

RESPONSE FOR QUERIES RAISED BY BIDDER(S) - RFP ISSUED ON 17TH OCT 2017 FOR SELECTION OF UNIFIED PAYMENT INTERFACE (UPI) SERVICE
 PROVIDER IN ONLINE NPS PLATFORM
 PRE-BID MEETING HELD ON 8th Nov 2017 at NPS TRUST OFFICE, NEW DELHI

S.No	RFP Reference (Number/page)	Content of RFP requiring clarification	Bidder(s) Query	NPS Trust Clarification / Comment
1	Page 10: QUALIFICATION CRITERIA & SCOPE OF WORK	Bidder should have been providing (Currently running as on date of publishing of the RFP) similar services to at least Twenty Five (25) large institutions covering government/public sector undertakings out of which a minimum five (5) should be government organizations/departments.	Request that experience details of mandates across electronic payments and electronic collections can be considered and not only UPI	Bidder should be providing only UPI services to the specified entities/institutions/govt. departments as stated in the RFP.
2	Page 10: Qualification Criteria & Scope of Work	Bidder should be able to provide or already providing the Unified Payment Interface services and should have a turnover of Rs 5 crores or more exclusively through UPI	Rs. 5 crores as turnover is since inception (launch of UPI) or for FY 17-18? Hope inward / outward both will be considered	Bidder should qualify minimum UPI Turnover of Rs 5 crs since inception (launch of UPI)
3	Page 10: Qualification Criteria & Scope of Work	The bidder should have the applicable globally accepted certification for information security and other mandated security certifications during its engagement and shall have relevant certification for information security management.	Kindly share the list of certificates that are to be submitted under this guideline	IT Security Certifications mandated by the sectoral regulator
4	Page 10: Qualification Criteria & Scope of Work	The Bidder should have the ability or possess capabilities to integrate their systems with the online payment platform hosted by the CRA's on behalf of NPS Trust at no additional costs. The Bidder should be required to integrate its system with the registered CRA/CRA's system applications/software who are entrusted with the responsibilities of subscriber details, transactions processing and reconciliation.	This needs to be mutually discussed and agreed to	Please refer to the RFP
5	Page 11: Description of Services	(c) Bidder should be able to integrate with the existing NPS architecture and in particular with the CRA(s) system and the online eNPS websites hosted by the CRA's (www.enps.nsd.com and www.enps.karvy.com)	Kindly share the architecture detail to study this in detail	Please refer to the RFP and NPS Trust website www.npstrust.org.in
6	Page 11: Description of	(d) The Bidder shall provide daily MIS as per the requirements of CRA(s) towards identification and	Needs to be mutually discussed and agreed to	Please refer to the RFP

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	Services	reconciliation of funds remitted by new and existing subscribers.		
7	Page 12: Process Flow	Overall Process Flow	In the process flow, authorisation of UPI txn by subscriber should be added as per flow decided by NPCI. The overall process flow as decided by NPCI shall supersede any other information captured in this document.	UPI transaction flow in the eNPS platform will be in concurrence with NPCI guidelines.
8	Page 12: Process Flow	vi) The subscriber will be displayed the applicable PGSP/UPI charges to review his choice of online payment before final submission. The PGSP/UPI transaction charges should be bifurcated from subscription amount and both the figures to be displayed separately.	One single amount (transaction amount + charges + ST.) would be recovered from the customers and parked in NPS account with the Bank.	Though single amount (transaction amount + charges + GST) will be debited to subscriber a/c only transaction amount will flow to NPS Trust a/c
9	Page 12: Process Flow	x) The subscription collected from the successful transactions will be pooled by the UPI service provider and the funds should be made available to NPS Trust not later than T+1 day (T - being the Transaction day) of the payment by the subscriber, post reconciliation and aggregation, into the designated collection account of NPS Trust maintained with the Trustee bank appointed by PFRDA. In case of delay in transfer of funds beyond the timeliness, the UPI service provider will make good the loss to the subscriber in such manner as decided by NPS Trust	Remittances to trustee bank shall happen on a bank working day in Mumbai only Pls quantify the loss or give an indication of the logic.	Presently, Trustee Bank (Axis Bank) provides services through its Mumbai Office Loss quantification will be based on protecting the interests of subscribers
10	Page 12: Process Flow	The Bidder will inform the respective CRA's through uploading of data files and reports providing the details of funds transferred to Trustee Bank in the formats specified by CRA's (viz. Acknowledgement	Communication/updation of all transaction reverse feed can be done through API integration itself.	Bidder should provide data feeds to CRA's for accurate and timely settlement of all UPI

