



RFP for PoS & QR integrated billing software on yearly subscription basis to the customers of the Bank (Ref: GEM/2026/B/7164699 dated 29.01.2026).

Responses to the queries raised by the bidders during the Pre-bid meeting held on the 03.02.2026

S. No.	Page No.	Para No.	Description	Query Details	Company	Bank Remarks
1	29	7	Mobile App (Android/iOS) & Device Experience	Is offline mode mandatory for all merchant segments, and what is the acceptable data-sync latency after reconnection?	Swirepay Technologies Pvt Ltd	Based on customer / merchant requirement.
2	30	3	Hosting & Infrastructure	Is cloud hosting allowed? If yes: 1.Is RBI-compliant Indian cloud mandatory? 2.Is Bank expecting single-tenant or multi-tenant architecture?	Swirepay Technologies Pvt Ltd	Please adhere to the terms and conditions of RFP.
3	66	2	TECHNICAL/ FUNCTIONAL SPECIFICATIONS	Are all 105 functional specifications mandatory for technical qualification, or will partial compliance with alternatives be accepted?	Swirepay Technologies Pvt Ltd	Please adhere to the terms and conditions of RFP.
4	70	11	Payment Gateway Solutions Related	Which specific bank systems must the solution integrate with (CBS, PG, settlement systems, merchant onboarding platforms)?	Swirepay Technologies Pvt Ltd	Please adhere to the terms and conditions of RFP.
5	70	11	Payment Gateway Solutions Related	Will APIs and sandbox access be provided during implementation?	Swirepay Technologies Pvt Ltd	Please adhere to the terms and conditions of RFP.
6	70	11	Payment Gateway Solutions Related	Is the bidder required to integrate with Indian Bank's existing PG/UPI stack, or can the bidder's PG be proposed?	Swirepay Technologies Pvt Ltd	Integration with Bank's existing service provider not limited to PoS, QR & PG when required
7	70	11	Payment Gateway Solutions Related	Should dynamic QR be generated by the bank or by the application	Swirepay Technologies Pvt Ltd	QR to be generated through Bank system
8	79	2	Price Schedule	What level of customization is expected out-of-the-box vs post-go-live change requests?	Swirepay Technologies Pvt Ltd	Customization will vary based on customer requirements.
9	79	2	Price Schedule	Will customization be considered part of the yearly subscription or charged separately	Swirepay Technologies Pvt Ltd	Customization will vary based on customer requirements. Accordingly, it will be taken up with the successful bidder as CR. Please adhere to the terms and conditions of the RFP.



RFP for PoS & QR integrated billing software on yearly subscription basis to the customers of the Bank (Ref: GEM/2026/B/7164699 dated 29.01.2026).

Amendment

Sr No	Page No	Section	Existing Criteria			Proposed Criteria
1	47	CONDITIONS OF CONTRACT (Payment Terms)	Basic package with one year warranty	After Acknowledgement of P.O, UAT Sign Off, Signing of SLA, submission of necessary documents and other agreements	50%	Payment Terms: <ol style="list-style-type: none"> For customers on-boarded at no cost to the Bank, the applicable platform / subscription charges shall be managed in accordance with the pricing and terms agreed under this RFP. Recovery of such charges from the customers, if applicable, shall be undertaken as per the internal policies and procedures of the Bank. For each successful customer engagement, the Bank shall issue a separate Purchase Order in accordance with the terms and conditions stipulated in RFP. For first year platform / subscription charges, upon successful completion of on-boarding of each customer, one hundred percent (100%) of the applicable annual platform / subscription charges for the first year shall be paid, subject to receipt of confirmation / acceptance from the customer and submission of a valid invoice by the Successful Bidder. For subsequent years, the annual platform / subscription charges shall be paid annually in advance, subject to satisfactory performance of services and submission of a valid invoice by the Successful Bidder. Taxes and statutory deductions, all payments shall be exclusive of applicable taxes, which shall be paid as per prevailing statutory requirements. statutory deductions, including TDS, if any, shall be made as applicable under law.
			After VAPT Clearance, Go Live and compliance of terms and conditions, training certificate.	50%		
			Total		100%	
			AMC	At the start of AMC for Second Year (Starting after 1 year from date of Go-live)	100%	
				At the start of AMC for Third Year (Starting after 2 year from date of Go-live)	100%	
			Cost of Training & Any other scope of work		100%	
			*Note: TDS, GST TDS will be deducted as applicable while releasing payments and Penalty (if			

