

Notification Pertaining to Request for Proposal (RFP) for “Supply, Implementation and Maintenance of Fraud & Risk Monitoring and Management System”

NPCI has been setup as an umbrella organization for processing all retail payment transactions. Such retail transactions comprise of electronic and paper based transactions that originate from multiple channels like ATM, POS, KIOSK, IVR, M-Commerce, E-Commerce, 24x7 Remittance Service, ACH, CTS and other business line that may be implemented in future by NPCI. The objective of this RFP is to procure and implement Fraud & Risk Monitoring and Management System at NPCI to monitor, detect and prevent fraudulent transaction from channels / source mentioned above.

Cost and Purchase of RFP Document

Cost of RFP document is non refundable INR 50, 000/- (INR Fifty Thousand only). The prospective bidder is required to pay the prescribed amount in the form of Demand Draft / Pay Order from any Scheduled Commercial Bank in India favoring '*National Payments Corporation of India*', payable at Mumbai.

RFP document containing detail specifications and requirements with terms and conditions can be obtained by eligible bidders on any working day from July 28, 2011 to August 10, 2011 during office hours on payment of an amount of INR 50,000 (INR Fifty Thousand) in the form of Demand Draft / Pay Order from registered office of NPCI at:

C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400051

RFP document is non-transferable and cost of RFP documents is non-refundable.

Eligibility Criteria for Bidders:

The invitation to bid is open to all bidders who are software IP owner's as well as those who are bidding as system integrators.

1. Bid security as mentioned in section 5.1.2.3 is provided.
2. The bidder must have turnover of at minimum INR 50 crore per annum for at least 2 of the last 3 years. This must be supported by audited financial statements for the FY 2008-09 or calendar year 2008 and 2009-10 or calendar year 2009 and FY 2010-11 or calendar year 2010. Unaudited financial statement for FY 2010-11 or calendar year 2010 is acceptable.
3. The bidder must have declared profit for at least 2 of the last 3 years. Audited financial statement for the FY 2008-09 or calendar year 2008 and FY 2009-10 or calendar year 2009 and FY 2010-11 or calendar year 2010 should be submitted. Unaudited financial statement for FY 2010-11 or calendar year 2010 is acceptable.
4. The proposed Fraud & Risk Monitoring and Management software should have at least 5 live installations for different customers in India or abroad catering to Card Fraud.

5. Out of the above 5 installations bidder must have at least one site processing 5 million transactions a day as a peak, real-time or near real-time, through online interface with an EFT switch and the remaining 4 installations must be processing minimum of 0.5 million transactions per day. (in either real time or near real time or Batch mode)
6. Bidder and IP owner should not be currently blacklisted by any bank / institution in India or abroad.
7. Bidder or IP owner should have a local point of presence in India or undertake to setup a point of presence in India within 6 months of the work order, when issued.
8. If IP owner is not directly participating in this RFP it should authorize only one bidder to participate. In such case necessary authorization from IP owner should be produced by the bidder along with an undertaking that the IP owner agrees to all RFP Terms and conditions.
9. The proposed Fraud & Risk Monitoring and Management software should have the following characteristic:
 - a. Support multi - channel electronics transactions
 - b. Configurable business rule
 - c. Real time scoring
 - d. Comprehensive case management
 - e. Artificial Intelligence using statistical machine learning for fraud detection and prevention in terms of Neural Network
10. Bidder shall agree to provide perpetual license(s) for the Fraud & Risk Monitoring and Management software, at Enterprise Level to NPCI without any limitation/constraint based on number of transactions, CPU's, memory, members, interfaces etc.

Bid Schedule, Address and Important Dates

S.No	Description	Detailed Information
1	Name of Project	Supply, Implementation and Maintenance of Fraud & Risk Monitoring and Management System for National Payment Corporation of India.
2	Tender Reference Number	NPCI:RFP:2011-12/0007 dated 28 th July 2011
3	Date of Commencement of Issue of Bidding Document	28 th July 2011

4	Last date and time for Issue of Bidding Documents	10 th August 2011
5	Last date and time of receiving vendor Pre-bid clarifications in writing	12 th August 2011
6	Date and Time of Pre-bid Meeting	17 th August 2011 Time: 15:00 to 16:00
7	Address for Pre-Bid Meeting	National Payments Corporation of India, C-9, 8th Floor, RBI Premises, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051.
8	Last date and time for Submission of Bid	30 th August 2011 Time: 15:00
9	Place of Submission of Bid	National Payments Corporation of India, C-9, 8th Floor, RBI Premises, Bandra-Kurla Complex, Bandra East, Mumbai – 400 051.
10	Date and Time of Opening of Technical Bid	30th August 2011 Time: 15:30
11	Place for Opening of Technical Bid	National Payments Corporation of India, C-9, 8th Floor, RBI Premises, Bandra-Kurla Complex, Bandra East, Mumbai – 400 051.
12	Name and Address for Communication	Mukesh Ranjan National Payments Corporation of India C-9, 8 th Floor RBI Premises, Bandra Kurla Complex Bandra (East), Mumbai – 400 051. <i>E-mail</i> – cmprojects@npci.org.in
13	Bid Cost	Rs.50,000/-
14	Bid Security	Rs.25, 00, 000/-