva centres, etc., through effective coordination with the Web Portal Operating Agency and TN Samagra Shiksha.	considered as this is online transaction and physical meeting for need of seal confirmation to be excluded.	
10	Pg No. 45, Point No. 13	The PGSP should transfer the amount (in Indian rupees only) to the designated Bank account of TN SAMAGRA SHIKSHA within T+1 working days (excluding Bank Holidays) where T = Transaction date. Otherwise, penalty will be levied.	Request for removal of Penalty clause.	The PGSP should transfer the amount (in Indian rupees only) to the designated Bank account of TN SAMAGRA SHIKSHA within T+1 working days (excluding Bank Holidays) where T = Transaction date. Otherwise, penalty will be levied. There will be 5 specific exceptions allowed to this within a calendar year provided this clause is met within T+2 working days.)
11	Pg No. 45, Point No. 14	The amount due and approved refund amount to donors in case of cancellations should be transferred to the respective Bank account of Donors within 3 (three) bank working days from TN SAMAGRA SHIKSHA approval. Otherwise, penalty equal to five times the service charge for that particular transaction will be levied.	Request for removal of Penalty clause.	No removal or revision of this clause.
12	Pg No. 45, Point No. 15	The amount for failed transactions also should be transferred within three bank workings from date of booking. Otherwise, penalty equal to five times the service charge for that particular transaction will be levied.	Request for removal of Penalty clause.	No removal or revision of this clause.
13	Pg No. 46, Point No. 16	At any case, the PGSP should not make refund to donors, exceeding the actual collected amount from donors.	In case of large amount collected, will interest be paid during refund?	At any case, the PGSP should not make refund to donors, exceeding the actual collected amount from donors. No interest

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				on the amount shall be paid during refund.
14	Pg No. 46, Point No. 21	The PGSP should support for other booking mode like Automatic Teller Machines (ATM), POS machines, Short Message Service (SMS), Interactive Voice Response system (IVRS), Private agency, Self Help Groups (SHG), e-seva Centres, APIs, Internet café, Post Office private -Kiosks, telephone and any other modes to be developed in future base on demand as per TN SAMAGRA SHIKSHA directions.	What are the future requirements in Payment Gateway System with Web portal to enable multiple ticketing channels and Cost to be absorbed by whom.	The PGSP should support for other booking mode like Automatic Teller Machines (ATM), POS machines, Short Message Service (SMS), Interactive Voice Response system (IVRS), Private agency, Self Help Groups (SHG), e-seva Centres, APIs, Internet café, Post Office private - Kiosks, telephone and any other modes to be developed in future base on demand as per TN SAMAGRA SHIKSHA directions. Any and all future requirements from the solution will be shared with the selected vendor and this will have to be built by the vendor by providing a transparent costing and the sharing of costs shall be discussed and approved by the Authority.
15	Pg No. 47, Point No. 37	A minimum uptime of 99.99% should be guaranteed.	As informed by Sales Digital team, Uptime of 99% will be provided against 99.99% quoted in tender document. Kindly confirm.	No change or revision of this clause.
16	Pg No. 48, Point No. 45	If any Legal cases/ Cyber crime arises related with lapses in security like theft of Identity or information of Personal bank accounts data in any ways. The data/information as required by TN SAMAGRA SHIKSHA to be furnished and the entire cost for court case and court awards/ verdicts etc. if any will borne by PGSP only. TN SAMAGRA SHIKSHA is not liable to meet any such expenses towards court cases.	Request for removal of Penalty clause.	No removal or revision of this clause.
17	Pg No. 49, Point No. A2	Bidder should create an exclusive customer interface for monitoring the transactions as per the directions of TN SAMAGRA SHIKSHA from time to time.	What are the requirements of exclusive customer interface?	Bidder should create an exclusive customer interface for monitoring the transactions as per the directions of TN SAMAGRA SHIKSHA from time to time.

