

Corrigendum I
Tender Notification for

**“Hiring of Intermediaries for Bill
Collection through Gateway/Online
Transaction in BRPL”**

NIT NO: BR/ENQ/22-23/RB/CR/KB/1650

DT: 20.07.2022

BSES RAJDHANI POWER LIMITED,

BSES Bhawan, Nehru Place, New Delhi-110019

Corporate Identification Number: U40109DL2001PLC111527

Telephone Number: +91 11 399999444

Website: www.bsedelhi.com

APPENDIX-1

The bidders have to submit the technical details along with the necessary documents for technical evaluation as listed below:

No	Feature	Category	Description	Vendor must fill/ provide for Technical Evaluation
1	Payment options	Debit Card	Mention all the card types available on the gateway	
		Credit Card	Mention all the card types available on the gateway	
		RuPay Card	Available(Y/N)	
		Prepaid Card / Cash Card	List available options	
		UPI	Available(Y/N)	
		Mobile Wallets	Mention all the wallet types available on the gateway	
		Internet Banking	Mention all the banks aggregated	
		ECS	Available(Y/N)	
		NEFT/RTGS	Available(Y/N)	
		IMPS	Available(Y/N)	
		Other Mode	Available(Y/N)	
2	Value Adds	Express Checkout/Save Card feature Available(Y)		
		Integration with mobile payment apps	Mention those currently live	
		Mobile payment interface	Integration with mobile interfaces	
		Email /SMS sending capability on transaction status		
		Instant receipt generation and send out available		
		Local transaction database(for checks) if required	For confirming present transactions	
		Collection of customer contact details		
		Additional Service offerings	Pls mention any other value adds bundled along with the gateway services	
		Rewards / cashback offerings to consumers		
		Gateway/Bank Downtime alerts		
		Option to integrate gateway with CRM		

3	Service Levels	Gateway uptime levels		
		P-file facility with encryption	Share brief methodology for payment file sharing	
		Response SLA on complaints/queries	Latest cycle times(scenario wise)	
		MIS in requisite format		
4	Security	Fraud rate in the past one year	No. of frauds, with categorization, in the last 1 year	
		Data security / server security	PI confirms whether server is PCI compliant or not.	
		Velocity checks available	PIs elucidate types of velocity checks available	
5	Reliability	Success rate of transaction-including velocity failures	as a %	
		Success rate of transaction-excluding velocity failures	as a %	
6	Costing	Debit Card Commercials	ok	
		Credit Card Commercials	Ok	
		RuPay Card Commercials	ok	
		Prepaid Card / Cash Card Commercials	ok	
		UPI Commercials	ok	
		Mobile Wallets Commercials	Ok	
		Mobile Payment Apps Commercials	Ok	
		Internet Banking Commercials	Ok	
		ECS Commercials	Ok	
		NEFT/RTGS Commercials	Ok	
		IMPS Commercials	ok	
		Other Mode Commercials	ok	
7	Client base	Client list(Sector wise)	Share a detailed list	
8	Bank Guarantee	BG of minimum 10 lacs is fixed at an initial level. Further enhancement will be based on collection (two maximum days collection in a month, average will be based on a quarter)	Can be increase as per revenue collection	
9	Fund remittance	Daily on T+1 basis (Before 12:00 PM), where T is day of collection	In case of change, please elaborate with reasons	
10	Past performance	Profile, experience with other utilities/ others	Share a detailed list with no of years experience in the related field	

11	Financial health	Share profit/loss of past three years	In case of less than three years of working, may provide data of less years	
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RFP should Include all existing services currently availed by BSES Consumers under Qualification Criteria which includes Electronic Bill Payment and Presentment Services (EBPP), ECS, Standing Instruction on Card etc.

As per Hon'ble DERC directive, for transaction upto Rs. 5000/-, the charges & applicable taxes are borne by Discoms and above Rs. 5000/- the charges & applicable taxes are borne by the consumer.

Bid Submission date has been extended upto 12-08-2022

S. No.	Steps	Comprising of	Due date
1a	PART A Technical and Commercial Bid (Submission)	EMD of requisite amount Non-refundable demand draft for Rs. 1180/- In case the forms are downloaded from the website Documentary evidence in support of qualifying criteria Any other relevant document	12.08.2022 Time: 1530 HRS
1b	PART A Technical and Commercial Bid (Opening)	Acceptance to Commercial Terms and Conditions , Payment terms, BG, tender Document with all pages signed & stamped with bidder's seal as a token of acceptance to the terms & conditions as mentioned in this tender document.	12.08.2022 Time: 1600 HRS
2	PART B Financial Bid	Price strictly in the Format enclosed (Section V) indicating Break up regarding basic price, taxes & duties etc.	Successful bidders will be intimated through website

SECTION- V- PRICE FORMAT

S. NO.	ITEM DESCRIPTION	UOM	RATES TOWARDS BRPL	RATES TOWARDS CUSTOMER
1	Transaction Charges for Debit Card(Visa/Mastercard) (Amount upto Rs 2000)	1(a) MDR Charges (in%)		
		1(b) Per Transaction Charges (in Rs)		
2	Transaction Charges for Debit Card(Visa/Mastercard) (Amount Rs 2001 to Rs 5000)	2(a) MDR Charges (in%)		
		2(b) Per Transaction Charges (in Rs)		
3	Transaction Charges for Debit Card(Visa/Mastercard) (Amount greater than Rs 5000)	3(a) MDR Charges (in%)		
		3(b) Per Transaction Charges (in Rs)		
4	Transaction Charges for Debit Card(RuPay) (Amount upto Rs 5000)	4(a) MDR Charges (in%)		
		4(b) Per Transaction Charges (in Rs)		
5	Transaction Charges for Debit Card(RuPay) (Amount greater than Rs 5000)	5(a) MDR Charges (in%)		
		5(b) Per Transaction Charges (in Rs)		
6	Transaction Charges for Credit Card (Amount upto Rs 5000)	6(a) MDR Charges (in%)		
		6(b) Per Transaction Charges (in Rs)		
7	Transaction Charges for Credit Card (Amount greater than Rs 5000)	7(a) MDR Charges (in%)		
		7(b) Per Transaction Charges (in Rs)		
8	Transaction Charges for Cash Card / Prepaid Card	Per Transaction Charges (in Rs)		

S.NO.	ITEM DESCRIPTION	UOM	RATES TOWARDS BRPL	RATES TOWARDS CUSTOMER
9	Transaction Charges for UPI	Per Transaction Charges (in Rs)		
10	Transaction Charges for Mobile Wallets	Per Transaction Charges (in Rs)		
11	Transaction Charges for Net banking (Internet Banking)	Per Transaction Charges (in Rs)		
12	Transaction Charges for ECS/EBPP	Per Transaction Charges (in Rs)		
13	Transaction Charges for NEFT/RTGS	Per Transaction Charges (in Rs)		
14	Transaction Charges for IMPS	Per Transaction Charges (in Rs)		

NOTE :

(a) Transaction Charges for Other Mode (not mentioned in above list, **may attach a separate sheet as per this price format**), Unit - Per Transaction Charges (in Rs)/(%)

(b) No slab shall be quoted for any of the above line items.

(c) No rates in % shall be defined in above format (except MDR charges).

(d) Charges shall remain fixed irrespective of the bank through which the transaction is being done.

(e) Those line items whose quotes deviate from the above rate schedule or the guidelines at (b),(c) & (d) shall be not be considered.

(f) GST shall be paid extra as per prevailing rates.

(g) Wherever charges are not applicable, kindly write "NIL" against it.

It is certified that the information furnished above is correct. We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. The signatory to this bid is authorized to sign such bids on behalf of the organization.

*PS:- As per the recent initiative taken by GOI, there will be no MDR charges on RuPay Debit card & UPI transaction, the same shall remain effective wef date of notification”