

Clarification to Queries for Request for Proposal for Selection of Agency for Providing M-POS Device and Related Services for Collection Water Bill invited vide Bid Id No. [EICPH-05/2020-21](#)

Dt.08.03.2021

1. Axis Bank:

Sl. No.	Section & Page No.	Text as per RFP	Query	Reply
1	Annexure IV : Scope of Work 1. Page No.-15	“End-to End Solutions” to set up, manage and Operate collection of Bills/user charges through Mobile-Point of Sale (m-POS) devices in all ULBS of Odisha.	Please provide the list of services which will be covered and the number of applications required. Apart from water bill, which are the other bill types expected to be collected	At present water bill is being collected through M-POS device, Authority may further add collection of user charges for various municipal services as and when required.
2	Annexure IV : Scope of Work 1. Page No.-15	“End-to End Solutions” to set up, manage and Operate collection of Bills/user charges through Mobile-Point of Sale (m-POS) devices in all ULBS of Odisha.	Please share the approximate volume of transactions (amount) p.a. which are presently occurring or expected. Please share the breakup of transactions presently Debit Cards, Credit cards, UPI, QR Codes. Also kindly clarify whether collection will be 100% digital so that other non-digital modes will be disabled.	There are around 8.15 lakhs consumers where water bill is being collected through M-POS device through cashless method only. Presently 70% of the payment are collected through M-POS device and rest through other methods. None digital payment is discouraged and may be stopped completely in all divisions in phases.
3	Annexure IV : Scope of Work 3. Page No.-15	The Bidder has to offer “End-to-End Solutions” including deployment/installation of m-POS devices, Switching, help desk, consumables, field services, transaction settlement, reconciliation of transactions, providing MIS, Dashboard or Online Portal, handling chargeback & holdover issues, etc	Please provide more clarity on the requirements: 1. Helpdesk - Is it implying to existing bank channels for resolving queries or is it implying anything further. 2. Dashboard or Online Portal : Please provide the exact requirement in this case	The bidder is required to provide help desk for settling issues related to M-POS, for which necessary contact number is to be given by bidder. If they intend to use their existing setup the same can be used if service can be provided by the same setup. Reports on transactions and statement of payment to accounts are required to be provided, for which necessary contact number is to be given by bidder. Either through dash board or portal.
4	Annexure IV : Scope of Work 6. Page No.-16	The bidder has to facilitate migration of services on closure of contract period to the new service provider at no extra cost.	The device and application will be owned by the Bank. Please provide more clarity on the role expected from Bank. Is it implying for transfer of ownership of assets at the end of contract ?	The ownership of device and application shall be with the respective Bank. The Bank have to provide the device on a Premium/ Service Charge as indicated in the APPENDIX – 2 Financial Proposal Submission format. At end of contract period bidder to withdraw their MPOS such that new provider if any can start operation.

