



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Request for Proposal for supply, implementation, maintenance and support of
Data Loss Prevention Solution

RFP Reference No: NPCI/RFP/2018-19/IT/12 dated 06.12.2018
National Payments Corporation of India
Unit no. 202, 2nd floor,
Raheja Titanium, CTS No. 201,
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This RFP document is not an agreement and is not an offer or invitation by NPCI to any parties other than the Bidders/ applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their Proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

Checklist

The following items must be checked before the Bid is submitted:

1. Demand Draft / Pay Order Rs. 11,800 (Rs Eleven thousand eight hundred only inclusive of GST@18%) towards cost of Bid document in Envelope - 'A'
2. Demand Draft / Banker's Cheque / Bank Guarantee of INR 5,00,000/- (Rupee Five lakhs only) towards Bid Security in Envelope 'A'- Earnest Money Deposit (EMD)
3. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.
4. Envelope 'A'- Eligibility Criteria Response.
5. Envelope 'B'- Technical Response
6. Envelope 'C'- Indicative Commercial Bid.
7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory.
8. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Envelope - 'A'.
9. Prices are quoted in Indian Rupees (INR).
10. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Envelopes.
11. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

CHECKLIST	3
ABBREVIATIONS AND ACRONYMS	7
SECTION 1 - BID SCHEDULE AND ADDRESS	8
SECTION 2 - INTRODUCTION	9
2.1 ABOUT NPCI	9
2.2 OBJECTIVE OF THIS RFP:.....	9
2.3 COST OF THE RFP.....	9
2.4 DUE DILIGENCE.....	9
2.5 OWNERSHIP OF THIS RFP	9
SECTION 3 – SCOPE OF WORK	10
3.1 SCOPE OF WORK:	10
B. DETAILED SCOPE OF WORK.....	11
3.3 SINGLE POINT OF CONTACT.....	12
SECTION 4 - INSTRUCTION TO BIDDERS	13
SECTION 5 - INSTRUCTION TO BIDDERS	14
A. THE BIDDING DOCUMENT.....	14
5.1 RFP.....	14
5.2 COST OF BIDDING.....	14
5.3 CONTENT OF BIDDING DOCUMENT	14
5.4 CLARIFICATIONS OF BIDDING DOCUMENTS AND PRE-BID MEETING	14
5.5 AMENDMENT OF BIDDING DOCUMENTS	14
B. PREPARATION OF BID.....	15
5.6 BID PRICE	15
5.7 EARNEST MONEY DEPOSIT (EMD)	15
5.8 RETURN OF EMD.....	15
5.9 FORFEITURE OF EMD	15
5.10 PERIOD OF VALIDITY OF BIDS.....	15
5.11 EXTENSION OF PERIOD OF VALIDITY	15
5.12 FORMAT OF BID	15
5.13 SIGNING OF BID	16
C. SUBMISSION OF BID.....	16
5.14 ENVELOPE BIDDING PROCESS	16
5.15 CONTENTS OF THE 3 ENVELOPES	16
5.16 BID SUBMISSION	17
5.17 BID CURRENCY	17
5.18 BID LANGUAGE	17
5.19 REJECTION OF BID	17
5.20 DEADLINE FOR SUBMISSION	17
5.21 EXTENSION OF DEADLINE FOR SUBMISSION OF BID.....	18
5.22 LATE BID	18
5.23 MODIFICATIONS AND WITHDRAWAL OF BIDS.....	18
5.24 RIGHT TO REJECT, ACCEPT/CANCEL THE BID	18
5.25 RFP ABANDONMENT	18
5.26 BID EVALUATION PROCESS.....	18
5.27 SINGLE BID.....	18
5.28 CONTACTING NPCI	18

SECTION 6 - BID OPENING	19
6.1 OPENING OF BIDS	19
6.2 OPENING OF ELIGIBILITY AND TECHNICAL BIDS	19
6.3 OPENING OF ENVELOPE C - COMMERCIAL BIDS.....	19
SECTION 7 - BID EVALUATION	20
7.1 PRELIMINARY EXAMINATION OF ELIGIBILITY BIDS.....	20
7.2 EXAMINATION OF TECHNICAL BIDS	20
7.4 EVALUATION OF COMMERCIAL BIDS:.....	21
7.5 SUCCESSFUL EVALUATED BIDDER:	21
SECTION 8 - TERMS AND CONDITIONS	22
8.1 NOTIFICATION OF AWARD / PURCHASE ORDER	22
8.2 TERM OF THE ORDER	22
8.3 ACCEPTANCE PROCEDURE.....	22
8.4 PERFORMANCE BANK GUARANTEE	22
8.5 TAXES AND DUTIES	22
8.6 KEY DELIVERABLES:	22
8.7 DELIVERY SCHEDULE.....	23
8.8 DELIVERY ADDRESS:.....	23
8.9 INCENTIVIZING THE SERVICE PROVIDERS.....	23
8.10 PENALTY FOR DEFAULT IN DELIVERY.....	24
8.11 WARRANTIES	24
8.12 SUPPORT (AMC)	24
8.13 SERVICE LEVEL REQUIREMENTS (SLA)	24
8.14 PENALTY ON NON-ADHERENCE TO SLAs:	26
8.15 PRICES	27
8.16 REPEAT ORDER:.....	27
8.17 PRODUCT UPGRADES	27
8.18 PAYMENT TERMS:	28
8.19 MIGRATION ACTIVITIES FOR CHANGE OF LOCATION:	28
8.20 CONFIDENTIALITY	28
8.21 INDEMNITY	28
8.22 BIDDER'S LIABILITY	29
8.23 OBLIGATIONS OF THE BIDDER	29
8.24 EXIT OPTION AND CONTRACT RE-NEGOTIATION.....	29
8.25 EXTENSION OF CONTRACT.....	30
8.26 ORDER CANCELLATION	30
8.27 TERMINATION OF PURCHASE ORDER/CONTRACT.....	31
8.28 EFFECT OF TERMINATION.....	31
8.29 FORCE MAJEURE	32
8.30 RESOLUTION OF DISPUTES	32
8.31 COMPLIANCE WITH APPLICABLE LAWS OF INDIA	33
8.32 LEGAL COMPLIANCES:	33
8.33 INTELLECTUAL PROPERTY RIGHTS:	33
8.34 APPLICABLE LAW AND JURISDICTION	33
8.35 SOLICITATION OF EMPLOYEES	34
8.36 FACILITIES PROVIDED BY NPCI:	34
8.37 NO DAMAGE OF NPCI PROPERTY	34
8.38 FRAUDULENT AND CORRUPT PRACTICE.....	34
8.39 GOVERNING LANGUAGE	34

8.40 ADDRESSES FOR NOTICES.....	34
SECTION 9 - TECHNICAL SPECIFICATIONS	35
SECTION 10 - DOCUMENTS FORMS TO BE PUT IN ENVELOPE A	40
ANNEXURE A1 - BIDDER’S LETTER FOR EMD	40
ANNEXURE A2 - BID SECURITY (BANK GUARANTEE).....	41
ANNEXURE A3 - BID SECURITY	42
ANNEXURE B - BID OFFER FORM (WITHOUT PRICE)	43
ANNEXURE C - BIDDER INFORMATION	45
ANNEXURE D - DECLARATION FOR CLEAN TRACK RECORD.....	46
ANNEXURE E - DECLARATION FOR ACCEPTANCE OF RFP TERMS AND CONDITIONS	47
ANNEXURE F - DECLARATION FOR ACCEPTANCE OF SCOPE OF WORK.....	48
ANNEXURE G - FORMAT POWER OF ATTORNEY	49
ANNEXURE H - ELIGIBILITY CRITERIA COMPLIANCE	50
ANNEXURE I - OEM / MANUFACTURER’S AUTHORIZATION LETTER	51
SECTION 11 - DOCUMENTS TO BE PUT IN ENVELOPE ‘B’	52
ANNEXURE K - TECHNICAL COMPLIANCE	52
ANNEXURE O - CLIENT REFERENCE	58
SECTION 12 - DOCUMENTS TO BE PUT IN ENVELOPE ‘C’	59
ANNEXURE M – INDICATIVE COMMERCIAL BID FORM	59
ANNEXURE N - COMMERCIAL BID (INDICATIVE).....	60
ANNEXURE – L BILL OF MATERIAL	61
ANNEXURE Z - NON-DISCLOSURE AGREEMENT	62

Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG	Bank Guarantee
DC	Data Centre
EMD	Earnest Money Deposit
IPR	Intellectual Property Rights
LAN	Local Area Network
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
RFP	Request for Proposal
PBG	Performance Bank Guarantee
SAN	Storage Area Network
SLA	Service Level Agreement
WAN	Wide Area Network
SI	System Integrator
OEM	Original Equipment Manufacturer

