

Reply to Pre-bid Queries

Tender No. : IGL/ET2/CP/CM17716

PAYMENT MODES FOR COLLECTION OF BILL PAYMENT OF DOMESTIC PNG CUSTOMERS

Sr. No.	RFP Point	Vendor Query	IGL Response on raised query	Vendor's New Query	IGL's Latest Response
1	1.1 - Customer payments received between 12:00 hrs (afternoon) of day 0 till 12:00 hrs of day 1 collected through Online modes of Payment Gateway, BBPS, UPI/QR Code, Direct Integration/Wallets from have to be deposited at the designated Bank branch by 13:00 hrs (afternoon) of day 1. IGL at any point of contract may change the timing of these events, i.e, cut off time on day 1 and time for remittance and MIS submission on day 1. The vendor will have to implement these changes within next 30 days after communication by IGL.	We request to kindly amend the clause for collection deposit to IGL on T+1 Day as per prevalent practice.	Its IGL requirement and Tender Clause shall Prevail	Attachment -1 – Guidelines of Regulation on PA/PG, refer Page No. 5 – Point No. 7.6 & 7.9. As per the guidelines, Payment Aggregators cannot settle the fund before receiving it in aggregators escrow which is contradicting to requirement in released RFP	Kindly be guided by the extant guideline links from RBI. https://m.rbi.org.in/scripts/FS_Notification.aspx?Id=11822&fn=9&Mode=0 https://m.rbi.org.in/scripts/FS_Notification.aspx?Id=12050&fn=9&Mode=0
2	1.4 - Chargeback/ Arrears in Billing cases (for PG and BBPS channel) should be resolved within four working days after the complaint is forwarded by IGL. The vendor should resolve all chargeback cases and even those which are more than six months older by retrieving them from archive data at their end.	We requested for amendment and to follow standard chargeback SOP as per VISA/Master guidelines	Its IGL requirement and Tender Clause shall Prevail	Attachment -2 – Kindly refer the Chargeback SOP being followed industry wide and requirement IGL RFP is not as per the standard process.	Noted. The RFP Point be considered as resolution of Arrears in Billing Complaints within four days after the complaint is forwarded by IGL. For Chargeback cases, the process guidelines of Master/Visa be followed.
3	NA	NA	NA	Instapayment Option of IGL Payment Gateway	The vendor shall offer IGL the provision of Instapayment Option on IGL Payment Gateway. The vendor should be in a position to directly integrate with IGL system for settling outstanding amounts of customers in SAP. Further, the vendor has to share all the successful and unsuccessful transaction details of IGL Payment Gateway on daily basis. The vendor has to settle all the funds of successful transactions as per the settlement cycle of IGL which has to match the SAP settled instantaneous transactions.
4	-	-	-	Request you to please confirm if there is any change with respect to the below points – 1. Change of definition of “T” day 2. 0% downtime 3. Storage of transaction data beyond 6 months 4. Chargeback resolution within 4 days 5. Sending txn receipt to IGL customers by bank	There is no change.
5	-	-	-	In case PG license is not required for banks, can a bank provide this service with his logo/ whitelisting when backend technology is being supported by another partner.	As per RBI guidelines, Payment Gateway License is not required by Banks. In case this service is being provided by the technology partner of a Bank, the logo has to be of the Bank only. The responsibility of proper Payment Gateway services have to be ensured by the Bank.
6	-	-	-	Request for a format of MIS	Format for daily MIS shared

S.No	MID Number/ Name	Payment Mo	BP Number	Transaction Date	Transaction Number	Transaction Number (Vendor)	Invoice Amount (Rs)	Service Charges (Rs)	GST on Service Charge (Rs)	Total Service Charge (Rs)	Net Amount Transferred to IGL (Rs)
							x				x