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		number, respective amounts and other necessary details). Separate report for failed transactions to be provided by the Bidder to the CRA's.		transactions initiated by subscribers.
11	Page 13: Process Flow	xvi) Redirection of subscribers from the online platforms hosted on behalf of NPS Trust to the UPI web page over a secure encrypted channel is the main responsibility of the UPI Service Provider, and shall be done in two steps: a. Creation of the redirection string b. Redirecting end users to the UPI and then back to the online platforms hosted on behalf of NPS Trust. The payment service must offer SSL (Secure Sockets Layer) for transaction security.	Need to be discussed and agreed mutually.	Please refer to the RFP
12	Page 13: Process Flow	xvii) Integration between the online platforms hosted on behalf of NPS Trust and UPI Service Provider will be done by the respective CRA's in consultation with the UPI Service Provider. UPI Service Provider would provide all necessary supports in the form of API, Certification, Software etc. for the integration and shall also be required to provide data files and reports in the formats specified by the respective CRA's	Support must be promised by CRA also to ensure seamless integration and timely delivery. Also, would need expected format for confirmation as it may involve some cost.	Please refer to the RFP
13	Page 13: Process Flow	xviii) Generate authenticated receipts as proof of transactions. An automated generated receipt of the payment through e-mail or/and SMS should also be sent to the user/subscriber/payer.	Process Flow (xviii): This should be done by CRA / NPS	Bidder should provide status/confirmation of UPI transaction in a time bound manner
14	Page 13: Process Flow	xix) Providing an active message to the subscriber indicating that the transaction has been either accepted or rejected.	This should be done by CRA / NPS	
15	Page 13: Process Flow	xx) At all times, making available the option for the subscriber to stop the information gathering and	The session should be terminated by the subscriber and the flow will be	UPI transaction flow in the eNPS platform will be

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		transaction process:	as per NPCI system architecture only	in concurrence with NPCI guidelines.
16	Page 14: Process Flow	xxii) The Bidder shall process all chargeback/refund claims of users/subscribers independently and shall be required to submit all the relevant information/claims to the respective CRA.	How will the funds for refunds be managed. Ideally it should be CRA instructing Bank for performing Refund / chargeback processing after checking necessary customer request.	Proof of delivery of services / status of transaction settlement will be provide by CRA's in case of disputes raised by subscribers
17	Page 14: Process Flow	(g) Bidder should at all times offer its services in compliance of the provisions of the Payment and Settlement Systems, Act 2007 and any rules, regulations or guidelines issued by RBI, as also the provisions of the PFRDA Act, 2013 and the relevant rules and regulations framed thereunder. (h)Bidder shall also ensure that if there are any grievances of subscribers, arising in relation to the services provided by it, then it shall be redressed, having regard to the provisions of the PFRDA Act, 2013 and the relevant rules and regulations framed thereunder, to the extent so applicable, and Bidder shall comply with such directions or order passed.	Banks payment system offerings do not need to comply to PFRDA rules / regulations. Banks can be asked to provide information for own scope of activities only. Kindly highlight any clauses of PFRDA Act 2013 that you seek compliance for.	Bidder should be compliant of its sectoral regulator's policies, rules, guidelines, circulars etc. Protecting/safeguarding the interest of subscribers. PFRDA (Redressal of Subscriber Grievance) Regulations, PFRDA (NPS Trust) Regulations, PFRDA (CRA) Regulations
18	Page 20 4.3 SIGNING OF CONTRACT		Kindly share contract draft	Will be shared on completion of the RFP selection process
19	Page 20 4.4 PERFORMANCE BANK GUARANTEE		Kindly share PBG text	
20	Page 21 Sec 4.6 : Payment Terms:	Also no extra transaction / service / convenience fees shall be levied on the consumer either by the UPI Service Provider or the by any bank	Bidder cannot control subscriber's bank or NPCI levying any charges in future	Please refer to the RFP

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		Any fluctuation in prices due to inflation, sectorial regulations, memberships, licensing, taxes, other than GST will be borne by the bidder and not be passed on to the subscriber/user or NPS Trust”	This must be subject to statutory changes in GST or any other taxes, and must be complied by all parties	Please refer to the RFP
21	Page 21 4.7 TERMINATION FOR DEFAULT	Termination Clause	Bank needs to be given an equal right with 30 days written notice	Please refer to the RFP
22	General Query		Current distribution of online collections: Value / Vol for Net Banking, Credit Cards, Debit Cards	The summary of transactions in eNPS platform for the period Jul-Sep 2017 is annexed.
23	General Query		Nature of account to be opened by NPS Trust. Account opening documents should be submitted.	“Individual Pension Account” opened in compliance of PFRDA Act & Regulations

Annexure - Summary of transactions in eNPS

Month	Transaction Amount in Crs	No. of Transactions
Jul-17	78.31	55784
Aug-17	87.53	59692
Sep-17	83.13	61099