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Sl.	Pg. No. & Point No.	Existing Clause	Clarification/ Proposed Change	Revised Clause
				Real time MIS to be provided through the interface which should include reconciled payment receipts as well as receipts that are pending reconciliation. Failed/cancelled transactions will also have to be reconciled and credited back within the timeframe that is committed to. A real time MIS to be provided along with all pending transactions. Creation of additional reports to support analysis with the data available will also be required.
18	Pg No. 49, Point No. A5	Bidder should develop and customize the solution as per the requirements.	What will be the expected customization requirements?	Bidder should develop and customize the solution as per the requirements. The expected customization requirements will be discussed with the selected vendor.
19	Pg No. 50, Point No. 19	The system should generate single FT number for each OB number only. The system should provide the dashboard as per the TN SAMAGRA SHIKSHA requirement.	Details of OB No.	The system should generate single FT number for each OB number only (Each transaction needs to have a unique number to ensure accurate reconciliation). The system should provide the dashboard as per the TN SAMAGRA SHIKSHA requirement.
20	Pg No. 52, Point No. 1	The PGSP should create and operate a full-fledged Help Desk facility at Chennai to address all Payment Gateway related enquiry from Donors. The language will be in Tamil & English with two Telephone line facility and the Telephone bills and all cost for operating the Help desk should be borne by the PGSP only.	Will there be additional languages like Hindi required? Will the hardware for helpdesk be provided by the department or will it be arranged by PGSP?	The PGSP should create and operate a full-fledged Help Desk facility at Tamil Nadu to address all Payment Gateway related enquiry from Donors. The language will be in Tamil & English with two Telephone line facility and the Telephone bills and all cost for operating the Help desk should be borne by the PGSP only. All hardware shall be provided by the PGSP. All call recordings shall be maintained for a period of 7 years. All calls shall be stored in an independent server space.

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Sl.	Pg. No. & Point No.	Existing Clause	Clarification/ Proposed Change	Revised Clause
				The PGSP will be required to retrieve and share the audio files of the call recordings upon request from the Authority or its authorized representative within 2 working days.
21	Pg No. 52, Point No. 2	The Help Desk facility has to be established and operated at Chennai only with 24x 7 support with deployment of 2 persons per shift with required hardware, software, infrastructure and all other required resources, duly complying with all safety measures.	Where will the helpdesk be located? Will it be at the department or at PGSP location?	The Help Desk facility has to be established and operated at Tamil Nadu with 24 x 7 support with deployment of 2 persons per shift with required hardware, software, infrastructure and all other required resources, duly complying with all safety measures. All call recordings shall be maintained for a period of 7 years. All calls shall be stored in an independent server space. The PGSP will be required to retrieve and share the audio files of the call recordings upon request from the Authority or its authorized representative within 2 working days.
22	Pg No. 52, Point No. 7	Generating daily/ weekly/ fortnightly/ monthly/ yearly reports pertaining to Call Centre, as required by TN SAMAGRA SHIKSHA. Maintaining registers, viz., daily call summary reports, breakdown/ accidents, ticket refunds, call connections, etc. Carrying out all other relevant activities for running the Call Centre successfully.	Need the details of the report formats to be submitted to the department. Will there be any accounting report involved?	Generating daily/ weekly/ fortnightly/ monthly/ yearly reports pertaining to Call Centre, as required by TN SAMAGRA SHIKSHA. The bidder shall also be required to provide and accounting report as a detailed reconciliation for each transaction. The required formats for the same shall be shared by Samagra Shiksha upon onboarding of the selected vendor. Maintaining registers, viz., daily call summary reports, refunds, call connections, etc. Carrying out all other relevant activities for running the Call Centre successfully.

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Sl.	Pg. No. & Point No.	Existing Clause	Clarification/ Proposed Change	Revised Clause
23	Pg No. 52, Point No. 8	The PGSP should create and operate SMS facility and SMS should be send to all Donors for all booking transaction, cancellation, success and failed transaction, boarding point changes during festival operations etc. through SMS in English and Tamil and the entire cost for SMS facility should be borne by the PGSP only.	Will there be a requirement of Push notification in place of SMS.	The PGSP should create and operate SMS facility and SMS should be send to all Donors for all booking transaction, cancellation, success and failed transaction, boarding point changes during festival operations, etc. through SMS in English and Tamil and the entire cost for SMS facility should be borne by the PGSP only. There may also be a requirement of Push notification in place of SMS, which shall be based on the Authority's requirement and discretion.
24	NA	NA	No of transactions expected through the gateway?	The number of transactions cannot be stated. The expected amount is Rs.600 crore.
25	NA	NA	Approx average monthly balance proposed to be kept in the account.	The amount transacted on the Payment Gateway will need to be transferred into the account as defined by the Authority. There will be no requirement for funds to be residing in an account.
26	NA	NA	Is there any self-certificate format available or is it Ok to be certified by the Bank in the letter head by the appropriate authority.	There is no specific format for self-certification. However, the certificate shall be on the authorized letter head of the Certifying Authority and shall explicitly state the criteria of declaration.

Extension of Submission Date

The revised date of submission (as per Corrigendum 1) of the bid (Bid Due Date) will now stand as **29 August, 2022 at 2:00 PM**. The bid opening date shall subsequently stand revised as **29 August, 2022 at 3:00 PM**.