5	Annexure IV : Scope of Services 8. Page No.-16	Bidder shall provision robust and redundant connectivity between POS devices and Authority server	Please clarify whether this is subject to network service provider as well as connectivity of authority server at the respective locations?	The Bank has to provide the robust and redundant connectivity of data (3G or 4G) based on the best available network in that area at its own judgement. Temporary connectivity problem may occur which is beyond the control of service provider.
6	Annexure IV : Scope of Services 10. Page No.-17	The Bidders has to provide training to all JALSATHI /USERS.	Please provide details of the type of training expected in this case. Is it ok to have online training? In case of physical training, will the infrastructure support such as training room be provided by authority	The training is limited to operating of M-POS device and its functions. The venue for training will be provided by the Authority as physical training will be needed.
7	Annexure IV : Scope of Services 11. Page No.-17	Bidder shall setup a full-fledged one help desk facility at each Zone (4 Zones) with dedicated Toll-Free Number. The help desk service shall provide service of repair/replace and settlement and remittance of default payment.	Please advise if this is a mandatory requirement. In case of issues can we provide support / replacement through our existing channels instead of setting up a toll-free number	The bidders may use the existing branch or through its partner as a help desk facility in each zone. But the Help desk number in each zone should be communicated.
8	Annexure IV : Scope of Services 13. Page No.-17	Repair/ Replacement of m-POS devices shall be within 24 hrs. of intimation of defectand in the event of delay in repair/replacement beyond 72 hrs. a penalty of Rs.30/- per device per day shall be enforced, in case of any physical damage / loss of M-POSdevice will be responsibility of Authority.	1. Request to check this clause and if more clarity can be given in case there will be unforeseen delays such as lockdown, delay in importing hardware, or location is far away etc. Can this point be open for further negotiations.2. In case physical damage/loss of device will department bear the cost of replacement fully?	The penalty will not be applicable in the event of Force Majeure conditions like strike, Curfew Flood / natural calamities earthquakes and epidemics and governmental action etc. The Authority shall be responsible for physical damages / loss of M-POS device if happens.
9	Annexure IV: Scope of Work 6. Page No.-16	The Bidder should start on-boarding of fresh database on m-POS devices within a maximum period of 1 (one) months from the date of instructions of the Authority.	Request this time period to be increased to 3 months as application development, testing and sign-off will take more than 1 month. Please advise what is implied by fresh database from Bank's side ?	The fresh database is implied as induction of new service for collection of bills through M-POS device. The time for on-boarding of new application will be 1 months.

10	Annexure IV: Scope of Services 6. Page No.-16	Development, maintenance, customization & periodical up-gradation of dashboard which should include web-based tool for complaint log-in & resolution, generation of complaint log number, simultaneous generation and email & SMS code to consumers and closure of complaints only after feeding of acknowledgement code in the system etc.	Is this a software which is separately required for case management ? Can we provide a separate commercial for the same. Also do you wish to create "Token No" at Department's end or Bank's end.	No software is required to be developed at Authority end. Banks existing system should have facilities for above services. The Token No is to be monitored at bank end only for complains.
11	Other Queries	The number of m-POS device mentioned above is indicative, the Bidder shall provide actual number of m-POS device as and when required by the Authority	Request if a final count of device can be provided as it directly impacts the financial bid	As per the RfP total 1500 devices has been estimated now. The number may vary for which intimation will be given.
12	Other Queries	Please provide the term of this RFP	Request for the number of years for which the successful bidder has to provide the service post completion of 24 months.	The service post completion of 24 months can be extended based on assessment of service provided by the respective Bank on same terms with mutual agreement.
13	Annexure IV: Scope of Services 15. Page No.-17	The Bidder shall credit all the collection amount to the Authority Account in T+1 days (within 48 Hours)	Please advise if the authority account referred will be the bidder's current account maintained with successful bidder bank. Also "T" means the date of transaction on which Bank receive the clear funds.	The Authority has a current Account for this purpose, the successful Bank has to transfer to this account in T+1 days.
14	Appendix -2 Page No.-14	Estimate no of MPOS device - 1500	Need to clarify- is this addon MPOS will be over and above the existing no (running at ULBs under eMunicipality) or it's a separate requirement. Can we consider existing no of machines currently present with ULBs under eMunicipality tax collection to be included under this 1500 requirements?	The service provider to be selected under this RFP will be required to provide MPOS as per number given in this RFP. There is no connections to existing service provider if any which will be stopped on new appointment.

15	Appendix -3 Page No.-18	Technical Specifications	Clarity on memory & physical requirement and its extent of flexibility	2GB DDR RAM + 1 x Micro SD Card Slot, Supported Up To 128GB and card/ eMMC with 16 GB storage to be provided with device.
16	Scope of service -ii-14 Page No.-17	the bidder shall not claim for any monetary deposit for providing services	Is there any provision / consideration to make bidder as a primary bank for the department through which bank can get some funds? If yes approximately how much (in Cr).	RfP condition prevail.
17	Scope of service -ii-14 Page No.-17	The Bidder shall credit all the collection amount to the Authority Account in T+1 days (within 48 Hours)	Is there any central pulling / collection account or account will be opened division/ULB wise?	Selected bank cannot insist for opening A/C in their bank

