

Pre Bid Queries - "Hiring of Intermediaries for Bill Collection Through Gateway/Online Transaction In Brpl - Nit No: Br/Enq/25-26/Fk/Cr/Kb/2640 Dt: 17.02.2025"

S.No	Query Type Technical/ Commercial	Page No	Clause No	BRPL Clause	Bidder Query	BRPL Reply
1	Technical	5	3	The Bidder must have the capability to send instant Email and/or SMS at the consumer's. Even if the bidder has not undertaken such activities, but they must have the capacity to do in current future	Please clarify with use case, which all event we need to trigger the SMS/email.	Presently not required but BRPL may need this facility at a later stage.
2	Award decision	9	1.4.2 (b)	The Company reserves all the rights to award the contract to one or more bidders so as to meet the delivery requirement or nullify the award decision without any reason.	Please confirm whether multiple parties will be signed up in case L1 rates are matched	Service wise L1 will be decided and multiple players can join.
3	Annexure - 1	46	10	Clarification on EBPP	Please specify about the EBPP payment method, as on today bill payment services have been moved on BBPS plate form hence the EBPP service has been ceased, please confirm if our understanding is correct	We will remove this mode
4	Section -IV Scope of Work	40		Obligations of the Parties, VENDOR must provide a full end-to-end Bill Payment solution and appropriate Customer Care for each Bill Payment.	Please specify the about the customer care	Not required in present context
5	Section -IV Scope of Work - Vendor Services	41	(a)	Provide hardware and software at its own cost.	Please specify about the hardware & Software as we do not provide any hardware to set for implementation of payment gateway, also please clarify about software.	For Gateway contracts, no hardware is required. Only integration with BRPL is required.
6	Section -IV Scope of Work - Vendor Services	41	(d)	Formulate and execute the marketing plan and schedule along with BRPL on a mutually agreeable and case-by-case basis.	what kind of marketing plan to be formulated and executed by Vendor	Cashbank and other schemes, which is helpful to increase transactions through Payment Gateway. Also Non tariff income process for which BRPL's customer care department may contact separately. Not a binding on any vendor
7	Section -IV Scope of Work - Vendor Services	42	(J)	The total payments towards Electricity bills collected have to be Deposited/Transferred at the designated Bank Account on a daily basis i.e. it must be deposited T+1 day (Before 12:00 PM, positively).	Payment is settled on T+1 working day by EOD, please confirm.	Settlement requires to be done before 12:00 PM on T+1 (working day) basis
8	Annexure - 1	46	S.No 6	UPI	Please add the additional rows for payment executed thru UPI - CC/PPi/Wallets/CL etc, so that respective commercials can be quoted for respective payment methods, revision in price bid format require.	For BRPL only UPI is mention in tender document that covers all avenues. No separate detail is required to be mentioned
9	Annexure - 1	46	S.No 5 & 7	Cash Card/Prepaid Card rate/Mobile Wallets quotation as NIL	The commercials mentioned for Cash Card/prepaid card/mobile wallet is NIL for transaction amount up to Rs.5000/-, these payment method are chargeable hence request revision in unit rate for these payment methods.	As per corrigendum, now bid can be submitted for below Rs 5000/- as well as above Rs 5000/-.
10	Annexure - 1	46	S.No 4	Rate Revision	Would request you to kindly consider upward commercial revision across all payment methods as mentioned in the annexure -1.	Refer Corrigendum-I
11	Section V -Price Format	47	S.NO - 5	UPI bank to bank- UPI/CC/PPi/wallets	Please add the additional rows for payment executed thru UPI - CC/PPi/Wallets/CL etc, so that respective commercials can be quoted for respective payment methods, revision in price bid format require.	For BRPL only UPI is mention in tender document that covers all avenues. No separate detail is required to be mentioned
12	Section V -Price Format	47		Please clarify evaluation criteria on rates less than Rs.5000 & more than Rs. 5000.	Please clarify evaluation criteria - does the bidder has an option to process transactions amounting to Rs.5000 and above only.	As per corrigendum, now bid can be submitted for below Rs 5000/- as well as above Rs 5000/-.
13	APPENDIX - 1	44	S.No - 2	Express Check out/Save card Feature available	Please clarify expectation from bidder to save card details.	Please follow the guidelines of RBI
14	APPENDIX - 1	44	S.No - 2	Integration with mobile payment apps	Please elaborate the use case to integrate with mobile applications.	All incoming gateway agencies will be integrated with BRPL mobile app.
15	APPENDIX - 1	44	S.No - 2	Mobile payment interface	Mobile payment interface mean integration with merchant mobile application, please clarify.	Integration with BSES App and their own also, if available
16	APPENDIX - 1	45	S.No - 2	Instant receipt generation and send out available	Please clarify if the bidder needs to generate and send receipts to the respective customers.	Bidder needs to provide required information as per IT BRPL and provide to BRPL for onward delivery to consumer
17	Section V -Price Format	48	(i)	Reverse auction	Request more clarification on the process of reverse auction.	Refer Corrigendum-I

18	Technical	41	1	Section IV - Scope of Work	Is the bill collection experience required specifically on online payments, or both online/offline payment collections?	Bill collection experience is desired for one year. (can be clubbed for Online & Offline)
19	Commercial	46	Annex. 1	Section IV - Scope of Work	Under ANNEXURE – I- Unit Rate towards BRPL for Transaction Amount Upto Rs. 5000/- : Are the rates mentioned here by BSES fixed? Or can the bidder specify it's rates here?	As per corrigendum, now bid can be submitted for below Rs 5000/- as well as above Rs 5000/-.
20	Commercial	47	Rates towards Consumer-Transaction Amount above Rs. 5000	Section V - Price Format	We have separate slab based rates for Debit Cards, and individual bank based rates under NetBanking - Please confirm if these rates can be submitted instead of the mentioned rate criteria under SECTION- V- PRICE FORMAT	As per corrigendum, now bid can be submitted for below Rs 5000/- as well as above Rs 5000/-.
21				Section IV, Annex. 1	Rates for Wallets/Prepaid Card/Cash Card are considered as Nil, however we are required to charge for these payment modes due to a cost incurred at our end. Kindly clarify whether we can quote for these payment modes or these are expected to be Nil.	As per corrigendum, now bid can be submitted for below Rs 5000/- as well as above Rs 5000/-.
22				Section IV, Annex. 1	Kindly confirm if we can choose to quote for and process only transactions with value above INR 5000 in case of commercial challenge for < INR 5000 value transactions.	
23				Section IV, Annex. 1	Credit Card Rates – Charges for transaction value below INR 5000 would be 0.60% as MDR which would be deducted from the settlement amount on a T+1 day basis and ₹1 per Txn to be billed as invoice at end of the month – Please confirm if our understanding is correct here?	Yes, Settlement requires to be done before 12:00 PM on T+1 (working day) basis. Charges will be as per finalization of new bid submission.
24				Clause 1.3.6 Technical Qualification criteria	Agency shall have minimum experience of 5 years in Bill Collection – We hope our experience with provision of POS devices for Bill collection and generation of Online Payment Links would be considered valid experience under this clause. Kindly confirm in this regard	Bill collection experience is desired for one year. (can be clubbed for Online & Offline)
25					Request you to kindly share your average monthly transaction volumes along with the distribution between payment modes.	You may mail collection department separately.
26					Information required about website URL, Platform and Version	1. Website URL - https://www.bsesdelhi.com/web/bses 2. Website Platform and version - 1)Liferay ,Version 7.0 2)Angular ,Version 19
27		4	1,2,5	1,2,5	Is 1Pay eligible for an EMD waiver as we are registered as a startup under DIPP	Tender Conditions prevail
28		5	Technical qualification criteria - 6 & 7	Technical qualification criteria - 6 & 7	1Pay requests for a waiver on both these points - Minimum experience of 5 years in bill collections; handling bill collections of reputed brands /corporate	Refer Corrigendum-I
29	SECTION- IV- SCOPE OF WORK		41	Vendor services - (a)	Providing hardware and software at its own cost - Can you please elaborate what is meant by "hardware" here.	For Gateway contracts, no hardware is required. Only integration with BRPL is required.
30	SECTION- IV- SCOPE OF WORK		41	Vendor services - (b)	Please elaborate - "Organize the enabling of the communications link and perform its component of link testing	Part of Integration and corresponding UAT
31	SECTION- IV- SCOPE OF WORK			Vendor services - (c)	Please elaborate - "Agree to a rollout schedule with BRPL and coordinate rollout"	Part of Integration and corresponding UAT
32	SECTION- IV- SCOPE OF WORK			Vendor services - (d)	Please elaborate - "Formulate and execute the marketing plan and schedule along with BRPL on a mutually agreeable and case-by-case basis"	Cashbank and other schemes, which is helpful to increase transactions through Payment Gateway. Also Non tariff income process for which BRPL's customer care department may contact separately. Not a binding on any vendor
33	SECTION- IV- SCOPE OF WORK			Vendor services (e)	Please help understand "without limitation" in this clause	No transaction acceptance limit except where Government directs to do so.
34	SECTION- IV- SCOPE OF WORK			Vendor services (f)	Please help understand "sending txt"	Daily Payment file to share through E mail in .txt format, which is required to upload in SAP system at BRPL end.
35	SECTION- IV- SCOPE OF WORK			Appendix 1 - (2)	Please elaborate - "Local transaction database(for checks) if required"	Dashboard / URL etc. to check the real time status of transaction
36	SECTION- IV- SCOPE OF WORK		The bidders have to submit the technical details along with the necessary documents for technical evaluation	Appendix 1 - (2)	Please elaborate - "Collection of customer contact details"	Not required in present context
37	SECTION- IV- SCOPE OF WORK			Appendix 1 - (3)	Please elaborate - "P-file facility with encryption"	P file = Payment file. Which is required with encryption, Logic of encryption will be shared by BRPL at the time of Integration