Section 1 - Bid Schedule and Address

S.No.	Description	
1	Name of Project	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution
2	Tender Reference Number	NPCI/RFP/2018-19/IT/12
3	Date of release of this RFP	06.12.2018
4	Last date of receiving pre-bid clarifications in writing from vendors	12.12.2018
5	Date and Time for Pre-bid Meeting	Not applicable
6	Last date and time for Bid Submission	21.12.2018 04.00 pm
7	Address for Sale of Bidding Document and Place of Bid Submission	Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai - 400063
8	Date and Time of Eligibility & Technical bid Opening	21.12.2018 04.30 pm
9	Date and Time of Commercial Bid Opening	Will be through Reverse Auction
10	Name and Address for communication	VP & Head - IT Procurement National Payments Corporation of India, Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063
11	Bid Related Queries	Samuel Thiyagarajan Contact: +91 8291970845 Email id: samuel.thiyagarajan@npci.org.in Satya Kanungo Contact: +91 8108108658 Email id: satya.kanungo@npci.org.in Prashant Awale Contact :+91 8108108650 Email id: prashant.awale@npci.org.in Benny Joseph Contact :+022 40503363 Email Id: benny.joseph@npci.org.in Nolan Dsouza Contact : +91 7506446552 Email id: nolan.dsouza@npci.org.in Girish Sawant Contact :+917045958844 Email id: girish.sawant@npci.org.in
12	Bid cost	Rs. 11,800/- (Rs. 10,000/- plus GST @18 %)
13	Bid Security	Rs 5,00,000/- (Rs Five lakhs only)

Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Commercial evaluation will be through Reverse Auction.

Section 2 - Introduction

2.1 About NPCI

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of The Companies Act, 2013) with its Registered Office in Mumbai, India. NPCI was promoted by 10 banks in India under the aegis of the Indian Bank's Association with majority shareholding by Public Sector Banks. Presently 56 banks are shareholders of NPCI. Out of which 19 are Public Sector Banks (PSB), 17 Private Sector Banks, 3 Foreign Banks, 7 Multi State Cooperative Banks and 10 Regional Rural Banks.

The vision, mission and values of NPCI are: Vision - To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by five core values: Passion for Excellence, Integrity, Customer Centricity, Respect and Collaboration.

2.2 Objective of this RFP:

NPCI intends to select a vendor for supply, implementation, maintenance and support of Data Loss Prevention solution for a period of five years.

2.3 Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.4 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the decision of NPCI on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned during/after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail as mentioned in Section-1.

2.5 Ownership of this RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published in paper or electronic media without prior written permission from NPCI.

Section 3 - Scope of Work

3.1 Scope of work:

A. Broad Scope of Work

The broad scope of work will include but not limited to the following:

1. The Bidder should offer a comprehensive Data Loss Solution for Data Protection across NPCI offices situated in different locations.
2. Design, Size, Supply, Implement and Maintain the DLP solution including hardware, Software, OS, database etc. for the period of contract.
3. Bidder should Identify, Classify and prioritize the data on the basis of risk categories defined by NPCI.
4. The server proposed should be from latest leaders Gartner magic quadrant.
5. Bidder is required to provide DLP solution in HA mode
6. Bidder to factor and propose either hardware based solution or software based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.
7. Bidder should also integrate the proposed solution with Microsoft Active Directory Solution present in NPCI
8. Bidder is required to size, implement and maintain Storage for DLP solution for the period of contract
9. Bidder should co-ordinate all the activities relating to provisioning of infrastructure facilities and implementation of the DLP solution including helpdesk related activity within the scope. Such facilities and activities shall be specifically listed out by the Bidder at the time of submission of the tender in the technical proposal.
10. The Solution should be able to maintain logs for a duration of 1 month on the server and 1 year online (in SAN). Bidder to provide the sizing for SAN for keeping 1 year data online and supply the same.
11. Post warranty, the bidder is required to provide technical and AMC support for the DLP solutions for the tenure of the contract.
12. Bidder should provide training to NPCI team / NPCI nominated resources
13. Bidder should provide Facility Management support for the DLP solution during the tenure of the contract.
14. Provide Exit Management activities including complete documentation and the transition-out at the end of the contract period to the new service provider or in the event of premature termination of the contract.
15. The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.

Geographical Location: For the purpose of DLP solution implementation, the location of different sites is as follows:

Site Name	City	State
Primary Data Centre(DC)	Chennai	Tamil Nadu
Disaster Recovery Site (DRS)	Hyderabad	Telangana
NPCI Offices across India		

Note: If NPCI shifts any of the sites mentioned above (DC / DRS) to a new location, the successful bidder shall provide respective services from the new location

B. Detailed Scope of Work

1. All appliances/hardware and software offered is required to be on-premises licensed to NPCI. Bidder is required to Size all the hardware/software for the solution proposed. During the warranty period of the appliance/hardware or software, in case of any shortfall of software licenses or Hardware sized; bidder is required to provide software / hardware at no additional cost to the NPCI.
2. The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.
3. The solutions deployed should be modular, scalable and should be able to address NPCI requirements for the next five years, with the deployed hardware.
4. The solutions and services in scope should be designed with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime as outlined in this RFP.
5. The solutions should not have a significant impact on the existing infrastructure of the NPCI either during installation or during operation of the solutions.
6. The Bidders who wish to take up the project shall be responsible for the following (as applicable based on the specific scope of work for the participating NPCI):
 - a) Procurement of the necessary solutions and the corresponding hardware, software, database etc. required for implementing these solutions at the NPCI.
 - b) Implementation of the identified solutions at NPCI including configuration, customization of the products as per the requirement.
 - c) Integration of the solutions to provide a comprehensive single dashboard view of the security risks / incidents of NPCI.
 - d) Bidder should work with the existing System Integrator(s) of the NPCI to integrate the DLP solutions with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc.
 - e) DLP solution will be installed by Bidder, pursuant to the Request for Proposal (RFP) document relating to providing of the Implementation, training and assessment services.
 - f) Bidder will engage in providing design, installation, configuration, UAT, transfer of information and assessment of DLP solution to NPCI.
 - g) Development of operating procedures in adherence to security policy of NPCI.
 - h) NPCI will provide rack, space, power, Storage for the in-scope solutions. However bidder is required to mention rack, space power and Storage required to host in-scope solutions. The bidder shall provide the year wise requirement of storage at both DC & DRS if required.
 - i) The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC and DRS.
 - j) The Appliances/ Hardware proposed by the bidder should be rack mountable at DC & DRS.
 - k) NPCI will provide the network bandwidth for the in-scope solution. However bidder is required to mention the bandwidth requirement for in- scope solution. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact NPCI day to day business operations.

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

- l) NPCI will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in- scope solution.
- m) Bidder should bring all the tools and equipment (Including cables) for successful commissioning of hardware and software for successful implementation of Solution
- n) Bidder should be responsible for performing all the adequate cabling activity related to Server, Storage, and LAN etc. of NPCI for successful commissioning of hardware, software. NPCI Data Center and Disaster Recovery Center Runs on Fiber Channel
- o) The bidder shall provide the detailed technical architecture comprising of hardware (including configuration) with operating systems and other application software in their technical bid.
- p) In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the DLP solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to NPCI.
- q) Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.
- r) The Bidder shall provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration

NPCI will provide rack, space, power, Storage at DC & DRS. Other things required for implementation i.e. Jack Panels in the Rack, Cables to connect with Switches, SAN and LAN (Ethernet and Fiber Cables) etc. including Resources for Cabling has to be factored in by the bidder in the Bill of Material as part of implementation. Bidder should perform for the inter-rack cabling, intra-rack cabling, SAN Cabling , integration with the existing network etc. and also perform other activities required for successful integration and implementation of the solution in NPCI Environment in coordination with the existing Vendor of NPCI at DC & DRS . Bidder shall integrate the hardware /software supplied with the existing NPCI Hardware and Software at DC & DRS. NPCI will assist the bidder in integration however primary reasonability of performing the activity lies with the bidder, Bidder is required to factor in the Cost of Performing all the activities for implementation of the solution at DC & DRS in Bill of Material.

Technical specifications as per **Annexure K**

3.3 Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.

Section 4 - Instruction to Bidders

4.1 Eligibility Criteria

The Eligibility Criteria are furnished below:

1. The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last three years.
 - a. In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.
 - b. In case the bidder is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.
2. The bidder should have reported minimum annual turnover of Rs. 10 Crores as per audited financial statements in each of the last three financial years (i.e.2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.
 - a. In case the bidder is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
 - b. In case the bidder is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
3. The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP.
4. The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
5. An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM.

