



ASSAM INLAND WATERWAYS COMPANY LIMITED

CIN: U61100AS2022SGC023303

Registered Office: DIWT, Ulubari, Guwahati, 781007 Assam

Email: assaminlandwaterways@gmail.com

2nd floor, Directorate of Inland Water Transport, Assam, Ulubari, Guwahati – 781007, Tel: 0361-2462677

Ref. No.: AIWCL/36/2024/11

Dated: 05.03.2025

INVITATION FOR QUOTATIONS

To

Dear Sirs,

Sub: Invitation for quotations for Selection of Payment Gateway and Selection of Banking Partner under Assam Inland Waterways Company Ltd. (AIWCL)

1. You are invited to submit your most competitive quotation as per the subject cited above.
2. **Description of services**
 - a) Selection of Payment Gateway and Selection of Banking Partner under Assam Inland Waterways Company Ltd. (AIWCL).
3. Each Banking Partner shall submit only one quotation. The Invitation may be seen at <https://aiwtdsociety.in/>.
4. **Evaluation of Quotations**

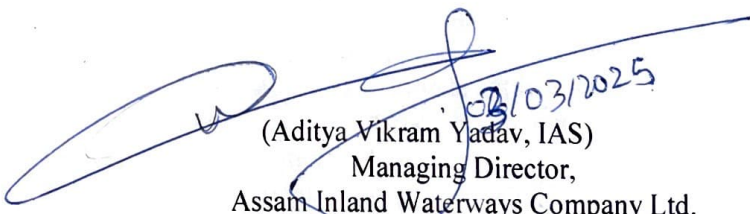
AIWCL will evaluate and compare the quotations determined to be substantially responsive as per the ToR and which:

- (a) are properly signed; and
- (b) conform to the terms and conditions, and specifications.

5. Award of contract

The Procuring Entity will award the contract to the Banking Partner and/or Payment Gateway Providers/ Payment Aggregators whose quotation has been determined to be substantially responsive and who has offered the best value proposition for AIWCL. AIWCL shall select a Banking Partner and/or multiple Payment Gateway Providers/ Payment Aggregators. For the purposes of this determination, a substantially responsive quotation is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without deviations, exceptions, objections, conditionality and/or reservations. Procuring Entity reserves the right that if a bid is not substantially responsive, it may be rejected by the Procuring Entity without seeking any clarifications.

- 5.1 Notwithstanding the above, the Procuring Entity reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- 5.2 The Banking Partner and/or Payment Gateway Providers/ Payment Aggregators whose bid is accepted will be notified of the award of contract by the Procuring Entity.
6. You are requested to provide your offer latest by 12.00 PM on 15/03/2025.
7. We look forward to receiving your quotations and thank you for your interest in this project.


03/03/2025
(Aditya Vikram Yadav, IAS)
Managing Director,
Assam Inland Waterways Company Ltd.
2nd Floor, IWT Office Building, Ulubari,
Guwahati-7

Email I.D: assaminlandwaterways@gmail.com

Terms of Reference for Selection of Payment Gateway and Selection of Banking Partner under Assam Inland Waterways Company Ltd. (AIWCL)

Assam Inland Waterways Company Ltd. (AIWCL) is a government owned entity aimed at enhancing water transport infrastructure and services in Assam. To facilitate online digital transactions and financial management, AIWCL intends to select a Payment Gateway Providers/ Payment Aggregators and/or a Banking Partner.

This Terms of Reference (ToR) outlines the scope, objectives, eligibility criteria, selection process, and deliverables for engaging a payment gateway and a banking partner.

Objective:

The primary objectives are:

- 1. Payment Gateway Selection:** To identify a secure and efficient payment gateway for facilitating online transactions, ticket bookings, and other digital payments.
- 2. Bank Selection:** To select a banking partner for financial operations, fund management, and online payment settlements.

Scope of Work: The Banking Partner shall carry out the following tasks, but not limited to the following:

1. Payment Gateway Provider/ Payment Aggregator:

The selected payment gateway/aggregator should:

- a) Support multiple payment methods (UPI, credit/debit cards, net banking, wallets, etc.).
- b) Offer a seamless and user-friendly interface for customers.
- c) Ensure high-level security, fraud detection, and compliance with PCI-DSS standards.
- d) Provide real-time transaction monitoring and reconciliation services.
- e) Integrate smoothly with AIWCL's digital platforms and mobile applications.
- f) Ensure minimal transaction processing time and competitive transaction charges.
- g) Provide 24/7 customer support and issue resolution.
- h) Generate detailed transaction reports and analytics.

2. Banking Partner:

The selected bank should:

- a) Facilitate seamless fund transfers, settlements, and banking services.
- b) Offer competitive interest rates for deposits and financial management.
- c) Provide API integration for automated payment reconciliation.
- d) Support bulk payments, vendor payments, and salary disbursements.
- e) Offer net banking and mobile banking facilities.
- f) Provide real-time access to account statements and financial analytics.
- g) Ensure strong cybersecurity and compliance with regulatory standards.
- h) Any other work as stipulated by the RBI in relation to the Banking Partner.