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			any) will be deducted from the subsequent payment/ PBG.																																					
2	48	CONDITIONS OF CONTRACT (Service Level Agreement (SLA))	<p>The performance of the Billing Solution shall be maintained in accordance with the defined service levels to ensure optimal operation. The successful bidder shall be responsible for integrating the Billing Solution with the Bank's Point of Sale (PoS) systems and QR service providers as and when required. Compliance with the Service Level Agreement (SLA), which will be shared separately with the successful bidder, is mandatory. Penalty will be levied on a monthly basis for non-adherence to service levels, as detailed below:</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Level of uptime</th> <th>Penalty Charges</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>99% and Above</td> <td>NIL</td> </tr> <tr> <td>2.</td> <td>98.00% and above but below 99%</td> <td>0.5% of Support Cost and Subscription for one year for the solution.</td> </tr> <tr> <td>3.</td> <td>95.00% and above but below 98.00%</td> <td>1% of Support Cost and Subscription for one year for the solution.</td> </tr> <tr> <td>4.</td> <td>90.00% and above but below 95.00%</td> <td>1.5% of Support Cost and Subscription for one year for the solution.</td> </tr> <tr> <td>5.</td> <td>Below 90.00%</td> <td>2.0% of Support Cost and Subscription for one year for the solution.</td> </tr> </tbody> </table>	S. No	Level of uptime	Penalty Charges	1.	99% and Above	NIL	2.	98.00% and above but below 99%	0.5% of Support Cost and Subscription for one year for the solution.	3.	95.00% and above but below 98.00%	1% of Support Cost and Subscription for one year for the solution.	4.	90.00% and above but below 95.00%	1.5% of Support Cost and Subscription for one year for the solution.	5.	Below 90.00%	2.0% of Support Cost and Subscription for one year for the solution.	<p>The performance of the Billing Solution shall be maintained in accordance with the defined service levels to ensure optimal operation. The successful bidder shall be responsible for integrating the Billing Solution with the Bank's Point of Sale (PoS) systems, QR service providers, and Payment Gateway, as and when required, at no additional cost to the Bank. Furthermore, any customer-centric integrations, including but not limited to CGRS, Call Center, and EFRM, shall also be carried out free of cost. Compliance with the Service Level Agreement (SLA), which will be shared separately with the successful bidder, shall be mandatory. Penalty will be levied on a monthly basis for non-adherence to service levels, as detailed below:</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Level of uptime</th> <th>Penalty Charges</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>99% and Above</td> <td>NIL</td> </tr> <tr> <td>2.</td> <td>98.00% and above but below 99%</td> <td>0.5% of Cost of Subscription for one year for the solution.</td> </tr> <tr> <td>3.</td> <td>95.00% and above but below 98.00%</td> <td>1% of Cost of Subscription for one year for the solution.</td> </tr> <tr> <td>4.</td> <td>90.00% and above but below 95.00%</td> <td>1.5% of Cost of Subscription for one year for the solution.</td> </tr> <tr> <td>5.</td> <td>Below 90.00%</td> <td>2.0% of Cost of Subscription for one year for the solution.</td> </tr> </tbody> </table> <p><i>*Penalty amount will be deducted from subsequent Payments/ Performance Bank Guarantee (PBG).</i></p>	S. No	Level of uptime	Penalty Charges	1.	99% and Above	NIL	2.	98.00% and above but below 99%	0.5% of Cost of Subscription for one year for the solution.	3.	95.00% and above but below 98.00%	1% of Cost of Subscription for one year for the solution.	4.	90.00% and above but below 95.00%	1.5% of Cost of Subscription for one year for the solution.	5.	Below 90.00%	2.0% of Cost of Subscription for one year for the solution.
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			<i>*Penalty amount will be deducted from subsequent Payments/ Performance Bank Guarantee (PBG).</i>	
3	48	CONDITIONS OF CONTRACT (Contract Period)	<p>Contract Period:</p> <p>Three years from the date of Go-Live. *Contract may be terminated before three years with 90 days' notice in extraordinary cases.</p>	<p>Contract Period:</p> <ol style="list-style-type: none"> 1. The contract shall remain valid for three years from the date of Go-Live, but may be terminated earlier with 90 days' notice in extraordinary cases. 2. Each tri-partite agreement among the Bank, the Successful Bidder, and the respective customer shall be valid for a maximum period of three (3) years from the date of execution. 3. A shorter validity period may be mutually agreed with the respective customer, as specified in the tri-partite agreement. 4. The Master Contract and SLA executed pursuant to this RFP shall come into force from the date of their execution. 5. The Master Contract and SLA shall remain valid for a period of three (3) years from the date of execution of the last tri-partite agreement entered into under the Contract. 6. The Bank may, at its sole discretion, renew the Master Contract and SLA for a further period of one (1) year or two (2) years. 7. Renewal shall be on mutually agreed terms and pricing. 8. Renewal is subject to satisfactory performance of the Successful Bidder and continued compliance with the provisions of the RFP, Contract, and SLA. 9. The terms and conditions specified in this RFP, along with its annexures, amendments, clarifications, the Master Contract, the SLA, and the respective tri-partite agreements, shall collectively