2. State Bank of India:

Sl. No.	Section & Page No.	Text as per RFP	Query	Reply
1			You have asked for 1500 Devices for the collection of water Bill. Whether all the Devices will be availed by you at a time or in phases. If in phases, in first phase how many Devices are required by your office & where they are expected to be deployed.	The devices to be taken from the date of commencement of service and their deployment shall be intimated at time of award of assignment. Any further demand will be intimated on a later date as per the requirement.
2			We understand that the Devices will be used by 15 PH Divisions of your Department- whether all PH Divisions will be avail them separately with separate Bank Account with Devices mapped to the Accounts of each Division.	Devices will be used in all 15 divisions and bank account to be debited shall be intimated and bidder to map the devices accordingly.
3			how many transactions are expected per Device per month.	There are around 8.15 lakhs consumers where water bill is being collected through M-POS device through cashless.
4			Settlement period for funds deposited in your Account for transfer to Treasury.	It shall be the responsibility of PHEO.

5			whether all transactions will be routed through M-Pos Devices.If not, % of transactions expected to be routed through m-POS Devices.	There are around 8.15 lakhs consumers where water bill is being collected through M-POS device through cashless. Out of which 70% of payment is collected through M-POS devices.
6			Regarding Chargeback for transaction made through M-Pos Devices, whether chargeback procedure for normal transactions will be followed or procedure advised by Finance Department, Govt of Odisha will be followed. Please clarify.	It shall be the responsibility of PHEO.
7	Appendix-3, Technical Specification of M-POS Device	Cameras - 5 Megapixels Auto Focus Rear Camera with LED Flashlight (optional) Reads 1D & 2D Codes	Regarding specifications for Camera, as clarified in the said meeting, 2 Mega pixel camera will suffice. Please confirm.	Cameras - 2 Megapixels Auto Focus Rear Camera with LED Flashlight (optional) Reads 1D & 2D Codes
8	Annexure-IV, Terms of Reference, Sl. No.6 of Scope of Work	The Bidder should start on-boarding of fresh database on m-POS devices within a maximum period of 1 (one) month from the date of instructions of the Authority.	It is also clarified in the meeting that Agency/Bank will have two months implementation period. Please confirm.	The Bidder should start on-boarding of fresh database on m-POS devices within a maximum period of 45 (Forty five) days from the date of instructions of the Authority.
9			Whether funds collected through M-PoS Devices are funds of the Govt. of Odisha, not of NACs or Municipalities so that transactions are treated as Government transactions.	Funds of Government of Odisha.
10		clause no.III (2) of payment terms which states that " In case of Bidder offering service charges Authority shall make monthly payment based on total number of M-POS provided by the Bidder within 15 days of receipt of invoice. Penalty if any applicable shall be deducted while making above payment. "	Hence, we request you to clarify how much and at what rate your department will pay overdue charges/interest to the bank in case there is any delay in payment beyond 15 days on the part of the department.	Not applicable.

11			Whether Service charges will be paid to the bank centrally or by all 15 PH Divisions, which will avail the m-POS devices separately or by any other modus operandi.	It shall be paid by declared Nodal Office of PHEO
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3.Indian Overseas Bank:

Sl. No.	Section & Page No.	Text as per RFP	Query	Reply
1			Whether department is going to open new account in Bank?	No, there is already a Bank account for this purpose.
2			What will be estimated turnover per year?	There are around 8.15 lakhs consumers where water bill is being collected through M-POS device through cashless. Approximate revenue is Rs.100 Cr.

Sd/-
19.03.2021
Engineer-in-Chief (PH)

Addendum to RFP

Annexure-I, Instructions to Bidders, Sl. No.20

DRAFT FORM OF CONTRACT

[Note: This Draft Agreement is a generic document and shall be modified based the contracts documents to the various ULBs (under Zone) under the respective Executive Engineer of the Division.]

CONTRACT FOR M-POS Device & Related Services for Collection of Water Bill

Between
(Name of Bank)

And

(Name of Client)

The Executive Engineer,
PH Division, Bhubaneswar
(Nodal Officer)
[on behalf of Engineer-in-Chief (PH), Odisha]

Dated: