

## JAIPUR DEVELOPMENT AUTHORITY

Office of Information Technology

JDA/IT(1074510)/Payment Gateway/2015

Dated : 20/05/2016

### Minutes of Pre-Bid Meeting

NIB No. : JDA-IT-02-2016-17 eProc Tender ID: 2016\_JDAJP\_35116\_1

The Pre-Bid meeting for "Selection of Service Provider(s) for Electronic Payment Aggregation Services" was held on 20/05/2016 at 11:00 AM. Two bidders IndiaIdeas.com Limited (BillDesk) and IndusInd Bank Ltd., submitted the queries within scheduled date and time which is placed at Page 200-205/C. Other than these firms representative of M/S Citrus also attended the pre-bid meeting. In response to the pre-bid queries the committee accepted the suggestions as mentioned below:

| #   | NIB<br>Page No. | NIB<br>Rule No. | Details as per NIB Document                                                                                                                                                                                     | Amended as                                                                                                                                                                                                                                                                  |
|-----|-----------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1) | (2)             | (3)             | (4)                                                                                                                                                                                                             | (5)                                                                                                                                                                                                                                                                         |
| 1   | 11              | 5               | Generate authenticated receipts as proof of transactions. An automated generated receipt of the payment through e-mail and SMS should also be sent to the payer                                                 | Generate authenticated receipts as proof of transactions. An automated generated receipt of the payment through eMail and SMS should also be sent to the payer. In this regard JDA will provide details for technical integration.                                          |
| 2   | 12              | 18              | The PSGP would provide a 24X7 call center support to the citizens who are the users of the system or who wish to make online payments.                                                                          | For operational queries PSGP will provide detail of single point of contact OR alternate Contact Number and email which will provide support during working days between 9.30 am to 6.30 pm to customer or JDA officials.                                                   |
| 3   | 15              | 15              | The customer service centre provided to citizens for payment information and payment issues should be available 24X7. Popular media like toll free, email, sms should be used to record citizen payment issues. | Deleted                                                                                                                                                                                                                                                                     |
| 4   | 15              | 16              | All the citizen payment issues (including refund of failed transactions) should be resolved within a period of 2 days (irrespective of weekends or public holidays).                                            | PGSP will initiate the refund request to the banks on the next working day after the transaction is initiated. Being an aggregator, remittance of the payment amount to the customer account is subject to the internal process defined by the various partner banks as per |

| #   | NIB<br>Page No. | NIB<br>Rule No. | Details as per NIB Document | Amended as                                                                                                                                                                                                                                                                                        |
|-----|-----------------|-----------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1) | (2)             | (3)             | (4)                         | (5)                                                                                                                                                                                                                                                                                               |
|     |                 |                 |                             | reversal time frame of 3-5 working days from the date of refund request initiation.                                                                                                                                                                                                               |
| 5   | 44              |                 | New Point Added at S.No 5   | If payment is made through Credit/Debit Card, in case of any refund the amount will only be credited back to the Bank Account registered with JDA by applicant and not to the account of Credit/Debit Card through which the payment is made. JDA will not entertain any Chargeback what so ever. |

Amended as per Column (5) is hereby approved and will be treated as the part of bid document.

-Sd-

**System Analyst**  
Procuring Entity