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				<p>govern the relationship between the Bank and the Successful Bidder.</p> <p>10. In case of any inconsistency, the provisions of the RFP and the Master Contract shall prevail, unless expressly stated otherwise.</p>



PART – II

Commercial Bid

(Price bid along with Breakup to be submitted with Technical Bid in a separate envelope)

Date:

To
The Asst. General Manager,
Indian Bank
Digital Business & Fintech Partnership Department
Indian Bank No.66, Rajaji Salai, Chennai - 600 001

Dear Sir,

Sub: Request for Proposal for PoS & QR integrated billing software on yearly subscription basis to the customers of the Bank.

Ref: RFP Ref No: GEM/2025/B/ 7164699 dated 29.01.2026

We submit hereunder the price breakup details for PoS & QR integrated billing software on yearly subscription basis to the customers of the Bank as per the specifications.

Price Schedule

Price is to be quoted inclusive of taxes in GeM Portal, hence commercial bid is to be taken with base price as well as applicable tax).

S. No	Modules	Price in Rs. <i>(Inclusive of Taxes)</i>
1.	Platform / Subscription Per-merchant - Package with one year warranty	
2.	AMC / Subscription Charges for second year <i>(Starting from one (01) year post the date of Go Live)</i>	
3.	AMC / Subscription Charges for third year <i>(Starting from two (02) years post the date of Go Live)</i>	
Total Cost of the Package for 3 years. (A) (A=1+2+3)		

Note:

- *Virtual demos shall be provided free of cost.*
- *The bidder must ensure availability whenever a demo is required.*
- *The costs associated with physical demos shall be borne by [Customer/Successful Bidder].*



- VAPT audit shall be conducted by the successful bidder.
- The successful bidder shall be responsible for resolving all identified vulnerabilities.
- Training for the customer shall be provided free of cost, as and when required.

Note:

Bidder has to quote total cost of ownership (TCO) including taxes for 100 Bank's customers for the POS and QR integrated billing solution while submitting its commercial bid in GeM portal. Further the reverse auction will be conducted based on the total cost of ownership (TCO) and so bidder has to quote as per TCO while participating for the reverse auction in the GeM portal.

Through this RFP, commercials will be finalized as per reverse auction on TCO and purchase order will be released in GeM portal for that amount only. Successful Bidder need to pay the transaction fees to GeM based on the TCO price quoted in the reverse auction and order issued by Bank in GeM portal.

Formula to calculate the TCO for 100 Bank's customers for the POS and QR integrated billing solution for three years:

TCO = 100 x Total Cost of the Package for 3 years. (A)

PRICE STATEMENT:

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices.

Total Cost of Ownership (TCO) for 100 Bank's customers for the POS and QR integrated billing solution for the entire contract period (inclusive of all applicable taxes duties, levies, freight, insurance, warranty, etc.), is Rs. (in figures) Rupees (in words). Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.

We submit that we shall abide by the details given above and the conditions given in your above tender.

For

Office Seal
Place:
Date:

(Authorised Signatory)
Name:

Designation:
Mobile No:
Business Address:
Telephone No:
E-mail ID: