

Pre-Bid Questions and Answers

			M/s Mswipe Technologies Pvt. Ltd.		HARCO Bank's Reply
SINo	Page No.	Clause No.	RFP Requirement	Suggested Pre-Bid Query / Modification	Clarifications/corrigendum
1	25	3.2.2	<p>Minimum Financial Criteria The bidder must satisfy one or more of the following financial criteria:</p> <ul style="list-style-type: none"> • The company should have a minimum net worth of ₹1 Crore at the end of FY 25-26 • The company should have posted a positive profit in the last 2 financial years. • The company should have a min paid-up capital of ₹1 Crore. 	Please modify to any one financial criterion of positive net profit or positive net worth	First 2 points are mandatory, 3rd one is optional

2	28	3.2.14	<p>3.2.14 Proprietary, In-House Switch Ownership (Principal, Not Reseller) The bidder shall be the original product owner (principal / OEM) of the offered switching platforms, having developed them in-house and holding the source code and intellectual property rights. The bidder must own and operate, in its own name, the following proprietary, NPCI-certified switches: • Proprietary UPI acquiring switch (enabling the Bank to act as acquirer on its own handle) • Proprietary e-Setu (eKYC) switch • Proprietary IMPS switch</p>	<p>Please confirm if eKYC can be provided with authorised partners and also why IMPS certification is required . This can be relaxed to only UPI switch acquiring ownership. Only this certification is available and can be provided - The bidder must own and operate, in its own name, the following proprietary, NPCI-certified switches: • Proprietary UPI acquiring switch (enabling the Bank to act as acquirer on its own handle).</p>	<p>Please refer bidding clarification, marking for type of switch'</p>
3	18	1.16.15A	<p>Mandatory NPCI/RBI changes at no extra cost</p>	<p>Please modify to that major regulatory enhancements requiring new modules will be commercially discussed based on each product</p>	<p>As per RFP</p>

4	15	1.16.7	3-year guarantee with free replacement of Sound Box	This will apply if Sound box is on CAPEX. If it is on Opex model for sound box, replacement will be done by bidder Please also address how lost/damage device cost will be recovered	Sound box to be provided on CAPEX, please refer RFP
5	19	1.16.17	Merchant onboarding and device installation TAT	TAT for onboarding and deployment should be as per industry of 2 days for Urban/Metro and 5-7 days for Semi urban and Rural places .	Onboarding relaxation accepted with the said time line of urban onboarding and deployment in 2 days and semi urban/rural onboarding and deployment in 7 days
6	20	1.16.18	22-week implementation timeline	This timeline depends on various factors of integration with Networks and their responses.	As per RFP
7	6	1.3	Performance Security 5% of contract value	Reduce PBG to 3% or cap it at first-year contract value as per industry standard	As per RFP

8	41	6.2	SLA penalties and liquidated damages	Clarify as to what will be overall penalty with cap amount and also confirm SLA penalties and LD are not applied simultaneously.	As per RFP
9	18	4.16	<ul style="list-style-type: none"> Real-time integration with the Bank's Core Banking System (CBS) via secure ISO 8583 / ISO 20022 / REST-JSON APIs over the Bank's middleware / ESB, with mutual TLS. 	Please make this optional. The merchant account can be credited through NEFT/RTGS. The real time CBS integration will delay the process significantly	As per RFP
			M/s M2P Fintech		HARCO Bank's Reply
S. No.	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	
1	Page 11	1.16.2	Full set of acquirer APIs: merchant registration, VPA creation/linking, QR scan (static/dynamic/international), P2M, collect request, refunds/reversals, transaction history, reconciliation reports, bulk operations.	We assume international QR payments is out of scope of this RFP. Kindly confirm	Yes global payment is currently out of scope

2	Page 17	1.16.13	Switch deployment, certification & operations	We assume the overall switch solution shall be deployed on bank's premises. Please confirm. M2P also supports on cloud deployment	No, it should be at bidder end, bidder should be pci dss certified, with thier own lease line, dlsar audited. (As per RBI/npci guidelines), AS per RFP
3	Page 4	1.2	Deployment	We assume products like Merchant Management, FRM, ekyc - part of Opex model shall be deployed on TSP's shared cloud. Please confirm	Yes, these product are to be deployed on bidder end.
4	Page 15	1.16.7	Sound Box devices and bulk-printed QR stickers / standees shall be supplied by the TSP on a one- time (CAPEX) buy basis at the per-unit prices quoted in the Commercial Bid. Each Sound Box shall carry a minimum 3-year guarantee with free replacement of faulty units. Installation, activation, configuration, inventory management, OTA firmware, field visits, and monthly maintenance of offline QR codes for the contract term are the responsibility of the TSP as separately quoted.	Can we partner with an OEM for soundbox sourcing, bulk QR printing and QR standees manufacturing. Please confirm	partnership/consortium is not allowed

5	Page 15	1.16.7	<p>Sound Box devices and bulk-printed QR stickers / standees shall be supplied by the TSP on a one- time (CAPEX) buy basis at the per-unit prices quoted in the Commercial Bid. Each Sound Box shall carry a minimum 3-year guarantee with free replacement of faulty units. Installation, activation, configuration, inventory management, OTA firmware, field visits, and monthly maintenance of offline QR codes for the contract term are the responsibility of the TSP as separately quoted.</p>	<p>Can we bring in a partner for field operations like merchant site verification, soundbox installation, field visits, device replacements?</p>	<p>partnership/consortium is not allowed</p>
6	Page 26	3.2.7	<p>The bidder must be an NPCI Partner and certified for:</p> <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services 	<p>Can we bring in a partner for e-Setu ekyc switch services?</p>	<p>partnership/consortium is not allowed</p>

7	page 17	1.16.13	Performing reconciliation for UPI ACQ	TSP shall be completing the reconciliation of the UPI ACQ transactions from TSP location only. there shall be no staff or resource deployed at client location for performing reconciliation. please confirm	No staff needed at bank end, reconciliation to be done from bidder location.
8	page 4	1.2	Type of deployment	Recon services including reconciliation application shall be deployed at TSP shared cloud in a multi tenant model. request you to confirm	To be managed at bidders end, bank do not have specific requirement.
9	Page 18	1.16.4	Integration of the bidder's NPCI-certified e-Setu (eKYC) switch for merchant / customer eKYC where applicable.	for the e-Setu (eKYC) requirement, could you please confirm if we can leverage the bank's existing AUA/KUA license capabilities to perform merchant onboarding/KYC, with the bidder acting as a TSP to enable and orchestrate the end-to-end onboarding journey?	Our requirement is to identify bidder with certified e-setu stack.
			M/s Euronet		HARCO Bank's Reply
SL. No	RFP Page	Clause No.	Clause as in RFP	Query/ Suggestion	
1	4	1.1	Fraud risk management	As we understand EN ACQ switch will be integrated with Bank's FRM. Kindly Confirm	Bank currently do not have any FRM, bidder should have thier own FRM.

2	5	1.3	UPI Value Added Services	Please provide insight UPI Value Added Services which Bank refers to.	Please refer to RFP, global UPI is out of scope
3	5	1.3	Settlement and merchant funds	Please suggest the settlement expectation.	Reconciliation and settlement files to be provided As per NPCI cycle.
4	8	1.8.5	Merchant Notifications & Sound Box	Merchant Mobile Application will have in app text and sound notification, addition to this do merchant sound box required, please confirm.	Yes, as per RFP all functionality required
5	14	1.16.6	QR Management & Issuance	We will generate the static and dynamic QR for merchant VPA along with bulk QR but regarding the printing can bank take this up with external vendor. We can share the list of vendors if required.	partnership/consortium is not allowed
6	15	1.16.8	Sound Box / QR Box — Minimum Technical Specifications	There are vendors who provide sound box. We can share the list and bank can directly procure the box from the vendors. Kindly confirm if this process works.	partnership/consortium is not allowed

7	11	1.16.2	e-Setu (eKYC) as applicable	Please provide insight of eKYC to be integrated expectations.	Feature is required, Ekyc top be done as per NPCI/RBI standards to be followed
8	26	3.2.7	UPI Merchant Acquiring (Acquirer / PSP) certification	Certification Done for various Banks as Acquiring and PSP. Specific to HARCO the certification will be done once project starts.	Bidder must have certification already in place for products as per the RFP requirement
			M/s Paynext		HARCO Bank's Reply
SI	RFP Page	Clause No	Clause as in RFP	Query / Suggestion	
1	1		Last date and time for Bid preparation & submission by bidders 01.07.2026 03:00 P.M	Requesting to extend the date 9th July 2026	Extended till 9th july.
2		General	General	Fintech company registered under Micro and Small Business request Eligibility waiver	As per RFP

3		General	General	Requesting Bank to share Business Projections for Year 1 / Year 2	As per RFP
4	10	1.9	Regulatory Compliance Requirements - PCIDSS		
5	12	1.16.2	<ul style="list-style-type: none"> Sized with growth headroom (see 1.16.16) — scalable to at least 1,500 Business TPS within the contract term — with high availability (HA) at application & network across DC and DR, and online DC-DR replication for zero data loss (zero RPO). 	Bank to share the projection	As per RFP
6	12	1.16.2	On-us pipe with the TSP/Bank switch for direct routing of on us transactions; off-us routing to NPCI	UPI Acquiring doesn't have concept of ONUS, Please clarify	The bank required support for all UPI features, including acquirer, issuer payer payee functionality as specified in the RFP. Technical understanding to be drawn as per NPCI architecture of the required product.

7	12	1.16.2	Support for UPI AutoPay, UPI Lite, Credit Card on UPI, E-RUPI, UPI Circle/Delegate Payment and future NPCI products at no additional licence cost for mandatory changes	All such cases are applicable for Payer and not Acquirer, Please clarify why Bank has requested the same	The bank required support for all UPI features, including acquirer, issuer payer payee functionality as specified in the RFP. Technical understanding to be drawn as per NPCI architecture of the required product.
8	12	1.16.2	PCI-DSS / PCI-SSS compliant	We request to relax PCI-SSS relax the clause. The same clause is applicable if bidder is selling any software license to Bank.	As per RFP
9	12	1.16.2	SDK for embedding UPI Features in the Bank's app	Please clarify why for UPI acquiring require the same feature.	As per RFP
10	13	1.16.3 "E"	Platform, Performance & Compliance : Active-active / HA at application & network across DC and DR; online DC-DR replication, zero RPO	We request Active-active / HA at application & network across DC and DR; online DC-DR replication, 30 Min RPO	Considered and allowed
11	14	1.16.4	Merchant Onboarding & Lifecycle Management	Please clarify who will do Merchant Sourcing , KYC and Merchant Duedelignce	As per RFP

12	16	1.16.7	Offline Acquiring Devices — Supply, Installation & Field Services	Please share Merchant Projections and Location for ME sourcing.	As per RFP
			General	Will Bank take the risk of frauds and chargebacks?	As per RFP
			M/s Onestack		HARCO Bank's Reply
Sr. No	RFP Clause & Page Ref	Original RFP Requirement	Clarification / Operational Risk	Proposed Solution / Request	

1	1. Offline Acquiring & Field Operations Clause 1.8.10 & 1.16.7 (Pg. 9, 15)	TSP shall supply Sound Box/QR and handle installation, activation, configuration, inventory management, de-installation, merchant visits, and spot verification across branches.	Managing end-to-end door-to-door rural field operations and logistics across all rural pockets independently will significantly escalate operational overheads and impact final transaction pricing.	Requested Clarification: • Allow centralized delivery of hardware/ devices at Head Office or designated Zonal Branches. • Bank's localized staff to support initial sourcing, while TSP drives digital onboarding, platform training, and remote helpdesk support.	Spot verification to be done in coordination with bank, devices are to be installed at merchant location by bidder.
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2	2. Merchant KYC & Verification Liabilities Clause 1.8.1 & 1.16 (Pg. 9, 17)	Clause 1.8.1 states "Banks are only allowed to verify KYC". Clause 1.8.10 states TSP will conduct physical spot verification.	Ambiguity remains on who integrates and absorbs the financial cost of third-party regulatory verification APIs (PAN, GST, Aadhaar, C-KYC). Legal accountability for financial fraud must be defined.	Proposed Alignment: • Bank to provide/absorb third-party validation API costs. The final approval authority remains strictly with Bank officials as per RBI/NPCI guidelines. • TSP to facilitate document collection via the Merchant App. TSP shall not bear indemnity for post-approval merchant fraud.	please refer to RFP page no 48 O1. the bidder to only facilitate ekyc bank remains to final onboarding/approval authority.
	3. UPI 2.0 Features Phased Deployment Clause 1.16.3 (Pg. 12)	Mandatory out-of-the-box support for UPI Lite, E-RUPI acceptance, UPI Global, and UPI Circle / Delegated	These advanced products require deep integration and backend readiness from the Bank's Core Banking System (CBS) vendor. Any delay on the CBS end will directly impact the TSP's strict 22-week project timeline.	Proposed Phasing: • Phase-1 (Go-Live) should encompass Core UPI Acquiring infrastructure (QR + Sound Box setup). • Advanced features (UPI Circle, Global) to be rolled out in Phase-2 within requirements post-Go-Live, linked to CBS API readiness, without imposing delays or penalties on the TSP.	As per RFP

		Payments.			
4. Merchant App & Support Scope Clause 1.16.12 (Pg. 17)	Provision of dual-platform Merchant Mobile App (Android & iOS), specialized web portals, dashboards, and an operational Help Desk.	Publishing applications on Apple App Store (iOS) under external corporate accounts faces rigorous regulatory restrictions. Voice support logistics require sizing clarification.	Requested Relief: • Bank to provide its official Developer Console accounts for whitelisting and publishing the branded iOS and Android applications. • Clarify that Help Desk scope implies a web-based automated ticketing portal rather than a 24x7 voice call center.	both human call center for 24*7 and web portal interface along with automated ticketing platform will be required.	

3	5. Live Deployment Eligibility Criteria (Pg. 27)	The bidder must be live with a minimum of 10 Banks on at least one NPCI product/s ub-product in production.	A rigid threshold of 10 live banking clients severely limits healthy competition, excluding highly specialized fintech providers in the digital acquiring switch domain.	Proposed Relaxation: • Relax the technical requirement from 10 live banks to 2 Banks. • As per DPIIT and Haryana state startup act, Startups (whether MSEs or otherwise) are exempted from the criteria of prior experience/prior turnover without any relaxation in quality standards or technical parameters." • Additionally, Please Note- As an agent institution, Onestack offers NBBL and currently we have 100+banks live on BBPS which is a sub product of NPCI. • We also offer Soundbox + QR to 10 + Banks. Please confirm if this qualifies for 10+ bank eligibility.	Please refer bidding clarification, marking for no of banks
			M/s PHI COMMERCE PRIVATE LIMITED		HARCO Bank's Reply
S.No.	RFP Page	Clause No.	Clause as in RFP	Query/ Suggestion	
1	17	1.16.12	Merchant mobile app (Android & iOS), web portal and dashboard for profile, transactions, settlements & complaints.	We have a highly efficient web portal; all these data would be provided in this portal, would the Bank be okay with this?	please refer the RFP, solution and infra should be compliant as per the NPCI/RBI guidelines

2	18	1.16.14	Integration of the bidder's NPCI-certified e-Setu (eKYC) switch for merchant / customer eKYC where applicable.	Why restrict to a single method of KYC? We suggest allowing bidders to propose different and better ways of performing KYC. We can bring in better efficiency and uptime for the services	As per RFP
3	22	1.20	Consortium / Subcontracting / Authorisation Bids shall be submitted by a single legal entity (the prime bidder), who shall be the principal product owner of the offered switches (see Section 3.2.14). Consortium bids are not permitted. The bid shall be signed by an authorised signatory supported by a Board Resolution / Power of Attorney. Critical services shall not be subcontracted without the Bank's prior written approval; the prime bidder shall remain fully and solely responsible for delivery, performance, security and compliance	At what stage does the Bank require the bidder to seek approval for engaging subcontractors, would it be during PO or during go live?	partnership/consortium is not allowed
4	25	3.2.1	Be 100% owned and controlled by Indian entities and/or Indian citizens.	Our understanding from this clause is that the company should be fully controlled and managed by Indians. Is the understanding correct?	yes understanding is correct

5	26	3.2.7	<p>The bidder must be an NPCI Partner and certified for:</p> <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services • UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle <p>The above NPCI certifications shall be held in the bidder's own name as a principal participant, and not availed through a parent, group, reseller or white-label arrangement.</p>	<p>New and innovative companies can bring in additional value through comprehensive solutions, can there be a relaxation in the criteria to bring in new innovative solutions . Can this criteria be relaxed given an IMPS and e-KYC switch are not part of the scope of work?</p>	As per RFP
6	27	3.2.8	<p>Live Deployment Requirement The bidder must be live, with a minimum of 10 Banks, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions. Qualifying NPCI Service (any one or more):</p> <ul style="list-style-type: none"> • UPI Acquirer and/or UPI Issuer; and / or • IMPS(banl), IMPS and/or NBBL (Bharat Connect). 	<p>In this environment, there are many new, innovative, and passionate startups who can bring additional value through innovations, can this condition be relaxed for their participation.</p>	As per RFP

7	28	3.2.14	<p>Proprietary, In-House Switch Ownership (Principal, Not Reseller)</p> <p>The bidder shall be the original product owner (principal / OEM) of the offered switching platforms, having developed them in-house and holding the source code and intellectual property rights. The bidder must own and operate, in its own name, the following proprietary, NPCI-certified switches:</p> <ul style="list-style-type: none"> • Proprietary UPI acquiring switch (enabling the Bank to act as acquirer on its own handle) • Proprietary e-Setu (eKYC) switch • Proprietary IMPS switch 	<p>If the scope can be achieved without the IMPS and e-Setu switch, does the Bank still require them if the priority is operability?</p>	<p>As per RFP</p>
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8	36	5.1 – 5.3	(A) One-time CAPEX is payable for switch installation — the UPI Acquiring Switch (inclusive of integration with the Bank's CBS, NPCI and any required third-party portal) — and for offline hardware purchased outright by the Bank, namely Sound Box devices (buy model) and bulk-printed QR stickers / standees. (B) Recurring OPEX is payable per successful online-VPA / UPI collection transaction (inclusive of transaction processing, monitoring, fraud-risk management and reconciliation), for switch maintenance, for monthly maintenance of offline QR codes, and as a one-time offline-merchant onboarding charge.	In Scope of Work bank mentions the requirement of: <ul style="list-style-type: none"> • Merchant Payment Acceptance Platform • Merchant Onboarding and Lifecycle Management • Merchant Settlement and Reconciliation • Merchant Portal But in the commercials they are not mentioned separately so how does the bank expects the bidder to charge them?	As per RFP
			M/s Hitachi-Payments		HARCO Bank's Reply
S.No.	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	

1	4	1.1	Request for Proposal for a certified UPI Acquiring Switch with end-to-end Merchant Lifecycle Platform (QR + Sound Box) on a hybrid CAPEX+OPEX model	The RFP requires the TSP to be the principal/OEM owner of proprietary UPI acquiring switch, e-Setu (eKYC) switch, and IMPS switch (Sec 3.2.14). Kindly clarify whether a TSP that holds NPCI certification in its own name but leverages co-developed technology with a group entity qualifies as a 'principal/OEM' under this clause.	certificate should be on bidders name, consortium is not allowed, technology should be in control of bidder for any customization/integration, no third party intervention other than bidder should be allowed
2	8	1.8.6	The solution shall support current and emerging NPCI products — UPI AutoPay (mandates), UPI Lite, RuPay Credit Card on UPI, credit line on UPI, E-RUPI and UPI Global — and shall accommodate future NPCI products and mandates during the contract term without additional licence cost for mandatory changes	The solution shall support current and emerging NPCI products — UPI AutoPay (mandates), UPI Lite, RuPay Credit Card on UPI, credit line on UPI, E-RUPI and UPI Global — and shall accommodate future NPCI products and mandates during the contract term at mutually agreed costs between the Parties.	the bidding expected is inclusive of all future development, no charges will be allowed to add in extra during the contract period

3	8	1.8.1	Merchant Management — full merchant lifecycle (creation, modification, activation, suspension and closure)	The RFP states that merchant onboarding includes field sourcing, KYC capture, MCC mapping, risk categorisation, and site/spot verification at the TSP's cost (Sec 1.16.4). Please clarify: (a) Will the Bank provide a list of target merchants (bank customers) for priority onboarding, or is the TSP expected to independently source all merchants? (b) Is the Bank's existing customer base (savings/current account holders) considered pre-qualified for VPA creation without fresh KYC?	(A) please refer RFP merchant will be sourced by bank (b) fresh kyc will be required as per RBI guidelines
4	9	1.8.10	The TSP shall supply Sound Box devices and bulk-printed QR stickers / standees on a one-time (CAPEX) buy basis, and shall handle their installation, activation, configuration, inventory management and de-installation for the contract term, including merchant visits and spot verification	We can create merchant leads, however request the obligation for bidders to carry out merchant visits and verify documents in person as part of offline acquiring, to be waived off	Spot verification to be done in coordination with bank, devices are to be installed at merchant location by bidder.

5	11	1.16.2	Certified UPI acquiring switch — scalable to at least 1,500 Business TPS within the contract term	The RFP mandates scalability to 1,500 Business TPS within the 5-year contract term, with 200 TPS at go-live (Sec 1.16.16). Please clarify: (a) Is the 1,500 TPS requirement for HARCO Bank's own traffic only, or does it refer to aggregate TPS on the shared switch infrastructure serving multiple bank clients? (b) Must the bidder provision dedicated infrastructure (separate switch instance) for HARCO Bank, or is a logically separated instance on shared infrastructure acceptable?	As per RFP
6	12	1.16.2	Support for UPI AutoPay, UPI Lite, Credit Card on UPI, E-RUPI, UPI Circle/Delegate Payment and future NPCI products at no additional licence cost for mandatory changes.	Support for UPI AutoPay, UPI Lite, Credit Card on UPI, E-RUPI, UPI Circle/Delegate Payment and future NPCI products at mutually agreed costs between the Parties.	As per RFP
7	13	1.16.4	Digital merchant onboarding with KYC capture, entity classification, MCC mapping, risk categorization and tri-partite agreement where applicable — at the TSP's cost. Sourcing, scrutiny, site inspection / spot verification and document procurement from the field.	We can create merchant leads, however request the obligation for bidders to carry out Sourcing, scrutiny, site inspection / spot verification and document procurement in person be waived off	As per RFP

8	15	1.16.8	Connectivity – 4G (CAT1), Wi-Fi, BLE	Request to confirm whether 4G CAT1 is mandatory or if CAT-M/NB-IoT devices are acceptable, as these offer better battery efficiency and similar use-case suitability.	Please refer anxture H
9	15	1.16.8	Audio Output – \geq 110 dB	110 dB is significantly high for indoor retail use-cases and may cause distortion/power drain. Request to allow \geq 90–100 dB output.	Please refer anxture H
10	15	1.16.8	Voice Languages	Kindly specify the list of regional languages expected. Also confirm whether additional languages can be added post deployment via OTA.	Hindi....no other vernacular language required. Hindi capabilities is a must at the time of bidding
11	15	1.16.8	Display - Optional LED indicator	Please confirm if devices with LCD display (showing txn details, battery, signal) are acceptable as a value-added feature.	basic requirement to be fulfilled, advance features are welcome but no extra consideration can be provided at time of bidding. Please refer anxture H
12	15	1.16.8	Integrated QR	Please confirm whether only static QR is required or dynamic QR capability should also be supported.	static QR only required for QR boxes.

13	16	1.16.8	Charging – Micro-USB	Request to allow USB Type-C charging as it is the current industry standard.	accepted
14	16	1.16.8	Memory specification	Please confirm if higher RAM/Flash configurations (e.g., 512 KB RAM / higher Flash) are acceptable.	As per RFP min specifications to be adhered
15	16	1.16.8	Manageability – OTA, monitoring	Confirm whether SIM/data connectivity cost for devices is to be borne by TSP?	To be borne by merchant under arrangement approved by bank
16	16	1.16.8	Notifications – real-time voice	Kindly clarify acceptable latency for voice confirmation after successful transaction (e.g., ≤ 2–3 seconds).	Please refer anxture H
17	16	1.16.8	Build / Environment	Request to specify minimum IP rating (e.g IP54/IP65) for dust and splash resistance.	Please refer anxture H
18	16	1.16.8	Warranty – 3 years replacement	Kindly clarify SLA timelines for replacement in rural/remote locations (currently mentions 3 working days broadly).	Onboarding relaxation accepted with the said time line of urban onboarding and deployment in 2 days and semi urban/rural onboarding and deplyment in 7 days

19	18	1.16.16	Solution Sizing — sustained throughput floor of 200 Business TPS at go-live, scalable to ≥1,500 Business TPS within the contract term	Please share current transaction volumes or estimates for (a) daily peak UPI transactions expected at go-live, (b) current merchant base of the Bank (savings/current accounts that are potential VPA holders), and (c) anticipated monthly growth rate in merchant onboarding. This is necessary for the bidder's sizing and scalability note required in Envelope-B.	As per RFP
20	25	3.2.1	Be 100% owned and controlled by Indian entities and/or Indian citizens.	Would request a relaxation on the eligibility requirement of 100% owned and controlled by indian entities or indian citizens. Suggest this be relaxed to minimum 55% or more for eligibility	As per RFP
21	27	3.2.8	The bidder must be live, with a minimum of 10 Banks, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.	Request a relaxation on the clause of minimum 10 banks and consider minimum 2 entities. Also request to kindly consider adding Payment facilitators and Payment aggregators. Or atleast consider 1 Mn transactions processed per day	Please refer bidding clarification, marking for no of banks

22	28	3.2.14	<p>The bidder shall be the original product owner (principal / OEM) of the offered switching platforms, having developed them in-house and holding the source code and intellectual property rights. The bidder must own and operate, in its own name, the following proprietary, NPCI-certified switches:</p> <ul style="list-style-type: none"> • Proprietary UPI acquiring switch (enabling the Bank to act as acquirer on its own handle) • Proprietary e-Setu (eKYC) switch • Proprietary IMPS switch. <p>Resellers, white-label re-sellers, sub-licensees or aggregators who do not own the source code / IP of the offered switch(es) shall not be eligible.</p>	<p>We own the source code, however we are not OEM. Request Bank to amend the clause accordingly to add resellers & white label resellers also. Or if Bank to confirm whether 2 entities can do a joint bidding, where OEM along with the switch partner can participate.</p>	As per RFP
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23	41	6.2	<p>Service Level Agreements (SLAs) Default Penalty / Service Credit Availability 99.00%–99.49% (monthly) 2% of that month's switching charges Availability 98.00%–98.99% 5% of that month's switching charges Availability below 98.00% 10% of that month's switching charges + review for breach</p>	<p>Request Bank to consider the below mentioned changes proposed in Service Level Agreements (SLAs) Default Penalty / Service Credit Availability 95.99.00%–96.49% (monthly) 0.5% of that month's switching charges Availability 95.00%–95.99% 1% of that month's switching charges Availability below 95.00% 1.5% of that month's switching charges</p>	As per RFP
24	41	6.2	<p>P1 incident resolution beyond 4 hours ₹5,000 per additional hour (cap 5% monthly charges) Device install/activation beyond 3 working days (per SLA) ₹100 per device per day Faulty device replacement beyond 3 working days (per SLA) ₹100 per device per day until replaced Merchant settlement / recon delay beyond agreed cut-off ₹10,000 per occurrence Delay in mandatory regulatory change beyond NPCI/RBI</p>	<p>Request bank to consider the below mentioned changes proposed in service level agreements (SLAs) P1 incident resolution beyond 6 hours ₹3,000 per additional hour (cap 5% monthly charges) Merchant settlement / recon delay beyond agreed cut-off ₹1,000 per occurrence Delay in mandatory regulatory change beyond NPCI/RBI timeline ₹1,000 per day + regulatory liability</p>	As per RFP

			timeline ₹25,000 per day + regulatory liability		
			M/s NPSTX		HARCO Bank's Reply
Sr.N O	RFP Page	Clause NO	Clause as in RFP	Query / Suggestion	

1	26	3.2.7 NPCI Partners hip & Certificati on Require ment	The bidder must be an NPCI Partner and certified for: <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services •UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle 	Any eKYC/KYB details like GST, Udyam, PAN, etc of the Mechant can be provided through Third party solution providers, Kindly confirm if the same can be utilized for the execution of the Scope.	As per RFP
2	26	3.2.7 NPCI Partners hip & Certificati on Require ment	The bidder must be an NPCI Partner and certified for: <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services •UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle 	We request bank to remove the e-Setu (EKYC) requirement from the particular clause as : <ol style="list-style-type: none"> 1.Core RFP Objective is Merchant Acquiring, Not Aadhaar eKYC Infrastructure 2.e-Setu mentioned as “Where Applicable”, Not Core Mandatory Capability 3. Restricts otherwise qualified and capable UPI acquiring solution providers 4. e-Setu is Not Essential for UPI Acquirer Functionality 5. Availability of Alternate Compliant KYC Approaches 	As per RFP

3	26	3.2.7 NPCI Partners hip & Certificati on Require ment	The bidder must be an NPCI Partner and certified for: <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services •UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle 	We request bank to modify this clause and include the following: <ul style="list-style-type: none"> • Remove the mandatory requirement of e-Setu (eKYC) certification from eligibility criteria, • Change it to optional • Allow integration-based capability instead of ownership certification 	As per RFP
4	29	3.2.15 Integrate d Own Product Suite	The bidder shall own and offer, from its own product suite, the core components required for this engagement — merchant management / onboarding, QR & VPA management, fraud risk management (FRM/EFRM), and reconciliation — integrated with its own switch(es), so that the end- to-end solution is delivered and supported by a single principal.	We request Bank to Modify this clause as following: The bidder / OEM shall own and offer, from its own product suite, the core components required for this engagement — merchant management / onboarding, QR & VPA management, fraud risk management (FRM/EFRM), and reconciliation integrated with their respective switch(es)	As per RFP
5	26	3.2.5 SAR Complian ce	The bidder shall possess valid System Audit Reports (SAR). The SAR shall comply with applicable RBI guidelines. Documents Required • Latest SAR / DL Report	We have a UPI switch DL SAR done which is our primary switch and which has been conducted and certified by CERT IN auditor which ensures that entire Data resides within India.	As per RFP

6	27	3.2.8 Live Deploym ent Require ment	The bidder must be live, with a minimum of 10 Banks, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.	Kindly clarify if multiple products (UPI Acq, UPI Iss, IMPS, NBBL) provided in same bank, then will it be considered as 1 Single experience of 4 separate experience	Eligibility criteria remain unchanged. It will be considered as single experience
7	27	3.2.8 Live Deploym ent Require ment	The bidder must be live, with a minimum of 10 Banks, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.	We request bank to please modify this clause as following for fair participation from the ecosystem partners: The bidder must be live, with a minimum of 5 Banks/Fintechs, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.	Please refer bidding clarification, marking for no of banks

8	28	3.2.14 Proprietary, In-House Switch Ownership (Principal, Not Reseller)	<p>The bidder shall be the original product owner (principal / OEM) of the offered switching platforms, having developed them in-house and holding the source code and intellectual property rights. The bidder must own and operate, in its own name, the following proprietary, NPCI-certified switches:</p> <ul style="list-style-type: none"> • Proprietary UPI acquiring switch (enabling the Bank to act as acquirer on its own handle) • Proprietary e-Setu (eKYC) switch • Proprietary IMPS switch <p>Resellers, white-label re-sellers, sub-licensees or aggregators who do not own the source code / IP of the offered switch(es) shall not be eligible. This requirement ensures the Bank can obtain custom developments, mandatory regulatory changes and roadmap features directly from the principal without dependency on a third party.</p>	<p>Inline to the Query request raised for 3.2.7 NPCI Partnership & Certification Requirement, we are requesting the bank to remove the " Proprietary e-Setu (eKYC) Switch" requirement from this clause as :</p> <ol style="list-style-type: none"> 1. Core RFP Objective is Merchant Acquiring, Not Aadhaar eKYC Infrastructure 2. e-Setu mentioned as "Where Applicable", Not Core Mandatory Capability 3. Restricts otherwise qualified and capable UPI acquiring solution providers 4. e-Setu is Not Essential for UPI Acquirer Functionality 5. Availability of Alternate Compliant KYC Approaches 	Please refer bidding clarification, marking as per switch
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9	8	1.8.6 Value-Added & Future NPCI Services	The solution shall support current and emerging NPCI products — UPI AutoPay (mandates), UPI Lite, RuPay Credit Card on UPI, credit line on UPI, E-RUPI and UPI Global — and shall accommodate future NPCI products and mandates during the contract term without additional licence cost for mandatory changes.	While these features are customer specific, we request bank to clarify the scope of these features in the Merchant Acquiring Switch. Please let us know if any SDK has to be provided by the Solution provider which will be then integrated in Banks existing Application. We request further clarification on this requirement	As per RFP
10	26	3.2.7 NPCI Partnership & Certification Requirement	The bidder must be an NPCI Partner and certified for: <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • e-Setu (EKYC) • IMPS Switching Services • UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle 	Additionally the Customer on-boarding process is already defined by NPCI and we believe the e-KYC for customer has no role to play here. Hence requesting clarification on the same.	As per RFP
11	15	1.16.8 Sound Box / QR Box — Minimum Technical Specifications	4G (CAT1) with nano-SIM; Wi-Fi 2.4 GHz 802.11 b/g/n (20 MHz bandwidth); Bluetooth LE 5.1 for configuration	The RFP requires Wifi+Bluetooth Support which will restrict participation from majority of the Bidders. We request bank to please modify the devices to be 4G, 4G+2G supported and remove the bluetooth requirement	As per RFP

12	17	1.16.11 Settlement & Reconciliation	Daily merchant-wise settlement reports to enable the Bank to credit merchants; GST data in the GST Council format	Are there any existing reconciliation tools/systems to integrate with?	As per RFP
13	15	1.16.8 Sound Box / QR Box — Minimum Technical Specifications	Sound Box devices and bulk-printed QR stickers / standees shall be supplied by the TSP on a onetime (CAPEX) buy basis at the per-unit prices quoted in the Commercial Bid.	Are spares inventory levels mandated? Any estimated projection for Soundbox Static and Dynamic Both. What is the SLA for faulty device replacement (not explicitly defined)?	please refer RFP, Hindi and English are mandatory.
14	7	1.8 Scope of Work (Brief)	1.8.5 Merchant Notifications & Sound Box : Sound Box voice confirmation	Which would be the default language or how many language support is needed during soundbox procurement?	Hindi
15	7	1.6 Earnest Money Deposit (EMD)	EMD forfeiture conditions	Request clarity on timeline and process of EMD refund for unsuccessful bidders.	Refund will be done to unsuccessful bidder within 60 days of award of the contract to the successful bidder
16	40	6.1	PBG 5% of contract value	Request capping of PBG exposure to a reasonable limit linked to annual billing instead of full ECV.	As per RFP

17	40	6.7 – 6.8 Right to Audit & Regulatory Compliance	Audit rights unlimited	Clarify frequency and cost ownership of audits (Bank vs TSP).	All statutory/regulatory audit as mandated by NPCI/RBI 1. Facility hosted at bank, cost to be born by bank. 2. facility hosted at bidder end, cost to be born by bidder.
18	41	6.19 Payment Terms	Payment terms milestones	Request quicker milestone payments (e.g., 30-40-30) to reduce working capital burden.	As per RFP
19	42	6.2	₹100/day/device penalty for delay	Suggest cap per device to avoid excessive exposure.	As per RFP
20	42	6.2	₹25,000/day regulatory delay penalty	Request exclusion where delay is due to dependency on regulators/NPCI approvals.	As per RFP
21	42	6.21 Liquidated Damages (Implementation Delay)	LD up to 10% of contract value	Suggest LD to be linked to milestone value instead of total contract value.	As per RFP

22	37	5.5	Sound Box includes 3-year replacement	Clarify cost recovery model beyond 3 years in a 5-year contract.	for QR Box, the bidder responsibility will be up to 3 years.
			M/s Montran India		HARCO Bank's Reply
S.No.	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	
1	8	1.8.4	Settlement & Reconciliation	Does Bank expect TSP to manage merchant operations with regards to Disputes, Chargeback, Arbitration, re-presentment etc.?	TSP shall provide reconciliation and data support including disputes, chargebacks, arbitration and related processing as per RFP.
2	11	1.16.2	Certified UPI Acquiring Switch	Does bank expect solution to perform Aadhaar based validation for merchants during onboarding?	Yes, this is part of merchant onboarding process as ekyc
3	11	1.16.2	Certified UPI Acquiring Switch	The section mentions about SDK requirement. This is for a Merchant SDK or Customer SDK?	Merchant SDK
4	16	1.16.9	Transaction Processing, Handling & Monitoring	What does mention of installation/ de-installation refer to?	

5	43	6.25	Transition-In & Migration	What is the migration scope - Merchant & QR data, transactions, mandates etc.?	After going live, bidder will have to support till migration.
			M/s Concerto Software		HARCO Bank's Reply
S.No.	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	
1	22	1.2	Bids shall be submitted by a single legal entity (the prime bidder). Consortium bids are not permitted.	Kindly confirm whether the bidder, acting as the single prime contractor and remaining fully responsible for end-to-end implementation, support, SLA compliance and contractual obligations, may utilize OEM/authorized technology partners for components such as Merchant Lifecycle Management Platform, Merchant Mobile Application, Sound Box devices, field services and related ancillary modules. Such arrangements shall not constitute a consortium and the bidder shall remain the sole point of accountability to the Bank.	As per RFP

2	27	3.2.7 & 3.2.8	NPCI Partnership & Certification Requirement and Live Deployment Requirement	We request the Bank to consider modifying the eligibility criteria as follows: "Bidder should either have minimum 10 live bank deployments on the specified NPCI services OR possess valid NPCI certification(s) in its own name for the proposed solution along with demonstrated experience in implementing and supporting NPCI-based payment switching solutions." This will enable participation from NPCI-certified solution providers with proven implementation capabilities while maintaining the Bank's technical and operational requirements.	Please refer bidding clarification, marking for no of banks
			M/s In-Solutions Global Limited		HARCO Bank's Reply
S. No.	RFP Page	Clause No.	Clause as in RFP	Query/Suggestion	

1	27	3.2.8 Live Deployment Requirement	The bidder must be live, with a minimum of 10 Banks, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.	Request the bank to amend this clause as “The bidder must be live, with a minimum of 1 Bank, on at least one of the following NPCI products / sub-products or services / sub-services. The solution shall be in production and processing transactions.”	Please refer bidding clarification, marking for no of banks
2	30	2.13 Bid Preparation & Envelope-Filling Process	NPCI certificate(s) in bidder’s own name (UPI, e-Setu, IMPS, UPI acquiring)	Request the Bank to amend this clause as “NPCI certificate(s) in bidder’s own name (UPI, e-Setu, IMPS, UPI acquiring)”.	Please refer bidding clarification, marking as per switch
3	30	2.13 Bid Preparation & Envelope-Filling Process	Live-deployment proof (client list, work orders, go-live confirmations) — ≥ 10 banks	Request the Bank to amend this clause as Live-deployment proof (client list, work orders, go-live confirmations) — ≥ 1 bank	As per RFP
4	45	7. Annexures	7. Annexure G: Technical Evaluation Questionnaire (UPI Acquiring + Offline Devices + FRM)	The Annexure G is Missing in the RFP document.	Please refer Annexure within this document
5	45	7. Annexures	8. Annexure H: QR Box / Sound Box Device Technical Specification Sheet	Annexure H is missing in the RFP document.	Please refer Annexure within this document

6	45	7. Annexures	Annexure I: Roles & Responsibility Matrix (Bank as Acquirer / Operating Unit vs TSP)	Annexure I is missing in the RFP document.	Please refer Annexure within this document
7	45	7. Annexures	Annexure K: Excel Format of Technical Bid (QCBS Technical Scoring Template — per Section 4)	Annexure K is missing in the RFP document.	Please refer Annexure within this document
			M/s kiya.ai		HARCO Bank's Reply
SR.No	RFP Section	RFP Page No	Content of RFP required clarification(s)	Clarification sought	
1	Scope of Work,	11	1. Invitation for Expression of Interest	Requesting Bank to Please Clarify that bank will be operating two UPI switches one as issuer and one as Acquirer, please confirm.	As per RFP
2	Scope of Work,	11	1. Invitation for Expression of Interest	Requesting Bank to Please clarify if migration of existing UPI customers is in scope	As per RFP
3	Scope of Work,	11	1. Invitation for Expression of Interest	Requesting Bank to Please Clarify Does bank has any restrictions with respect to usage of open source software's	No, but it should fulfill the compliance/audit requirements as NPCI/RBI.

4	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features	Requesting Bank to Please Clarify How many merchants bank intend to onboard yearly.	As per RFP
5	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features NTB (new to bank) Merchant onboarding with offline/online KYC verification (Bank will provide the APIs for online KYC)	Requesting Bank to Please Clarify that single merchant kyc platform used by Bank or multiple solutions are in place.	As per RFP
6	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features	Requesting Bank to Please Clarify that merchant facing support will be vendor's responsibility, please clarify.	Bidder responsibility, As per RFP
7	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features	Requesting Bank to Please Clarify that bidder will generate a QR and bank will printed it and distributed to Merchants, please clarify?	As per RFP
8	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features	Requesting Bank to Please Clarify What is approximate count of Online and Offline merchant. What is the count of corporate customer who are using API Integration for merchant ?	As per RFP

9	Scope of Work,	11	3.1 Merchant Acquiring & Payee PSP Features Sound box Integration with regional language support -	Requesting Bank to Please Clarify that How many regional language are in scope?	Mandatorily available language should be Hindi and English
10			3.2 Payer PSP & Value-Added Services	Requesting Bank to Please Clarify that UPI SDK also required.	As per RFP
11	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that The UPI solution will be hosted at bank premise or Vendor has to arrange cloud vendor	As per RFP
12	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that Who will bear the cost of NPCI mandated Audits, SAST/DAST,PCIDSS Bank or bidder? Please confirm	As per RFP

13	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to please note that We assume that Security and monitoring systems including CSOC/SIEM, PIM, PAM, EFRM, analytics, log aggregation, and other security tools will be provided by Bank, Please confirm	As per RFP
14	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that Tools like APM, CSOC/SIEM, HSM, PIM, PAM will be provided by Bank or bidder has to include? Could you please confirm.	As per RFP
15	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that Who will bear the cost of infrastructure (servers/network related links/devices/components) and their maintenance. Bank or bidder please confirm.	As per RFP
16	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that All Software and hardware required for hosting the solution will be provided by Bank or bidder has to arrange	As per RFP

17	3.2.4 Data Centre and Disaster Recovery Centre	26	Infrastructure Requirements	Requesting Bank to Please Clarify that Performing daily maintenance and tasks like patching/backup's is vendor responsibility or bank infrastructure team will perform the same, please confirm.	As per RFP
18	1.16.2 Certified UPI Acquiring Switch	11	1.16.2 Certified UPI Acquiring Switch	Requesting Bank to Please elaborate on required features	As per RFP
19	1.16.2 Certified UPI Acquiring Switch	11	1.16.2 Certified UPI Acquiring Switch	Requesting Bank to Please Clarify about the Support reward and feedback facility - Bank will arrange vendor for providing cashbacks, offers, loyalty points, and promotional incentives to customers and merchants? please confirm.	As per RFP
20			Generic	Will the Vendor's technical team get Remote Access to Production / Non-production environments for deployment / monitoring / trouble shooting etc.? Please confirm	As per RFP

21			Generic	Is providing service desk software in scope for vendor or Bank will provide the same. Please confirm.	As per RFP
22			Generic	Please specify UPI volumes for 1'st year and percentage increase in subsequent years	As per RFP
23			Generic	Please clarify if bidder has to provide 24*7*365 support. Is onsite support required or remote support is permissible.	both human call center for 24*7 and web portal interface along with automated ticcking platform will be required.
24			Scope	Requesting Bank to Kindly confirm whether the selected bidder is expected to provide only UPI Acquiring Switch capabilities or complete Payee PSP stack including Merchant App, Portal, Settlement, Reconciliation, and FRM.	As per RFP
25			Scope	Requesting Bank to Please clarify whether HARCO Bank already has existing Merchant Management System, QR Management platform, FRM solution, and Reconciliation engine	As per RFP

26			Scope	Requesting Bank to Kindly clarify whether Sound Box procurement, deployment, and maintenance are under Bank scope or Bidder scope.	As per RFP
27			Integration	Requesting Bank to Kindly provide details of the existing CBS and digital banking ecosystem currently integrated with HARCO Bank.	API/ISO/XML documentation and specification will be shared with Qualified successful bidder
28			Integration	Requesting Bank to Please share details of the current UPI issuer switch provider, middleware/API gateway, authentication systems, and SMS gateway provider.	As per RFP
29			Infrastructure	Requesting Bank to Kindly confirm whether DC and DR infrastructure hosting shall be under Bank scope, Bidder scope, or shared responsibility.	As per RFP
30			NPCI & Compliance	Requesting Bank to Please Confirm on understanding that NPCI certification/testing charges are to be borne by the Bank.	As per RFP

31			Eligibility	Requesting Bank to Kindly confirm whether provisional FY 2025-26 financials require CA certification.	As per RFP
32			Eligibility	Requesting Bank to Kindly confirm whether support requirement is 24x7x365 and whether onsite support resources are mandatory.	both human call center for 24*7 and web portal interface along with automated ticcking platform will be required.
33	3.2.14	28	Proprietary, In-House Switch Ownership (Principal, Not Reseller)	Requesting Bank to to clarify that The RFP mentions a Proprietary e-Setu (eKYC) switch. Kindly confirm whether the bidder can provide this component through a compliant third-party solution, with the bidder as the single point of responsibility for implementation and support.	partnership/consortium is not allowed
34	Scope of Work,	11	DC/DR	as per RFP if we are providing the Capex Model the solution will be hosted at banks DC &DR, Requesting you to please confirm	As per RFP

35			General	Requesting Bank to Please confirm whether the bank requires a UPI Acquiring Switch for retail customers as well, or if it is only needed for merchant transactions?	As per RFP
36	1.8	7	Scope of work	Requesting Bank to Please Clarify that whether, under the Merchant Payment Acceptance Platform, the bank is also required to have an issuer switch to support receiving merchant payments?	As per RFP
37	1.8	7	Scope of work	Requesting Bank to please provide a detailed bifurcation of the CAPEX and OPEX components, including the managed services scope proposed by the bidder?	As per RFP
38	1.8	7	Scope of work	Requesting Bank to Please clarify whether corporate merchant KYC is expected to be completed online during onboarding, or if the bank will handle it offline and update the system?	Onboarding to be done online

39	1.8.8	8	The TSP shall provide 24x7 technical support with defined SLAs.	Requesting Bank to Please confirm that As 24x7 support is required, could you please suggest us on the typical number of resources required per shift by the bank?	both human call center for 24*7 and web portal interface along with automated ticketing platform will be required.
40	1.1	9	1.10 Security Requirements	Requesting Bank to Please confirm whether the bank will bear the cost of audits?	As per RFP
41	Scope of Work,	1	Request of Proposal for Selection of Single Technology Service Provider(TSP) for a UPI Acquiring Switch with end-to-end Merchant Lifecycle Platform (QR +Sound Box) on a hybrid CAPEX+OPEX (managed-services) model.	Requesting Bank to Please Clarify that In the scope only acquirer switch is mentioned, will bank continue to utilize existing issuer switch. Could you please clarify if bank be operating two UPI switches one as issuer and one as Acquirer, please confirm.	As per RFP
42	Scope of Work,	1	Request of Proposal for Selection of Single Technology Service Provider(TSP) for a UPI Acquiring Switch with end-to-end Merchant Lifecycle Platform (QR +Sound Box) on a hybrid CAPEX+OPEX (managed-services) model.	Requesting Bank to Please Clarify that The UPI solution will be hosted at bank premise or at bidder's DC. Does bank has any preference for any specific cloud provider.	As per extant guideline of npc/rbi

43	Scope of Work,	4	<p>The selected bidder shall design, implement, certify, support, maintain and continuously upgrade the solution on a hybrid CAPEX + OPEX (managed-services) basis during the entire contract period —</p> <p>one-time CAPEX for switch installation and for offline hardware (Sound Box, bulk QR printing) purchased by the Bank, and recurring OPEX for per-transaction charges, switch maintenance, offline-QR maintenance and per-merchant onboarding.</p>	<p>Requesting Bank to Please clarify What solutions will operate in OPEX (bidder's DC) and what in Capex (Bank DC).</p>	<p>As per RFP</p>
44	Scope of Work,	4	<p>UPI Acquirer on its own handle — covering merchant onboarding, merchant VPA generation, static/dynamic QR issuance, UPI collection (P2M), offline device acquiring (QR + Sound Box), transaction processing & monitoring, fraud risk management, reconciliation and settlement.</p>	<p>Requesting Bank to Please clarify that the Devices like Sound box to be provided by bank or by bidder, please confirm. How many regional language are in scope.</p>	<p>As per RFP</p>

45	Scope of Work,	7	The TSP shall provide a complete merchant management system to onboard merchants digitally, capture and verify KYC, and manage the full merchant lifecycle — creation, modification, activation, suspension and closure.	Requesting Bank to Please Clarify that Is merchant facing support will be bidder's responsibility.	As per RFP
46	Scope of Work,	8	Offline Acquiring Devices — QR standees, QR sticker printing & Sound Box supply, installation, activation & maintenance	Requesting Bank to Please clarify that the Bidder will generate a QR and bank will printed it and distributed to Merchants, please clarify understanding?	As per RFP
47	Scope of Work,	8	1.8.8 Support, Field & Managed Services	Requesting Bank to Please confirm that Does Bank requires Onsite support or remote support will suffice?	This will be hybrids. Bank can need both
48	Scope of Work,	8	1.8.7 Infrastructure & Hosting Services	Requesting Bank to Please confirm that We assume that Security and monitoring systems including CSOC/SIEM, APM, PIM, PAM, analytics, log aggregation, and other security tools will be provided by Bank.	As per RFP

49	Scope of Work,	8	1.8.7 Infrastructure & Hosting Services	Requesting Bank to Please confirm that Who will bear the cost of infrastructure (servers/network related links/devices/components) and their maintenance. Bank or bidder?	As per RFP
50	Scope of Work,	8	1.8.7 Infrastructure & Hosting Services	Requesting Bank to Please confirm that All Software and hardware required for hosting the solution will be provided by Bank or bidder has to arrange.	As per RFP
51	Scope of Work,	8	1.8.7 Infrastructure & Hosting Services	Requesting Bank to Please confirm that the Performing daily maintenance and tasks like patching/backup's is bidder's responsibility or bank infrastructure team will perform the same.	As per RFP
52	Scope of Work,	9	1.9 Regulatory Compliance Requirements	Requesting Bank to Please confirm that Performing NPCI mandated Audits like SAST/DAST,PCIDSS and other will be bidder's responsibility or bank will bear the Audit cost?	As per RFP

53	Scope of Work,	11	Sized with growth headroom (see 1.16.16) — scalable to at least 1,500 Business TPS within the contract term — with high availability (HA) at application & network across DC and DR, and online DC-DR replication for zero data loss (zero RPO).	Requesting Bank to Please provide the initial transaction volume and yearly Growth percentage.	As per RFP
54	Scope of Work,	11	1.16 Detailed Scope of Work, Engagement Model & Technical Specifications	Requesting Bank to Please confirm that Will the Vendor's technical team get Remote Access to Banks CBS environments for testing CBS API's.	documentation and specification will be shared with Qualified successful bidder
55	Scope of Work,	11	1.16 Detailed Scope of Work, Engagement Model & Technical Specifications	Requesting Bank to Please clarify that Is providing service desk software in scope for bidder or Bank will provide the same. Please confirm.	As per RFP
56	Scope of Work,	11	1.16 Detailed Scope of Work, Engagement Model & Technical Specifications	Requesting Bank to Please clarify if migration of existing UPI customers is in scope	As per RFP

57	Scope of Work,	13	For commercial and operational purposes the Bank distinguishes two merchant types, priced separately in Section 5.5	Requesting Bank to Please provide What is approximate yearly count of Online and Offline merchants to be onboarded. What is the count of corporate customer who are using API Integration for merchant ?	As per RFP
58	Scope of Work,	13	e) Platform, Performance & Compliance • Horizontally scalable throughput (see sizing clause 1.16.16, scalable to $\geq 1,500$ Business TPS in-term); OEM-supported container platform	Requesting Bank to Please Confirm that Does bank has any restrictions with respect to usage of open source software's.	No, but it should fulfill the compliance/audit requirements as NPCI/RBI.
59	Scope of Work,	13	SDK for embedding UPI features in the Bank's apps; bulk operations via file upload	Requesting Bank to Please Clarify SDK to be provided will be Android and IOS. Please confirm.	Yes, integration should work with both Android and iOS.
60	Scope of Work,	17	Dedicated merchant help desk / call centre during business hours plus 24x7 IVR/chatbot/email/WhatsApp support.	Requesting Bank to Please Clarify that Is bank looking for technical support only or expecting vendor to frontend Bank's merchants? Also is onsite presence required? Please clarify.	As per RFP

61	3.2.3 PCI-DSS Certificati on	25	Eligibility	Requesting Bank to Please clarify what is required for <ul style="list-style-type: none"> • Attestation of Compliance (AOC) 	As per RFP
62	3.2.7 NPCI Partnersh ip & Certificati on Requirem ent	26	Eligibility	Requesting Bank to Consider that The bidder must be an NPCI Partner and certified for any of three NPCI Program below: <ul style="list-style-type: none"> • UPI (Beneficiary, Remittance, Payer, Payee) services • IMPS Switching Services • UPI Merchant Acquiring (Acquirer / PSP) certification enabling the Bank to operate on its own acquiring handle 	Please refer bidding clarification, marking for no of banks
63	2.13 Bid Preparati on & Envelope -Filling Process	30	Eligibility	Requesting Bank to consider the Live-deployment proof for UPI (Aquirer/Issuer) Request Bank to Consider Live-deployment proof (client list, work orders, go-live confirmations) — ≥ 10 banks.	Please refer bidding clarification, marking for no of banks

64	1.16 Detailed Scope of Work,	11	General	Requesting Bank to clarify who will provide HSM, Load Balancers for the Project. also Requesting bank to confirm if the shared setup would be accepted by the Bank.	As per RFP
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65	1.16.8 Sound Box / QR Box	15	SoundBox	<p>Requesting Bank to Please confirm who will be responsible for deployment of Soundbox the service provider or the Bank.</p> <p>If Bank assumes responsibility for the activation, printing, packing, and logistics of the soundboxes at the Bank Branches level. Deployment will occur at the branch level, whereby shipments may be sent directlyby Service provider to the merchants. No Field Operations Services (FOS) will be provided by Service provider; however, courier delivery services will be facilitated.</p> <p>or if Service Provider handles QR Printing, Packaging, Activation, Inventory Management, and Field Services (FOS) directly at merchants'premises.</p>	As per RFP
66	1.16.8 Sound Box / QR Box	15	QR Printing	Requesting Bank to kindly confirm that only sticker QR Printing is required or Stand along with QR code is also required by the Bank	As per RFP

67	1.16.8 Sound Box / QR Box	15	QR Printing	Requesting Bank to kindly confirm the Quantity/No. of QR and minimum Commitment for QR Printing Devices.	As per RFP
68	1.16.8 Sound Box / QR Box	15	SoundBox	Requesting Bank to kindly confirm the Quantity and minimum Commitment for Soundboxes and QR Codes.	As per RFP
69	1.16.8 Sound Box / QR Box	15	SoundBox	Requesting Bank to kindly confirm the regional language support along with hindi & English for Soundboxes.	please refer RFP, Hindi and English are mandatory.
70	1.16.8 Sound Box / QR Box	15	SoundBox	Requesting Bank to kindly confirm that who will be providing Sim Card for network connectivity for the soundboxes during the contract period.	To be borne by merchant under arrangement approved by bank
71	1.16.8 Sound Box / QR Box	15	SoundBox	Requesting Bank to Kindly Confirm No. of Soundboxes Required per year during the contract period.	As per RFP
72	1.16.8 Sound Box / QR Box	15	QR Printing	Requesting Bank to kindly confirm who will be Responsible for QR code Deployment.	As per RFP

		M/s MAXIMUS INFOWARE		HARCO Bank's Reply	
S.No.	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	
1	26,27,28	3.2 3.2.7	Eligibility Criteria NPCI Partnership & Certification Requirement	NPCI has discontinued the issuance of physical certificates and soft copies for certifications completed under the NPP Program. we request clarification on whether a screenshot from the NPCI portal, clearly displaying the bidder's name and the certification completion status under the NPP Program, shall be considered an acceptable document for demonstrating compliance with the specified eligibility requirement. Kindly confirm.	NPCI portal evidence and supporting documents may be submitted; final evaluation shall be at Bank discretion.

2	7	1.8.1	Merchant Management	<p>The information provided under the referenced clause indicates that the bidder is required to provide a complete Merchant Management Platform. However, under Clause 1.16.15 – CBS & Middleware Integration, it is stated that the solution should integrate with the Bank’s existing Merchant Management Portal, Agent/Branch Portal, and/or third-party applications.</p> <p>The above requirements appear to be contradictory. Therefore, we request the Bank to kindly clarify whether the bidder is expected to:</p> <ol style="list-style-type: none"> 1). Provide a complete Merchant Management Platform, including a merchant onboarding portal, digital KYC capture and verification, merchant lifecycle management, and related functionalities; or 2). Integrate the proposed solution with the Bank’s existing Merchant Management Portal and, third-party portals and systems. 	Agreed as per point no 1.

			M/s Virtual Galaxy Infotech Ltd		HARCO Bank's Reply
S. No.	RFP Page	Clause No.	Clause as in RFP	Query/Suggestion	
1	22	1.2	Consortium / Subcontracting / Authorisation	In this regard, we request the Bank to kindly consider allowing participation of a single bidding entity leveraging capabilities, products, and certifications of its group companies / sister concerns, without forming a formal consortium, provided that the bidder remains the sole contracting party and assumes full responsibility for delivery, performance, and compliance.	No. Group company capabilities/certifications cannot substitute bidder eligibility requirements.
2	25	3.2.3	PCI-DSS Certification	We request clarification on whether PCI-DSS certification held by a group company / sister concern or shared infrastructure entity can be considered acceptable, provided the bidder uses the same certified environment and assumes full responsibility for compliance and security.	As per RFP

3	26	3.2.7	NPCI Partnership & Certification Requirement	Whether NPCI certifications held by a group/sister company can be accepted, if the bidder has control and full responsibility?	As per RFP
4	26	3.2.6	Cert-In Security Audit Reports	We request clarification on whether CERT-In audit reports held by a group company / sister concern can be considered acceptable, provided that the audited infrastructure/applications are shared and used by the bidder, and the bidder assumes full responsibility for compliance and security. Kindly confirm if such an arrangement is acceptable.	As per RFP
5	27	3.2.8	Live Deployment Requirement	We request the Bank to kindly consider relaxation of this criterion to allow bidders with live deployments in lesser than 10 banks, provided the bidder demonstrates proven capabilities, successful production implementations, and relevant experience in NPCI-certified services.	Please refer bidding clarification, marking for no of banks

6	28	3.2.14	Proprietary, In-House Switch Ownership (Principal, Not Reseller)	In this regard, we request the Bank to kindly clarify whether solutions offered through group companies / sister concerns / subsidiaries / affiliate entities, where the bidder has majority ownership, operational control, and exclusive rights for deployment and support, can be considered. And, Whether solution owned by a group/sister company is allowed, if bidder has usage rights and takes full accountability?	partnership/consortium is not allowed
7	29	3.2.15	Integrated Own Product Suite	Whether components from group entities can be accepted, if bidder is single point of responsibility?	partnership/consortium is not allowed
			M/s Mobileware Technologies		HARCO Bank's Reply
Sr No	RFP Page	Clause No.	Clause as in RFP	Query / Suggestion	
1	8	1.8.7	Infrastructure & Hosting Services	Please confirm whether hosting of the solution on AWS Cloud is acceptable to the Bank ?	Should comply with RFP, RBI/NPCI compliances and data localization requirements

				with the Primary DC proposed in AWS Mumbai and the DR environment in AWS Hyderabad.	Should comply with RFP, RBI/NPCI compliances and data localization requirements
2	14	1.16.6	QR Management & Issuance	Kindly clarify whether the selected bidder is expected to procure, inventory manage and deliver QR kits along with standees strictly as per Bank specifications, or whether equivalent bidder-recommended vendor models would be acceptable subject to compliance with the prescribed specifications.	As per RFP
3	15	1.16.8	Sound Box / QR Box — Minimum Technical Specifications	Kindly clarify whether the selected bidder is expected to procure, inventory manage, configure, and deliver Soundboxes strictly as per specifications defined by the Bank, or whether equivalent models from bidder-recommended OEMs/vendors would be acceptable subject to compliance with the prescribed specifications.	As per RFP

4	16	1.16.10	Fraud Risk Management (FRM / EFRM)	Kindly confirm whether Enterprise Fraud Risk Management (E-FRM) solution is a mandatory requirement under the scope. If yes, would the Bank permit the bidder to meet this requirement through an OEM, technology partner ?	partnership/consortium is not allowed
5	17	1.16.12	Merchant App, Portal, Dashboard, Notifications & Help Desk	Kindly clarify whether the proposed solution and associated infrastructure/components are intended to support the Bank directly or are expected to be deployed and managed for the Bank's merchant ecosystem as well.	As per RFP
6	18	1.16.14	e-Setu (eKYC) & Customer Authentication	Kindly confirm whether E-Setu certification/solution is a mandatory requirement for bidder qualification. If yes, would the Bank permit the bidder to meet this requirement through an OEM, technology partner ?	Please refer bidding clarification, marking for no of banks

7	18	1.16.15	CBS & Middleware Integration	Kindly provide details of the Bank's current CBS and version in use to enable accurate assessment of integration requirements and implementation effort.	API/ISO/XML documentation and specificationh will be shared with Qualified successful bidder
8	NA	NA	NA	Kindly provide the current monthly transaction count and transaction value (volume) across the relevant payment channels covered under the scope of this RFP to facilitate infrastructure sizing, capacity planning, and commercial estimation.	As per RFP

Guidance Document for Preparation of Envelope-B (Technical Proposal)

Tender Reference: EDP/2026-27/UPI/QCBS

Project: Selection of Technology Service Provider (TSP) for UPI Acquiring Switch with Merchant Lifecycle Platform (QR + Sound Box)

1. Purpose

This guidance document has been prepared to assist bidders in preparing **Envelope-B (Technical Proposal)** in a structured and uniform manner.

This document does not amend the RFP. In case of any conflict, the RFP shall prevail.

Envelope-B will be evaluated under the Technical Evaluation criteria specified in Section 4 of the RFP.

Commercial information shall **NOT** be included in Envelope-B.

2. General Instructions

Every document submitted shall:

- be signed by the authorised signatory
- contain page numbers
- contain a table of contents
- contain proper section numbering
- clearly reference the corresponding RFP clause
- be submitted in searchable PDF format wherever possible

The Bank strongly recommends submission in the sequence provided below.

3. Recommended Structure of Envelope-B

Section 1 – Cover Page

Include:

- Tender Reference
- Tender Name
- Name of Bidder

- Company Logo
 - Date
 - Name of Authorised Signatory
-

Section 2 – Table of Contents

Provide a complete index with page numbers.

Section 3 – Executive Summary

Provide a concise overview covering:

- proposed solution
- key differentiators
- deployment model
- compliance highlights
- implementation approach

Recommended length:

3–5 pages.

Section 4 – Technical Compliance Statement (Annexure-D)

Submit Annexure-D in the prescribed format.

Every clause of the RFP shall be answered.

The response should contain:

- Clause Number
- Requirement
- Compliance Status
- Explanation
- Document Reference

Use only the following compliance values:

- Complied
- Partially Complied
- Not Complied

Every response shall reference the relevant section/page number of the proposal.

Blank responses should be avoided.

Section 5 – Solution Architecture

Describe the complete proposed architecture.

Include diagrams showing:

- UPI Acquiring Switch
- NPCI Connectivity
- e-Setu
- Merchant Platform
- Merchant Portal
- Merchant Mobile App
- Fraud Risk Management
- Reconciliation
- CBS Integration
- HSM
- DC
- DR
- Monitoring
- High Availability

Architecture diagrams should be clearly labelled.

4. Important Instructions

The following shall NOT be included in Envelope-B:

- Commercial Bid
- Pricing
- Cost Sheets
- Commercial Terms
- Transaction Charges
- AMC Charges
- Device Prices
- Financial Figures

Inclusion of commercial information may render the bid liable for rejection.

5. Technical Evaluation

Envelope-B shall be evaluated broadly on:

Evaluation Area	Bifurcation	Maximum Marks
Solution Architecture	For each NPCI certificate, the bidder will get 5 Marks. 1. UPI 2.0 - Issuer (5 Marks) 2. UPI 2.0 - Acquirer (5 Marks) 3. IMPS - Remitter and Beneficiary (5 Marks) 4. eSetu - NPCI eSetu (5 Marks) 5. UPI CL, CC, and Autopay (5 Marks)	25
Functional Coverage	1. Direct connectivity to NPCI with MPLS from DC and DR, with at least two ISPs (5 Marks) 2. DC and DR should be in a PCI DSS-certified data centre and should be in India. (5 Marks) 3. The DR Drill should be complete in the last 6 months with NPCI confirmation. (5 Marks) 4. Bidder infrastructure must be live for any of the NPCI products/sub-products with any bank, including DC and DR. (5 Marks)	20
Security & Compliance	The bidder must adhere to regulatory compliance from NPCI/RBI or other government compliance as per the RFP. (All certificates required) 1. PCI-DSS 2. SAR DL 3. Cert-In certificates (As per RFP) 4. ISO 27001	10
Experience	The bidder will get marks as per the following criteria 1. 5 Banks W/O - (5 Marks) 2. 8 Banks W/O - (10 Marks) 3. 10 Banks W/O - (15 Marks)	15
QR Devices & Field Operations	1. QR/Sound Box Device - (5 Marks) 2. Deployment Plan of QR/Sound Boxes (5 Marks)	10
Implementation & Project Team	Required product features and Implementation plans 1. UPI 2.0 Acquiring Switch Implementation Plan (5 Marks) 2. Team and Key Profile (5 Marks)	10

Product Demonstration	Product and technical demo UPI 2.0 Acquiring Switch with FRM + Reconciliation + Customer Support + Bank Dashboard	10
Total		100

Minimum qualifying score: **80 Marks.**

The Bank reserves the right to seek clarifications or additional information during technical evaluation.

Annexure H – Sound Box / QR Box Technical Specifications

1. Purpose

This Annexure defines the minimum technical specifications for the UPI Sound Box / QR Box devices proposed under this RFP. Bidders shall provide devices meeting or exceeding the specifications mentioned below. The proposed devices shall support UPI merchant payment acceptance, real-time transaction notifications, remote management, field deployment, and long-term operational reliability.

2. Minimum Technical Specifications

Parameter	Minimum Specification
Device Type	UPI Sound Box / QR Box with voice payment confirmation and integrated UPI QR acceptance
Processor	Embedded processor suitable for real-time payment notification and communication services
Operating Frequency	Minimum 160 MHz or higher
Operating System	RTOS or equivalent embedded operating system
Memory	Minimum 296 KB RAM and 128 KB ROM or higher
Flash Storage	Minimum 4 MB total flash storage or higher
Connectivity – 4G	4G CAT1 or higher
SIM Support	Nano SIM
Connectivity – Wi-Fi	2.4 GHz IEEE 802.11 b/g/n
Connectivity – Bluetooth	Bluetooth LE 5.1 or higher
Supported Network Configuration	Bluetooth-based provisioning and network setup
Audio Output	Integrated speaker with minimum 2W output for clear voice payment confirmation

Voice Alerts	Multi-language voice notifications including Hindi, English and configurable regional languages
QR Capability	Static UPI QR support with merchant mapping
Buttons	Power, Volume Control and Mode Selection Buttons
Display	Optional. Where provided, minimum 5-inch display with status indication and transaction notifications
Display Resolution	Minimum 800 × 480 pixels (for display-enabled models)
Display Brightness	Minimum 300 nits (for display-enabled models)
Status Indicators	Dual-colour LED indicators for operational and network status
Battery Capacity	Minimum 1800 mAh rechargeable battery
Battery Backup	Sufficient to support a full business day under normal operating conditions
Charging Interface	USB Type-C
Charger	Standard power adapter compatible with device requirements
USB Port	Available for firmware upgrade, diagnostics and servicing
Firmware Upgrade	Remote OTA (Over-the-Air) firmware update support
Device Management	Remote provisioning, configuration, monitoring and diagnostics
Security	Secure device binding, encrypted communication and secure credential storage
Transaction Notification	Real-time voice confirmation of successful payment transactions
Dimensions	Compact countertop form factor suitable for merchant environments
Environmental Suitability	Designed for Indian operating conditions

Installation	Suitable for countertop deployment at merchant locations
Accessories	Charging cable, adapter and mounting/stand accessories as required
Warranty	Minimum 3-year warranty/guarantee from installation date
Replacement Support	Free replacement of faulty devices during warranty period within defined SLA
Maintenance	Remote monitoring, firmware updates and lifecycle support throughout the contract period

3. Functional Requirements

The device shall:

1. Provide instant voice confirmation for successful UPI transactions.
2. Support merchant-specific QR mapping and payment notification.
3. Support remote activation, deactivation and configuration.
4. Support OTA firmware and security updates.
5. Support device health monitoring and heartbeat reporting.
6. Operate with minimal merchant intervention.
7. Support centralized device inventory and lifecycle management.
8. Integrate with the bidder's merchant management and acquiring platform.

4. Compliance Requirements

The proposed device shall:

- Support interoperable UPI QR acceptance.
- Comply with applicable NPCI guidelines and specifications.
- Support encrypted communication between the device and backend systems.
- Support audit logging and monitoring requirements.
- Meet all regulatory requirements applicable during the contract period

ANNEXURE - I ROLES & RESPONSIBILITY MATRIX (BANK AS ACQUIRER / OPERATING UNIT vs TSP)

Tender Ref: EDP/2026-27/UPI/QCBS | HARCO Bank

Bidder Name: _____

Date of Submission: _____

Scope: This matrix defines the allocation of roles and responsibilities between Haryana State Cooperative Apex Bank Ltd. (HARCO Bank), acting as UPI Acquirer on its own NPCI handle, and the selected Technology Service Provider (TSP). Settlement, merchant funds, nodal/settlement accounts and regulatory ownership remain with the Bank at all times.

Function / Activity	Bank (HARCO) — Role / Responsibility	TSP — Role / Responsibility
A. Regulatory & Compliance Ownership		
NPCI membership & UPI acquiring handle ownership	Owns (@harco handle)	Supports certification process
RBI / PSS Act authorisation and regulatory accountability	Fully Accountable	Supports & cooperates
PCI-DSS / ISO 27001 / Cert-In compliance of switch & platform	Oversight / Audit right	Performs — maintains certifications
DPDP Act compliance (data localisation, consent)	Sets policy	Performs — implements controls
Mandatory NPCI / RBI regulatory change implementation	Oversight — sets timeline	Performs at no extra licence cost
Regulatory audit support (RBI, NPCI, NABARD, statutory auditors)	Accountable	Supports & cooperates
B. Infrastructure & Switching		
UPI Acquiring Switch — design, deployment & NPCI certification	Oversight	Performs (managed)
DC + DR hosting within India, HSM management	Oversight / Audit right	Performs & owns infra cost
Switch maintenance, patches, version upgrades (M1 OPEX)	Oversight	Performs — quoted as M1/yr
24x7 switch & platform monitoring, incident management	Review / Escalation	Performs per SLA (1.16.17)
DR drills (half-yearly, NPCI-approved)	Oversight	Performs — provides NPCI confirmation
Capacity planning & TPS scaling	Approves plan	Performs — submits annual review
C. Merchant Onboarding & Lifecycle		

Merchant onboarding policy — KYC norms, MCC, risk category	Owens / Approves	Implements per Bank policy
Field sourcing, KYC capture, site / spot verification	Policy oversight	Performs at TSP cost
VPA generation (single & bulk), merchant master setup	Approves data	Performs
Merchant lifecycle management (active / inactive / suspended)	Approves status change	Executes in system
Merchant training (ongoing)	Oversight	Performs at TSP cost
Tripartite agreement execution (where applicable)	Signs / Approves	Facilitates / prepares draft
D. Offline Acquiring Devices — QR & Sound Box		
Sound Box device procurement (CAPEX buy by Bank)	Owens — purchase decision	Supplies per quoted D1 price
Bulk QR sticker printing (CAPEX buy by Bank)	Owens — purchase decision	Supplies per quoted Q1 price
Device installation, activation & configuration at merchant premises	Approves deployment	Performs & bears field cost
Monthly maintenance of offline QR codes (Q2 OPEX)	Oversight	Performs — quoted as Q2/code/month
3-year Sound Box guarantee with free faulty-unit replacement	Entitled to benefit	Fully responsible — honours guarantee
OTA firmware updates for Sound Box	Oversight	Performs at no extra cost
Device inventory management, real-time dashboard	Reviews dashboard	Maintains & provides access
De-installation from merchant premises (≤ 3 working days)	Issues approval	Performs
Network / SIM connectivity cost for devices	No cost to Bank	Bears all connectivity cost (NAC)
E. Transaction Processing & Monitoring		
Transaction routing (on-us / off-us to NPCI)	Oversight	Performs — switch handles routing
Real-time business activity monitoring, dashboards	Views / Reviews	Provides & maintains dashboards

Transaction log maintenance, daily sharing with Bank	Receives & reviews	Performs per regulatory norms
Fraud Risk Management (FRM / EFRM) tooling & alerts	Sets policy / acts on alerts	Provides tooling, AI scoring & alerts
UDIR / ODR complaint lifecycle (chargeback, refund)	Oversight / Decision	Performs — files and tracks
F. Settlement & Reconciliation		
Settlement & merchant funds — nodal/settlement accounts	Owens & holds all funds	No access to merchant funds
End-to-end reconciliation (switch↔NPCI↔CBS)	Reviews output	Performs daily
Daily merchant-wise settlement files & MIS delivery	Receives & acts	Produces & delivers
GST data in GST Council format	Files / Submits	Provides data in required format
Chargeback, refund, dispute & arbitration reconciliation	Decision authority	Performs & tracks lifecycle
CBS posting of settlement GLs	Owens CBS	Provides files; Bank executes posting
G. Merchant Applications, Portal & Help Desk		
Merchant mobile app (Android & iOS) & web portal	Policy / branding oversight	Develops, hosts & maintains
Merchant notifications (SMS, email, push, Sound Box)	Oversight	Performs — bears SMS cost per T1
Merchant helpdesk / call centre (24x7 IVR + business-hours agents)	Oversight / Escalation	Operates per SLA
CRM with complaint log, acknowledgement & closure	Reviews SLAs	Performs
H. Commercial & Payment Administration		
Switch installation payment (A1 — milestone-wise)	Makes payment per 6.29	Submits milestones & invoices
Per-transaction payment (T1 — monthly in arrears)	Makes payment per reconciled statement	Submits monthly reconciled invoice
SLA penalty / service-credit computation & deduction	Computes & deducts from invoice	Accepts deductions per contract

Performance Bank Guarantee (5% of ECV)	Holds guarantee	Submits within 15 working days of LOA
GST invoice issuance & tax deposit	Pays GST at actuals; deducts TDS	Issues valid GST invoice; deposits taxes

Legend

Term	Meaning
Owns	Ultimate accountability and control rests with this party
Performs	Operationally executes the activity
Oversight	Reviews, monitors and may audit but does not operate
Supports	Provides assistance, data or cooperation to the primary owner
Approves	Sign-off / authorisation required before action is taken

General Note: The Bank is the UPI Acquirer of record on its own NPCI handle. The TSP operates as a managed-service / technology partner and shall not commingle, hold or route merchant funds outside the Bank's accounts. All data, configurations and intellectual property generated for the Bank remain the Bank's exclusive property.

Authorised Signatory (Bidder): _____ Name:
 _____ Designation: _____

Company Seal & Date: _____

Acknowledged by (Bank Representative): _____ Name:
 _____ Designation: _____

Date