3. Scope of Services Required from the Banking Partner

The banking partner must provide:

- Opening of a current account with no or minimal initial deposit requirements.
- Details of account maintenance charges, if any.

- Information on transaction fees, including online transfers, RTGS, NEFT, IMPS, and cheque transactions.
- Availability of internet banking, mobile banking, and cheque book facilities.
- Details of any cash deposit/withdrawal limits and charges.
- Banks are required to submit details of interest rates applicable to Fixed Deposit Receipts (FDR) and other savings instruments which should include:
 - **Interest Rates** – Applicable rates for different tenures of FDR and other savings schemes.
 - **Terms & Conditions** – Any conditions related to premature withdrawal, renewal, and penalties.
 - **Payment Frequency** – Monthly, quarterly, or annual interest disbursement options.
 - **Tax & Charges** – Applicable taxes, service charges, or deductions.
 - **Special Offers** – Any promotional or higher interest rates for bulk deposits.
- Support for international transactions, if applicable.
- The Banking Partner shall also support and provide competitive rates for:
 - UPI Charges.
 - International Credit Card Charges for making payments at POS terminals
 - Debit Card Charges for making payments at POS terminals up to Rs. 2000/-
 - Debit Card Charges for making payments at POS terminals for more than Rs. 2000/-
 - Credit Card Charges for making payments at POS terminals
 - Rental of POS Machines
 - POS Machines AMC
 - Internet Banking Payment Charges
 - Payment Gateway Integration Charges
 - Payment Gateway AMC Charges
 - Refund API Services
- Additional services such as overdraft facilities, corporate cards, or cash management solutions.
- The Banking Partner should provide a “Zero-Balance” Savings Accounts to all the Employees which shall include benefits as follows:
 - No Monthly Average Balance charges.
 - Auto Sweep Facility (Optional)
 - Free Debit Card with exclusive benefits.
 - Unlimited number of transactions across SBI / Other Banks' ATMs in India
 - Waiver of issuance charges on Demand Draft.

Eligibility Criteria:

1. Payment Gateway Providers/Aggregators

- Must be a registered entity in India with at least 5 years of experience in payment processing.
- The Service Provider must have authorization from RBI under the Payment and Settlement Systems Act, 2007 (PSSA).
- The Service Provider's Company needs to be incorporated in India under the Companies ACT, 1956/2013 and the MOA of the Service Provider must cover their operations as Payment Aggregator.
- Must be compliant with RBI guidelines and PCI-DSS security standards.
- Should have experience working with government or public sector enterprises.
- Must have a robust API for easy integration with AIWCL's system.

2. Banking Partners

- Must be a Scheduled Commercial Bank under RBI regulations.
- Should have experience handling government accounts.
- Must provide secure and reliable digital banking services.
- Should have a well-established presence in Assam.

Evaluation Criteria:

Proposals will be evaluated based on the following:

1. **Competitiveness of charges and fees** – Including transaction fees, account maintenance charges, and any other applicable costs.
2. **Value-added services provided** – Such as overdraft facilities, corporate cards, or cash management solutions.
3. **Flexibility in account management and customer support** – Availability of dedicated relationship managers and ease of service access.
4. **Financial stability and reputation of the bank** – Based on credit ratings, past performance, and regulatory compliance.
5. **Ability to meet our specific business needs** – Including digital banking capabilities, fund transfer efficiency, and security compliance.
6. **Any other value added services for the Procuring Entity.**
7. **Presentation:** Banking Partners are required to give a presentation of their proposal.

General Terms and conditions:

- a) The Procuring Entity reserves the right to terminate the Contract by issuing a written notice, in whole or in part at any time of its convenience. The notice of termination shall specify the reasons of termination and the extent to which Contract is terminated, and the date upon which such termination becomes effective.
- b) Jurisdiction: The court of Guwahati, Assam will have exclusive jurisdiction to entertain the disputes between parties.

Preparation and submission of Proposal:

All proposals must be prepared in a .doc, .docx, or .pdf document format. They must be typed with a line spacing of 1.5 in Times Roman font, Size 12 and both sides of the paper are to be used. The typing impression should be legible and clear in all pages. The main response should, not exceed 10 numbered pages. Other details, especially tables, charts, diagrams etc. which should not exceed 5 numbered pages in total, can be relegated to annexes.

Sealed envelopes (clearly marked with the Reference No. cited above) containing the Quotations shall be submitted to Managing Director, Assam Inland Waterways Company Ltd., 2nd Floor, IWT Office Building, Ulubari, Guwahati-7 on their letter head in hard copy on or before 12:00pm 15/03/2025. The quotations shall be opened at 2.15 pm on the same day (Quotations received late shall be rejected). If the specified date is declared as a holiday by the local administration/Govt. of Assam, quotations shall be received up to the appointed time on the next working day.