Section 5 - Instruction to Bidders

A. The Bidding Document

5.1 RFP

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NPCI will in no case be responsible or liable for those costs.

5.3 Content of Bidding Document

The Bid shall be in 3 separate envelopes, Envelope A, B and C.

5.4 Clarifications of Bidding Documents and Pre-bid Meeting

A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCI’s address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on NPCI’s website. Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.

5.5 Amendment of Bidding Documents

- At any time prior to the deadline for submission of bids, NPCI may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in NPCI’s website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
- In order to afford Bidders reasonable time to take the amendment into account in preparing their bids, NPCI may, at its sole and absolute discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on NPCI’s website.
- From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

B. Preparation of Bid

5.6 Bid Price

Prices would be exclusive of all taxes. The bidder shall meet the requirements of the applicable Goods & Services Tax (GST).

5.7 Earnest Money Deposit (EMD)

The Bidder is required to deposit Rs 5,00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of “National Payments Corporation of India” payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.

No interest will be paid on the EMD.

5.8 Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.9 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of acceptance of the Purchase Order. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

5.10 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.11 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, NPCI may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.12 Format of Bid

The bidder shall prepare two copies (one hard copy marked as ORIGINAL and one soft copy) of the Technical Bid only. In case of any discrepancy between them, the original shall govern.

The commercial bid will be submitted as hard copy only.

5.13 Signing of Bid

The Bid shall be signed by the Bidder or a person or persons as the case may be, duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure H) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

C. Submission of Bid

5.14 Envelope bidding process

The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as “**Request for Proposal supply, implementation, maintenance and support of Data Loss Prevention Solution**”.

The inner and outer envelopes shall be addressed to NPCI at the address mentioned in Section 1.

The inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bids misplacement or premature opening.

5.15 Contents of the 3 Envelopes

Envelope A - Eligibility Bid

The following documents as per the sequence listed shall be inserted inside Envelope A:

- 1 Bid Earnest Money in the form of Demand Draft OR Bid Earnest Money in the form of Bank Guarantee - format provided in Annexure A2
- 2 Bid Offer form (without price) - Annexure B
- 3 Bidder Information - Annexure C
- 4 Declaration of Clean Track Record by Bidder - Annexure D
- 5 Declaration of Acceptance of Terms and Conditions - Annexure E
- 6 Declaration of Acceptance of Scope of Work - Annexure F
- 7 Power of Attorney for signing of bid - Annexure G
- 8 Eligibility Criteria Matrix - Annexure H
- 9 Declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder becomes eligible for commercial evaluation as per this RFP.
- 10 OEM/Manufacturer Authorization Letter - Annexure I
- 11 Three years audited Balance Sheet and Profit and Loss Statements.
- 12 RFP document duly sealed and signed
- 13 All necessary supporting documents as per Annexures

Envelope B - Technical Bid

The following documents shall be inserted inside Envelope B:

- 1 Section 11 - Compliance to Technical Requirements duly completed - **Annexure K**
- 2 Client Details for **Annexure O**
- 3 Masked Price Bid(Annexure M, N)

4 Detailed Bill of Material for Software with line item details, giving quantity and functions (**Masked Annexure L**)

Technical Bid envelope shall not include any financial information. If the Technical Bid contains any financial information the entire bid will be rejected.

Envelope C - Commercial Bid (indicative)

- 1 Indicative Commercial Bid Form - Annexure M
- 2 Indicative Commercial Bid - Annexure N
- 3 Detailed Bill of Material- Annexure L

5.16 Bid Submission

The Bidder should bear all the costs associated with the preparation and submission of their bid and NPCI will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Bids sealed in accordance with the instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5.17 Bid Currency

All prices shall be expressed in Indian Rupees only.

5.18 Bid Language

The bid shall be in English Language.

5.19 Rejection of Bid

The bid is liable to be rejected if the bid document:

- a) Does not bear signature of authorized person.
- b) Is received through Fax / E-mail.
- c) Is received after expiry of the due date and time stipulated for Bid submission.
- d) Is incomplete / incorrect.
- e) Does not include requisite documents.
- f) Is Conditional.
- g) Does not conform to the terms and conditions stipulated in this Request for Proposal.

No bid shall be rejected at the time of bid opening including extensions, if any, except for late bids and those that do not conform to bidding terms.

5.20 Deadline for Submission

The last date of submission of bids is given in Section 1. However the last date of submission may be amended by NPCI and shall be notified through its website.

5.21 Extension of Deadline for submission of Bid

NPCI may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be informed through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

5.22 Late Bid

Bids received after the scheduled time will not be accepted by the NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

5.23 Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

No bid will be modified after the deadline for submission of bids.

5.24 Right to Reject, Accept/Cancel the bid

NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also reserves the right to re-issue the Tender without the Bidders having the right to object to such re-issue.

5.25 RFP Abandonment

NPCI may at its discretion abandon the process of the selection of bidder at any time before notification of award.

5.26 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

Stage 1 - Envelope 'A' i.e. Eligibility bid and **Envelope 'B'** i.e. Technical bid will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

Stage 2 -Envelope 'C' of those Bidders who qualify the eligibility and technical criteria will be evaluated further for finalizing the start price for Reverse Auction.

5.27 Single bid

In the event of only one responsive bidder or only one bidder emerging after the evaluation process, NPCI may continue with the RFP process.

5.28 Contacting NPCI

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to canvas for a bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder and/or its Bid.

Section 6 - Bid Opening

6.1 Opening of Bids

Bids will be opened in 2 stages:

Stage 1 - In the first stage the Eligibility bid i.e. Envelope 'A' and Technical Bid i.e. Envelope 'B' will be opened.

Stage 2 - Indicative Commercial bids i.e. Envelope 'C' will be opened for qualified bidders only as part of the process for finalizing the start price for Reverse Auction.

6.2 Opening of Eligibility and Technical Bids

NPCI will open Technical bids (Envelope 'A') and Technical bid (Envelope 'B') in presence of Bidders or Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

The representatives of the Bidders would be required to produce an authorization letter from the Bidder/ Identity Card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder or its representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

The bidder's representative who is present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

6.3 Opening of Envelope C - Commercial Bids

Indicative Commercial bids will be opened only as part of the process for finalizing the start price for Reverse Auction.

Commercial evaluation will be done through Reverse Auction. Business Rules and Terms & Conditions and Procedures of Reverse Auction have been published on NPCI's website i.e. www.npci.org.in.

Section 7 - Bid Evaluation

7.1 Preliminary Examination of Eligibility Bids

NPCI will examine the bids to determine whether they are complete; whether the required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether the bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself. NPCI may interact with the Customer references submitted by Bidder, if required.

7.2 Examination of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Technical Specifications as specified in the RFP.
- b) NPCI reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- c) Review of written reply, if any, submitted in response to the clarification sought by NPCI, if any.
- d) Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed hardware are to be enclosed.
- e) To assist in the examination, evaluation and comparison of bids, NPCI may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- f) NPCI may interact with the Customer references submitted by bidder, if required.
- g) NPCI reserves the right to shortlist bidders based on technical evaluation criteria.

7.3 Technical Scoring Matrix:

Scoring Matrix:

TECHNICAL SCORING MATRIX		
SI No	Description	Score
Technical Evaluation Part - A		
1	Technical Requirements compliance	50
2	Product features availability, OEM credentials	
3	OEM experience	
Proposed Solution Part - B		
1	Architecture and solution Design	30
2	Bidder (SI) credentials, Experience and past performance on similar contract	
3	Comprehensiveness of the documents & Project Management Plan	

RFP Presentation Part - C		
1	RFP presentation	20
2	Existing Customer reference site	
3	Q and A	
Total Score of Part - A, B and C		100

- **Scoring Matrix: Bidders scoring a minimum of 75 % marks would be eligible for the commercial bid opening**

7.4 Evaluation of Commercial Bids:

Commercial bids (indicative) of technically qualified short-listed bidders will be opened only as part of the process to arrive at the start price for the reverse auction.

Evaluation of commercial bids will be done through Reverse Auction Process. Business Rules and Terms & Conditions and Procedures of Reverse Auction have been published on NPCI's website.

If the first Reverse Auction is not successful, NPCI reserves the right to seek sealed commercial bids from the technically qualified bidders and declare the successful bidder through conventional L1 method instead of conducting the second Reverse Auction.

The decision with respect to conduct of second reverse auction or otherwise shall be communicated to technically qualified bidders.

7.5 Successful Evaluated bidder:

The bidder with lowest commercial bid identified through reverse auction process or conventional L1 method as the case maybe will be declared as the successful bidder and will be called L1 bidder for the required quantity. NPCI reserves the right to place the order with the L2 bidder, in case the L1 bidder refuses to accept the order or otherwise gets disqualified as per the terms of the RFP, provided the L2 bidder matches the price quoted by the L1 bidder. In case the 2nd lowest bidder is unable to match the L1 price, NPCI reserves the right to place order with the shortlisted L3 bidder and so on.

Section 8 - Terms and Conditions

8.1 Notification of Award / Purchase Order

After selection of the L1 bidder, as given in Clause 7.4, and after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award / Purchase Order to the selected Bidder.

Once the selected Bidder accepts the Notification of Award the selected Bidder shall furnish the Performance Bank Guarantee to NPCI.

8.2 Term of the Order

The term of the Notification of Award/Purchase Order shall be for a period of 5 years wherein the price of the deliverables as specified in the RFP would be at a fixed rate.

8.3 Acceptance Procedure

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

8.4 Performance Bank Guarantee

The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder is not in a position to submit the PBG for any reason, the successful bidder has to submit a Demand Draft drawn in favor of NPCI for equivalent amount or electronically transfer equivalent amount for credit in NPCI's account. Details of the NPCI's bank account will be furnished on request.

8.5 Taxes and Duties

All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments.

Prices shall be exclusive of all taxes.

The bidder shall meet the requirements of applicable Goods & Services Tax (GST).

8.6 Key Deliverables:

Installation of comprehensive DLP solution on all 3 data centers (**Mumbai, Chennai and Hyderabad**)
Configuration of policies in DLP, Integration with SIEM, Integration with DFA solutions, Training for NPCI officials etc.

8.7 Delivery schedule

The detailed activities to be completed in each phase of the project are expected below along with the timelines.

S.No.	Activity	Time Period for Completion
1	Supply and delivery of solutions Appliance / Software and Hardware at DC and DRS for the DLP Solution	Procure and Deliver at NPCI respective locations within 8 weeks from the date of issuance of Purchase Order
2.	Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)	Within 8 Weeks from the date of issuance of purchase order
3.	Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution.	Within 16 Weeks from the date of issuance of purchase order
4.	Installation and configuration of Agents on the end points for the DLP Solution in line with the policy	Within 12 Weeks post installation at both DC & DRS
5.	Trainings	All the trainings to be completed within 1 week from the date of request for training from NPCI

8.8 Delivery Address:

Data Center - Chennai
 NPCI c/o Reliance Communications Ltd.,
 Reliance IDC, 1st & 6th floor Reliance House,
 No.6, Haddows Road,
 Nungambakkam, Chennai-600006

Data Center - Hyderabad
 NPCI, - C/o Reliance Communications Ltd.,
 Plot No 20, Survey No 64,
 Opp. Mahindra Satyam,
 Hitec City Layout,
 Madhapur, R.R. Dist.- Hyderabad - 500 019.

8.9 Incentivizing the Service Providers

- a)
- (i) Delivery of hardware / software / services - in case of delivery of the deliverables earlier than the stipulated delivery schedule as per the Purchase Order - 0.25% per week, for every week of early delivery, with a maximum of 2.5%, of the Order value of the respective component, i.e. hardware / software / services, as the case may be, provided the saving in delivery timeline / early delivery is not less than 20% of the prescribed delivery schedule, otherwise incentive will not be applicable. Vendors will not be eligible for any incentive if delivery happens as per the terms of the PO.
- (ii) Incentive will not be applicable in case the original delivery schedule is extended for any reason.
- (iii) Liquidated damages will continue to be levied for delays in delivery as per the terms of the PO, if the delays are attributable to the vendors.

b)

(i) Installation / Implementation - in case of installation of hardware/software/services before the project time line defined in the Purchase Order - 0.25% per week, for every week of early installation, with a maximum of 2.5%, of the Order value of the respective component, i.e. hardware / software / services, as the case may be, provided the saving in installation/ implementation timeline / early installation / implementation is not less than 20% of the prescribed installation / implementation schedule, otherwise incentive will not be applicable.

(ii) Vendors will not be eligible for any incentive if installation happens as per the terms of the PO.

8.10 Penalty for default in delivery

If the successful bidder does not deliver & implement the solution as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:

- Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% of the Purchase order value.
- In case the delay exceeds 10 days beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI

8.11 Warranties

All hardware supplied by bidder shall have comprehensive on-site Warranty of 3 years from the date of Acceptance of system and 2 years Comprehensive maintenance after the expiry of 3 years warranty period.

Bidder should guarantee the whole of the Goods against any defects or failure, which arise due to faulty materials, workmanship or design (except materials or design furnished by NPCI).

If during the Warranty Period any Goods are found to be damaged or defective or not acceptable ,they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to provide standby Goods till the original Goods are repaired or replaced / re-furnished, rendered All goods shall be removed and re-delivered to the NPCI by Bidder at its own cost.

Bidder shall provide Software Updates/Patches free of cost for Hardware and software supplied to NPCI during warranty and maintenance period of 3 years and 2 years respectively.

8.12 Support (AMC)

After expiration of warranty period of three (3) years, NPCI at its discretion may enter into Annual maintenance Contract at the rate mentioned in Purchase Order for period of 4th and 5th year. All the terms and conditions of the Purchase Order will be applicable during such AMC period.

Bidder shall maintain all the spares required for maintenance of equipment supplied to NPCI for the period of five (5) years. In case Bidder is not able to repair the equipment due to unavailability of spares, Bidder shall replace the entire equipment with the latest model available in the market with same functionality.

Bidder shall have to submit Performance Bank Guarantee during the AMC period equivalent to the amount of AMC valid for period of two years.

Bidder shall provide and install patches/ updates/ version upgrades of all software provided under this contract at no extra cost to NPCI during Warranty and AMC period

8.13 Service Level Requirements (SLA)

The SLA specifies the expected levels of service to be provided by the Bidder to NPCI. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

Payments to the Bidder are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. NPCI and Bidder.

The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to NPCI or its designated personnel to the tools used for SLA monitoring.

Definitions

1. "Availability" means the time for which the services and facilities are available for conducting operations on the AIC system including application and associated infrastructure.

Availability is defined as (%) = $\frac{(\text{Operation Hours} - \text{Downtime})}{\text{Operation Hours}} * 100\%$

(Operation Hours)

2. The business hours are 24*7 on any calendar day the NPCI is operational.
3. All the infrastructure of Data Center, Disaster Recovery site, Offices/Branches will be supported on 24x7 basis.
4. The "Operation Hours" for a given time frame are calculated after deducting the planned downtime from "Operation Hours". The Operation Hours will be taken on 24x7 basis, for the purpose of meeting the Service Level requirements i.e. availability and performance measurements both.
5. "Downtime" is the actual duration for which the system was not able to service NPCI or the Clients of NPCI, due to System or Infrastructure failure as defined by NPCI and agreed by the Bidder.
6. "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during business hours. Further, scheduled maintenance time is planned downtime with the prior permission of NPCI
7. "Incident" refers to any event / abnormalities in the functioning of any of IT Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

Interpretation & General Instructions

1. Typical Resolution time will be applicable if systems are not available to the NPCI's users.
2. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.
3. A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.
4. Quarterly SLAs would be analyzed. However, there would be month wise SLAs and all SLA targets have to be met on a monthly basis.
5. Overall Availability and Performance Measurements will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Bidder for every quarter in the NPCI suggested format and a review shall be conducted based on this report. Availability and Performance Report provided to NPCI shall contain the summary of all incidents reported and associated performance measurement for that period.
6. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for cutting fees.

Severity Levels

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

Severity Definition during Live operations due to Infrastructure/Functional issues of the proposed solution, the SLA's will be applicable post go-live of DLP Solution at DC, DRS and other NPCI Offices

Description: Time taken to resolve the reported problem Severity is defined as:

Level	Function/Technologies
Severity 1	<ul style="list-style-type: none"> i Such class of errors will include problems, which prevent users from making operational use of solution. ii Security Incidents iii No work-around or manual process available iv Financial impact on NPCI v Infrastructure related to providing solution to the NPCI users comprising of but not limited to the following: <ul style="list-style-type: none"> a. Proposed Solution Tools / Application Servers b. Proposed Solution Database Servers / Appliance c. Proposed Solution servers/appliances d. Network components, if any proposed by the bidder
Severity 2	<ul style="list-style-type: none"> i Any incident which is not classified as “Severity 1” for which an acceptable workaround has been provided by the Bidder or; ii Any problem due to which the Severity 2 infrastructure of the proposed solution is not available to the NPCI users or does not perform according to the defined performance and query processing parameters required as per the RFP or; iii Users face severe functional restrictions in the application irrespective of the cause. iv Key business infrastructure, systems and support services comprising of but not limited to the following: <ul style="list-style-type: none"> a DLP solution Test & Development and Training Infrastructure and Application b Infrastructure for providing access of dashboards, scorecards, etc.
Severity 3	<ul style="list-style-type: none"> i Any incident which is not classified as “Severity 2” for which an acceptable workaround has been provided by the Bidder; ii Moderate functional restrictions in the application irrespective of the cause. Has a convenient and readily available workaround. iii No impact on processing of normal business activities iv Equipment/system/Applications issues and has no impact on the normal operations/day-today working. v All other residuary proposed solution Infrastructure not defined in “Severity 1” and “Severity 2”

During the term of the contract, the bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services.

8.14 Penalty on non-adherence to SLAs:

S.No	Level of uptime per month DLP Solution	Penalty Charges
1	99.50% and Above	NIL
2	99.00% and above but below 99.5%	1% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP
3	98.00% and above but below 99.00%	5% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP
4	97.00% and above but below 98.00%	10% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for

		DLP
5	97.00% below	No payment and NPCI also reserve the right to terminate the contract.

- i Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly
- ii If a breach occurs even after a proper policy in DLP solution is in place, a penalty of Rs. /- per event will be deducted or the loss due to the breach whichever is higher.
- iii The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the NPCI such as termination of contract, invoking performance guarantee and recovery of amount paid etc.

Penalty shall be charged for every non-conformance with the service response and resolution time table as specified below:

Issue Classification	For All Periods (Post Go-Live)		Penalty
	Response Time	Resolution Time	
Severity 1	30 minutes	6 hours	5% of the Monthly Payment
Severity 2	60 minutes	16 NPCI Business Hours	2% of the monthly Payment
Severity 3	120 minutes	24 NPCI Business Hours	1% of the Monthly Payment

The NPCI reserves the right to recover the penalty from any payment to be made under this contract. The penalty would be deducted from the quarterly payouts and the cap on quarterly penalty will be 15% of the quarterly payout. The overall cap on penalty will be 10% of the total contract value.

8.15 Prices

Price shall remain fixed for a period of 5 years from the date of Notification of award / 1st Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.

8.16 Repeat Order:

NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of **1 year** from the date of award / 1st Purchase Order.

8.17 Product Upgrades

Notwithstanding what is contained and provided in Clause 8.11 herein above, at any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the OEM/ Bidder for information technologies originally offered by the supplier in its bid and still to be delivered, the bidder shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality throughout the contract period without any extra cost to NPCI.

During performance of the Contract, the bidder shall offer to NPCI all new versions, releases and updates of standard software, as well as related technical support within 30 days of their availability from the OEM.

8.18 Payment Terms:

Hardware:

100% Payment shall be released within 30 days after submission of correct invoice along with necessary supporting documents along with hardware delivery report duly signed by NPCI officials

Software:

100% payment shall be paid after delivery of the solution (software and License as per scope) and successful installation of solution at specified locations mentioned in the PO.

This would also include sign off obtained from NPCI duly certified by NPCI official

8.19 Migration activities for change of location:

In case NPCI wishes to shift the devices from one place to another anywhere in the country, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of devices supplied by Service provider & hand-over to the concerned Officials or Data Center, pre-shifting inspection, post-shifting inspection, re-installation etc. of all devices supplied by Service provider. All migration related activities to be done after Business / session hours / according to business convenience & the engineer have to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process. It is the responsibility of field engineer to integrate devices delivered at required location or Data Center & coordinate with NPCI NOC to extend the reachability.

8.20 Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Z** hereof.

In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, bidder shall use all reasonable endeavors to assist NPCI in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties' obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

The terms of this clause shall continue in full force and effect for a period of five (3) years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the NPCI, the bidder shall immediately return the Confidential Information of NPCI, or at the NPCI's option destroy any remaining Confidential Information and certify that such destruction has taken place.

8.21 Indemnity

The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty, etc.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.

8.22 Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

8.23 Obligations of the Bidder

Standard of Performance: The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this Contract or to the services as faithful advisor to NPCI and shall at all times support and safeguard NPCI's legitimate interests in any dealings with third parties.

Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under this RFP.

8.24 Exit option and contract re-negotiation

- a) NPCI reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause 8.26 herein under
- b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations.
- c) Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the final bid / the contract. The Bidder should perform a reverse transition mechanism to NPCI or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to NPCI or to an alternative 3rd party / vendor nominated by NPCI. Where NPCI elects to transfer the responsibility for service delivery to a number of vendors, NPCI will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.
- d) The reverse transition services to be provided by the Bidder shall include the following:
 1. The Bidder shall suitably and adequately train NPCI or its designated team for fully and effectively manning, operating the Devices.
 2. Bidder shall provide adequate documentation thereof.
 3. The Bidder shall jointly manage the Devices with NPCI or designated team for a reasonable period of time

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

- e) Knowledge Transfer: The Bidder shall provide such necessary information, documentation to NPCI or its designee, for the effective management and maintenance of the Deliverables under this RFP/Purchase Order/contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for supporting the Services.
- f) Warranties:
1. All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of NPCI. The bidder shall execute any and all such documents as may be necessary in this regard.
 2. The bidder shall return confidential information and will sign off and acknowledge the return of such confidential information.
 3. The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and priced.
 4. The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.
- g) The rates for availing services during reverse transition period would be the same as payable during the contract period for the respective services as contained and provided in this RFP.
- h) During which the existing Bidder would transfer all knowledge, know-how and other things necessary for NPCI or new bidder to take over and continue to manage the services. The Bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever is for cancellation.
- i) NPCI shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- j) NPCI and the successful bidder shall together prepare the Reverse Transition Plan. However, NPCI shall have the sole decision to ascertain whether such Plan has been complied with.
- k) The Bidder agrees that in the event of cancellation or exit or expiry of the RFP/Purchase Order/contract it would extend all necessary support to NPCI or its selected vendors as would be required

8.25 Extension of Contract

The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of five (5) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by NPCI.

8.26 Order Cancellation

NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone;

- i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.

In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.

8.27 Termination of Purchase Order/Contract

For Convenience: NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination.

For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.

For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).

8.28 Effect of Termination

- The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services
- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI at no less favorable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.
- NPCI shall make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- NPCI may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies NPCI may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Upon cancellation of contract/completion of period of service, the Bidder should peacefully handover the legal possession of all the assets provided and obtains discharge from NPCI. NPCI also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

8.29 Force Majeure

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the RFP, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the RFP/Purchase Order/contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving NPCI or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

8.30 Resolution of Disputes

All disputes or differences between NPCI and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

NPCI and the successful Bidder shall make every effort to resolve amicably by direct informal negotiation; any disagreement or dispute arising between them under or in connection with this RFP.

If, however, NPCI and successful Bidder are not able to resolve them, following dispute resolution mechanism shall be applied:

1. In case of Dispute or difference arising between NPCI and the successful Bidder relating to any matter arising out of or connected with this RFP, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the successful Bidder. The third Arbitrator shall be chosen by mutual discussion between NPCI and the successful Bidder.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of Arbitrators shall be final and binding upon NPCI and Successful Bidder. The cost and expenses of Arbitration proceedings will be paid as determined by mutual chosen third Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between the parties.
5. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

8.31 Compliance with Applicable Laws of India

The Bidder confirms to NPCI that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NPCI and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

8.32 Legal Compliances:

The Bidder confirms to NPCI that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder. Bidder indemnifies and shall keep NPCI indemnified from any of such claims/ losses/ damages and demands by any of its personnel, if any, raised on NPCI.

8.33 Intellectual Property Rights:

All rights, title and interest of NPCI in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of NPCI and Bidder shall not be entitled to use the same without the express prior written consent of NPCI. Nothing in this RFP including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in this RFP, this clause shall survive indefinitely, even after termination of this Purchase Order.

8.34 Applicable Law and Jurisdiction

Applicable Law: The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the

Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

8.35 Solicitation of Employees

Both NPCI & successful Bidder the Parties should agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties should agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge to directly or indirectly solicit of this contract for employing the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

8.36 Facilities provided by NPCI:

NPCI shall provide seats, with required facilities like internet, intranet & LAN Connectivity free of cost for official work. These facilities shall not be used for any personal use. In case of any misuse of the facilities, penalty as deemed fit shall be imposed and recovered from the pending bills of Bidder.

8.37 No Damage of NPCI Property

Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.

8.38 Fraudulent and Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the NPCI of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official or a NPCI official in the process of project execution. NPCI will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.

8.39 Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

8.40 Addresses for Notices

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

Managing Director& CEO

National Payments Corporation of India

1001A, B wing 10th Floor,

‘The Capital’, Bandra-Kurla Complex,

Bandra (East), Mumbai - 400 051

Supplier’s address for notice purpose: (To be filled by supplier)

Section 9 - Technical Specifications

Sr. No.	Technical Specifications
	The DLP solution should meet the requirements of the Incident Management Process established at Organization, which primarily includes enforcing Organization DLP Policy (Monitoring and Blocking), end - to - end DLP Incident Management, Process Governance, Incident Forensics & on Demand Reporting
	DLP Solution Capability
1	Discovery, fingerprinting and indexing of Organization Data, classified as per Organization Classification Standard, including but not limited to Organization Customer's PII & SPII & Company Confidential Data, placed anywhere at network, endpoint systems, mail server and web server
2	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)
3	Ability to Search for indexed content in forensic reporting based on: a. Keywords, expressions, content patterns, document type (Word, Excel, ppt, notepad, etc.) b. Location, system/device type, file owner, port, path, age of file c. Email and web attachments. based on specified sender/recipient d. Applications, including Web applications
4	Capture logs of Data Exchange activity on Organization Information Asset done through any medium like email, internet upload, USB transfer etc. At the same time intelligently co-relate and analyses these logs with previous user based attempts/ incidents and trigger alerts.
5	Data Loss Prevention should provide both user and computer assigned policies. This flexibility allows administrators to apply rules that are appropriate for a user's job function. Example- Individuals or computers that should not access sensitive data can have restrictive rule sets, while a CEO's rule set can be much less restrictive. With the ability to integrate with Active Directory, existing groups of users can be leveraged within DLP solution, eliminating the need to recreate users and groups within the offered DLP solution. This will save time and effort while still providing flexibility
6	Integrated with Organization SIEM solution for log analysis and provide identity analysis correlation.
7	Ability to integrate with threat intelligence for enterprises across all locations.
8	Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices.
9	The Monitoring and Discovery capabilities should be a dedicated solution preferably with storage capabilities.
10	The solution should have a capability to capture and index all the traffic flowing out of the network.
11	The solution should be capable to identify and store data from all TCP Protocols including HTTP, HTTPS, SMTP, FTP
12	The Protocol Detection done by the solution should be port agnostic
13	The solution should Detect keywords/patterns based on proximity to each other

14	The solution should detect on full Boolean / Regular expressions for keywords and key phrases.
15	The solution should detect and validate a wide range of sensitive data types (e.g., SSNs, CCNs)
16	The solution should be able to classify files as Encrypted based on file analysis
17	The solution should fingerprint or register content in an automated way without manual intervention
18	The solution should detect sensitive content from databases and transfer intelligence to Email and Web Monitoring solutions
19	The solution should allow user to define a single set of policies once and deploy across all products.
20	The solution should be capable of defining DLP Policy based on content, sender/recipient, file characteristics, and communications protocol
21	Solution should have out of the box Rule Sets or PII Policy templates.
22	Events generated by the solution should be able to retain source IP address, destination IP address, protocol, port, sender/recipient e-mail address, recipient e-mail address, SMTP headers
23	In case of Policy violation the solution should be able to retain all content/attachments in the transaction, not just the content that violated policy
24	Solution should be able to display and highlight a summary content that violated the policy for any incident
25	Solution should provide an in built or support external case management tool to be supplied by the bidder
26	Solution should allow case content to be exported with full content and attachments for review by an external reviewer
27	Solution should be able to identify and store all event data with appropriate metadata (date/time, user, protocol)
28	Solution should be able to Store and index event data for faster search even after the incident has happened.
29	Solution should be capable to search any traffic/e-mail sent out on the basis of: IP Address, URL, Ports & Protocols, document types, keywords, hashes and time stamp.
30	The Solution should Index all unfiltered files during discovery process
31	Solution should be able to conduct searches for content indexed during a data-at-rest crawl based on keywords, document type, keywords, file metadata and timestamp

32	Reports built around stakeholder requirements should be easily created in the solution
33	Solution should allow export historical records from all traffic/content analyzed by the DLP system the into an external system for analysis
34	Solution should support Windows (CIFS), NFS, Samba, HTTP, HTTPS, FTP, SharePoint and Documentum without having to install any software on server to be scanned.
35	The solution should support scanning of database such as Oracle, Microsoft SQL Server and IBM DB2.
36	Solution should be able to inventory the data store before scan
37	The solution should provide option to Preserve Last Access Time after scanning in order to maintain archive sanctity
38	The solution should allow to automatically schedule recurring scans
39	The solution should Throttle scans to limit network bandwidth usage
40	Solution should be capable of incremental scans by identifying already crawled files
41	Solution should not store the scanned file on the solution
42	Solution should support remediation of files violating policies (copy, delete, tag, quarantine, encrypt)
43	Solution should leave customizable marker files in place of files that are remediated
44	Solution should be manageable from a single management console for all DLP components
	Deployment and Management
45	Support centralized deployment, administration, management, and reporting for DLP.
46	Manages all DLP security products (e.g., software, appliances) from one administration console ,even encryption of files and folders
47	Provides intuitive and easy installation, setup, deployment, population of policies, and ongoing support.
48	DLP solution should also provide Monitor appliance which can be installed in sniff mode configuration at the outgoing gateways to monitor outgoing protocol traffic through sniff mode without configuring the traffic in in-line mode configuration as in the case of web and email gateways.
49	DLP solution endpoint upgrades should be simple and require very little downtime ensuring you do not miss important events on your network. DLP should be deployed through GPO, SCCM and ITCM.
50	The OEM to provide 24x7 technical support through phone and Web, Product Upgrades, Updates, Patches and access to Technical Library and Product Documentation during any major business outage
51	DLP solution modules should include data at rest, motion and storage.

52	The OEM should take ownership of deployment and directly provide highest premium support offering 24 * 7 for the solution during the contract period. The implementation can be done by its implementation partners
53	The solution should be able to provide alerts whenever there is a policy violation
54	The DLP solution should integrate with the 3rd party e-mail gateway to send a violation response to the sender of the e-mail and the e-mail gateway solution should take a quarantine action on the violation. Only the authorized administrator in consultation with Infosec team shall provide permissions for the release of such email
55	The solution should allow creation of custom patterns and the vendor should also create custom patterns based on the banks needs without any additional cost.
56	The solution should be able to inspect and prevent data loss though both HTTP traffic and HTTPs channel either natively or by integrating with existing third party Proxy.
57	Tool should comply with PCI DSS requirements
58	Enable the classification of email and documents in accordance with PCI information classification requirements
59	Clearly identify information sensitivity by reading classification tags deployed in current environment.
60	Enhance the ability of other PCI implementer security solutions to protect your sensitive information
61	Solution should be able do database fingerprinting of customer records stored in SQL databases.
	Rule and Policy Development/Management
62	Solution should be able to detect sensitive data going out in the form of all different images formats.
63	Solution should provide capability to sync incidents and policies in real time even for mobile laptop defaulters which don't connect to intranet through VPN. The sync should be provided through internet.
64	Provide central management across data protection.
65	Present intuitive interface for customizing rules and policies
66	Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of polices to protect network assets comprehensively.
67	Solution should not be based on only file extension to determine content type, instead offered solution uses signatures, statistical analysis, lexicons, and other techniques to detect the content type based on its structure and data.
68	Solution must be able to detect sensitive data going through endpoint applications(OneDrive, box)
69	Solution should be able to enforce policies to detect data leaks even in image files through Optical Character Recognition technology. It should support file formats like jpeg, png, scanned pdf and other commonly used formats.
70	Solution should enforce policies to detect low and slow data leaks over a period of time (hours)
71	Allow powerful rule construction, using keywords and/or regular expressions in standard Boolean logic
72	Allow reuse existing rules to construct new rules and templates.

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

73	If set up requires MS SQL licenses, Microsoft Operating System and VM resources same can be provided by NPCI. Anything else needed for the solution deployment is to be quoted by the bidder.
74	Allows real-time tuning of rules and policies
Reporting, Auditing, and Compliance	
75	Central monitoring for all HDLP, NDLP alerts from within management console
76	Dashboard” presentation that provides immediate visibility into data at rest, data in use and data in motion violations broken down by severity, types of event, etc.
77	Ability to tailor dashboard presentation to client needs
78	Ability to launch individual components from central management console
79	Variety of standard reports that can be tailored for client needs.
80	Support of development of ad-hoc (i.e., custom) reports
81	Availability of all reports from within a single management console
82	Ability to meet all regulatory requirements that apply & Flexibility in determining what events to log
83	Availability of logs in numerous export formats to suit audit purposes
84	Ability to monitor the outgoing protocol traffic in sniff mode from external gateways without any integration with web and email gateways.

- In case any of the above requirements are not generic in nature, it may be brought to the notice of NPCI through pre-bid mechanism.

Section 10 - Documents forms to be put in Envelope A

Annexure A1 - Bidder's Letter for EMD

To

The Chief Executive Officer
National Payments Corporation of India,
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Subject: RFP # NPCI/RFP/2018-19/IT/12 dated 06.12.2018 for "Request for Proposal for supply, implementation, maintenance and support of Data Loss Prevention Solution".

We have enclosed an EMD in the form of a Demand Draft No.____ issued by the branch of the _____Bank, for the sum of Rs. _____ (Rupees _____). This EMD is as required by clause 5.7 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Annexure A2 - Bid Security (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

National Payments Corporation of India: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under RFP No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. _____ /-(Rupees _____ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract document; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

[Signature]

Annexure A3 - Bid Security

(PERFORMANCE BANK GUARANTEE FORMAT)

Date

Beneficiary: NATIONAL PAYMENTS CORPORATION OF INDIA
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called "the Supplier") has received the purchase order no. "-----" dated ----- issued by National Payments Corporation of India (NPCI), for --- ----- (hereinafter called "the Purchase Order").

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to NPCI.

At the request of the Supplier, We ----- (name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs.----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with -(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. - ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of NPCI within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon (a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words); (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) Claim Expiry Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at ----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

Annexure B - Bid Offer Form (without Price)

(Bidder's Letter Head)

OFFER LETTER

Date:

To

The Chief Executive Officer
National Payments Corporation of India
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Dear Sir,

Subject: RFP No. NPCI/RFP/2018-19/IT/12 dated 06.12.2018 for "Request for Proposal for supply, implementation, maintenance and support of Data Loss Prevention Solution".

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____ dated _____ drawn in favor of “National Payments Corporation of India” or Bank Guarantee valid for ____days for an amount of Rs._____ (Rs. _____ only) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

Annexure C - Bidder Information

(Bidder's Letter Head)

Details of the Bidder			
1	Name of the Bidder		
2	Address of the Bidder		
3	Constitution of the Company (Public Ltd/ Pvt Ltd)		
4	Details of Incorporation of the Company.	Date:	
		Ref#	
5	Valid Sales tax registration no.		
6	Valid Service tax registration no.		
7	Permanent Account Number (PAN)		
8	Goods & Services Tax (GST) Registration Numbers		
9	City		
10	State		
11	Pin Code / State Code		
12	GSTIN Number		
13	HSN Number		
14	Name & Designation of the contact person to whom all references shall be made regarding this tender		
15	Telephone No. (Cell # and Landline # with STD Code)		
16	E-Mail of the contact person:		
17	Fax No. (with STD Code)		
18	Website		
Financial Details (as per audited Balance Sheets) (in Cr)			
19	Year	2015-16	2016-17
20	Net worth		
21	Turn Over		
22	PAT		

Annexure D - Declaration for Clean Track Record

(Bidder's Letter Head)

To

The Chief Executive Officer
National Payments Corporation of India
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **Request for Proposal supply, implementation, maintenance and support of Data Loss Prevention Solution - RFP No. NPCI/RFP/2018-19/IT/12 dated 06.12.2018**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure E - Declaration for Acceptance of RFP Terms and Conditions

(Bidder's Letter Head)

To

The Chief Executive Officer
National Payments Corporation of India
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **supply, implementation, maintenance and support of Data Loss Prevention Solution - RFP No. NPCI/RFP/2018-19/IT/12 dated 06.12.2018**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure F - Declaration for Acceptance of Scope of Work

(Bidder's Letter Head)

To

The Chief Executive Officer
National Payments Corporation of India
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for **Request for Proposal for supply, implementation, maintenance and support of Data Loss Prevention Solution - NPCI/RFP/2018-19/IT/12 dated 06.12.2018**. I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure G - Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **supply, implementation, maintenance and support of Data Loss Prevention Solution - NPCI/RFP/2018-19/IT/12 dated 06.12.2018** in response to the RFP by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2018.
For _____.

(Signature)

(Name Designation and Address)

Accepted

(Signature)
(Name Designation)
Date:
Business Address:

Annexure H - Eligibility Criteria Compliance
(Bidder's Letter Head)

Sr.No	Eligibility Criteria	Compliance Yes/No	Documentary proof to be attached
1	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last three years.</p> <p>a. In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.</p>		Documentary Proof should be submitted
2	<p>The bidder should have reported minimum annual turnover of Rs. 10 Cr as per audited financial statements in each of the last three financial years (i.e. 2015-2016, 2016-2017 & 2017-2018) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.</p> <p>a. In case the bidder is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p> <p>b. In case the bidder is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>		Standalone financial Audited balance sheets & Profit /loss statement, Statutory Auditor's Report, Notes to Accounts and Schedules forming part of accounts to be submitted.
3	The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP		1. Declaration from OEM 2. Self-declaration of not being part of distribution channel
4	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.		Self-Declaration as per Annexure D on company letter head
5	An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM.		Self-Declaration by SI and corresponding OEM

Annexure I - OEM / Manufacturer's Authorization Letter

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To:

WHEREAS

We _____, are official manufacturers/OEM vendors of _____.
We _____ do hereby authorize M/S _____ to submit a bid the purpose of which is to provide the following Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Seal:

Dated on _____ day of _____, _____

Section 11 - Documents to be put in Envelope 'B'

(Bidder's Letter Head)

Annexure K - Technical Compliance

Sr. No.	Technical Specifications	Compliance (Yes/ No)	Remark if any	Cross References
	The DLP solution should meet the requirements of the Incident Management Process established at Organization, which primarily includes enforcing Organization DLP Policy (Monitoring and Blocking), end - to - end DLP Incident Management, Process Governance, Incident Forensics & on Demand Reporting			
	DLP Solution Capability			
1	Discovery, fingerprinting and indexing of Organization Data, classified as per Organization Classification Standard, including but not limited to Organization Customer's PII & SPII & Company Confidential Data, placed anywhere at network, endpoint systems, mail server and web server			
2	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)			
3	Ability to Search for indexed content in forensic reporting based on: a. Keywords, expressions, content patterns, document type (Word, Excel, ppt, notepad, etc.) b. Location, system/device type, file owner, port, path, age of file c. Email and web attachments. based on specified sender/recipient d. Applications, including Web applications			
4	Capture logs of Data Exchange activity on Organization Information Asset done through any medium like email, internet upload, USB transfer etc. At the same time intelligently co-relate and analyses these logs with previous user based attempts/ incidents and trigger alerts.			
5	Data Loss Prevention should provide both user and computer assigned policies. This flexibility allows administrators to apply rules that are appropriate for a user's job function. Example-Individuals or computers that should not access sensitive data can have restrictive rule sets, while a CEO's rule set can be much less restrictive. With the ability to integrate with Active Directory, existing groups of users can be leveraged within DLP solution, eliminating the need to recreate users and groups within the offered DLP solution. This will save time and effort while still providing flexibility			

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

6	Integrated with Organization SIEM solution for log analysis and provide identity analysis correlation.			
7	Ability to integrate with threat intelligence for enterprises across all locations.			
8	Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices.			
9	The Monitoring and Discovery capabilities should be a dedicated solution preferably with storage capabilities.			
10	The solution should have a capability to capture and index all the traffic flowing out of the network.			
11	The solution should be capable to identify and store data from all TCP Protocols including HTTP, HTTPS, SMTP, FTP			
12	The Protocol Detection done by the solution should be port agnostic			
13	The solution should Detect keywords/patterns based on proximity to each other			
14	The solution should detect on full Boolean / Regular expressions for keywords and key phrases.			
15	The solution should detect and validate a wide range of sensitive data types (e.g., SSNs, CCNs)			
16	The solution should be able to classify files as Encrypted based on file analysis			
17	The solution should fingerprint or register content in an automated way without manual intervention			
18	The solution should detect sensitive content from databases and transfer intelligence to Email and Web Monitoring solutions			
19	The solution should allow user to define a single set of policies once and deploy across all products.			
20	The solution should be capable of defining DLP Policy based on content, sender/recipient, file characteristics, and communications protocol			
21	Solution should have out of the box Rule Sets or PII Policy templates.			
22	Events generated by the solution should be able to retain source IP address, destination IP address, protocol, port, sender/recipient e-mail address, recipient e-mail address, SMTP headers			
23	In case of Policy violation the solution should be able to retain all content/attachments in the transaction, not just the content that violated policy			
24	Solution should be able to display and highlight a summary content that violated the policy for any incident			

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

25	Solution should provide an in built or support external case management tool to be supplied by the bidder			
26	Solution should allow case content to be exported with full content and attachments for review by an external reviewer			
27	Solution should be able to identify and store all event data with appropriate metadata (date/time, user, protocol)			
28	Solution should be able to Store and index event data for faster search even after the incident has happened.			
29	Solution should be capable to search any traffic/e-mail sent out on the basis of: IP Address, URL, Ports & Protocols, document types, keywords, hashes and time stamp.			
30	The Solution should Index all unfiltered files during discovery process			
31	Solution should be able to conduct searches for content indexed during a data-at-rest crawl based on keywords, document type, keywords, file metadata and timestamp			
32	Reports built around stakeholder requirements should be easily created in the solution			
33	Solution should allow export historical records from all traffic/content analyzed by the DLP system the into an external system for analysis			
34	Solution should support Windows (CIFS), NFS, Samba, HTTP, HTTPS, FTP, SharePoint and Documentum without having to install any software on server to be scanned.			
35	The solution should support scanning of database such as Oracle, Microsoft SQL Server and IBM DB2.			
36	Solution should be able to inventory the data store before scan			
37	The solution should provide option to Preserve Last Access Time after scanning in order to maintain archive sanctity			
38	The solution should allow to automatically schedule recurring scans			
39	The solution should Throttle scans to limit network bandwidth usage			
40	Solution should be capable of incremental scans by identifying already crawled files			
41	Solution should not store the scanned file on the solution			
42	Solution should support remediation of files violating policies (copy, delete, tag, quarantine, encrypt)			
43	Solution should leave customizable marker files in place of files that are remediated			
44	Solution should be manageable from a single management console for all DLP components			

	Deployment and Management			
45	Support centralized deployment, administration, management, and reporting for DLP.			
46	Manages all DLP security products (e.g., software, appliances) from one administration console ,even encryption of files and folders			
47	Provides intuitive and easy installation, setup, deployment, population of policies, and ongoing support.			
48	DLP solution should also provide Monitor appliance which can be installed in sniff mode configuration at the outgoing gateways to monitor outgoing protocol traffic through sniff mode without configuring the traffic in in-line mode configuration as in the case of web and email gateways.			
49	DLP solution endpoint upgrades should be simple and require very little downtime ensuring you do not miss important events on your network. DLP should be deployed through GPO, SCCM and ITCM.			
50	The OEM to provide 24x7 technical support through phone and Web, Product Upgrades, Updates, Patches and access to Technical Library and Product Documentation during any major business outage			
51	DLP solution modules should include data at rest, motion and storage.			
52	The OEM should take ownership of deployment and directly provide highest premium support offering 24 * 7 for the solution during the contract period. The implementation can be done by its implementation partners			
53	The solution should be able to provide alerts whenever there is a policy violation			
54	The DLP solution should integrate with the 3rd party e-mail gateway to send a violation response to the sender of the e-mail and the e-mail gateway solution should take a quarantine action on the violation. Only the authorized administrator in consultation with Infosec team shall provide permissions for the release of such email			
55	The solution should allow creation of custom patterns and the vendor should also create custom patterns based on the banks needs without any additional cost.			
56	The solution should be able to inspect and prevent data loss though both HTTP traffic and HTTPs channel either natively or by integrating with existing third party Proxy.			
57	Tool should comply with PCI DSS requirements			
58	Enable the classification of email and documents in accordance with PCI information classification requirements			
59	Clearly identify information sensitivity by reading classification tags deployed in current environment.			

60	Enhance the ability of other PCI implementer security solutions to protect your sensitive information			
61	Solution should be able do database fingerprinting of customer records stored in SQL databases.			
	Rule and Policy Development/Management			
62	Solution should be able to detect sensitive data going out in the form of all different images formats.			
63	Solution should provide capability to sync incidents and policies in real time even for mobile laptop defaulters which don't connect to intranet through VPN. The sync should be provided through internet.			
64	Provide central management across data protection.			
65	Present intuitive interface for customizing rules and policies			
66	Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of polices to protect network assets comprehensively.			
67	Solution should not be based on only file extension to determine content type, instead offered solution uses signatures, statistical analysis, lexicons, and other techniques to detect the content type based on its structure and data.			
68	Solution must be able to detect sensitive data going through endpoint applications(OneDrive, box)			
69	Solution should be able to enforce policies to detect data leaks even in image files through Optical Character Recognition technology. It should support file formats like jpeg, png, scanned pdf and other commonly used formats.			
70	Solution should enforce policies to detect low and slow data leaks over a period of time (hours)			
71	Allow powerful rule construction, using keywords and/or regular expressions in standard Boolean logic			
72	Allow reuse existing rules to construct new rules and templates.			
73	If set up requires MS SQL licenses, Microsoft Operating System and VM resources same can be provided by NPCI. Anything else needed for the solution deployment is to be quoted by the bidder.			
74	Allows real-time tuning of rules and policies			
	Reporting, Auditing, and Compliance			
75	Central monitoring for all HDLP, NDLP alerts from within management console			

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

76	Dashboard” presentation that provides immediate visibility into data at rest, data in use and data in motion violations broken down by severity, types of event, etc.			
77	Ability to tailor dashboard presentation to client needs			
78	Ability to launch individual components from central management console			
79	Variety of standard reports that can be tailored for client needs.			
80	Support of development of ad-hoc (i.e., custom) reports			
81	Availability of all reports from within a single management console			
82	Ability to meet all regulatory requirements that apply & Flexibility in determining what events to log			
83	Availability of logs in numerous export formats to suit audit purposes			
84	Ability to monitor the outgoing protocol traffic in sniff mode from external gateways without any integration with web and email gateways.			

The bidder is required to provide exhaustive list of the hardware, software, etc. to implement the project.

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure O - Client Reference
(Bidder's Letter Head)

NPCI/RFP/2018-19/IT/12 dated 06.12.2018

Sr.No	Particulars	Details
1	Name of the Organization	
2	Contact Person Name and Designation	
3	Phone Number of the Contact person	
4	Email Address of the Contact person	

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)

Section 12 - Documents to be put in Envelope 'C'

Annexure M - Indicative Commercial Bid Form

(Bidder's Letter Head)

(To be included in Commercial Bid Envelope)

To

NPCI

Dear Sirs,

Re: RFP No. NPCI/RFP/2018-19/IT/12 dated 06.12.2018 for "Request for Proposal for supply, implementation, maintenance and support of Data Loss Prevention Solution".

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs.....(Rupees_____) (exclusive of taxes) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure N - Commercial Bid (Indicative)
NPCI/RFP/2018-19/IT/12 dated 06.12.2018**

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution
(Bidder's Letter Head)

Table 1:

Sr.No	Description	Qty	Equipment cost with 3 years onsite OEM warranty		AMC with support for Fourth Year		AMC with support for Fifth Year		Grand total (GT)
			Unit Price (INR)	Total Unit Price (INR)	Unit Price (INR)	Total Unit Price (INR)	Unit Price (INR)	Total Price (INR)	
			A	B	C = A*B	D	E = A*D	F	
1	Hardware cost								
2	Software cost								
3	Implementation cost (if any)								
Total (GT)									

Total cost = C + E + G

- Delivery Location: (as per clause 8.8 of the RFP)
- The bidder shall meet the requirements of Goods & Services Tax (GST)

(Amount in Rs)

All prices are exclusive of taxes.

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure - L Bill of Material

**NPCI/RFP/2018-19/IT/12 dated 06.12.2018
(Bidder's Letter head)**

Line Item Wise Prices
(Details of all line items of the Commercial Bid, including AMC charges)

Line Item	Item Name / Part No	Description	Unit Price including 3 year warranty	4 th Year-AMC	5 th Year-AMC	Sub Total	Quantity	Total Price
1								
2								
3								
4								
5								
6								

- Delivery locations would be as per clause 8.8 of the RFP

Annexure Z - Non-Disclosure Agreement

NON-DISCLOSURE AGREEMENT

This Agreement is made and entered on this ----- day of -----, 2018(“Effective Date”) between

NATIONAL PAYMENTS CORPORATION OF INDIA, a company incorporated in India under Section 25 of the Companies Act, 1956 (Section 8 of the Companies Act, 2013) and having its registered office at **1001A, B Wing, 10th Floor, The Capital, Plot 70, Block G, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051, Maharashtra**, CIN: U74990MH2008NPL189067 (Hereinafter referred to as “NPCI”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

AND

_____, a company registered in _____ and having its registered office at _____ (Hereinafter referred to as “-----”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term “Disclosing Party” refers to the party disclosing the confidential information to the other party of this Agreement and the term “Receiving Party” means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

NPCI and ----- shall hereinafter be jointly referred to as the “Parties” and individually as a “Party”.

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between NPCI and ----- to perform the considerations (hereinafter called “Purpose”) set forth in below:

(STATE THE PURPOSE)

Article 2: DEFINITION

For purposes of this Agreement, “**Confidential Information**” means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party’s sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

Article 3: NO LICENSES

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

Article 4: DISCLOSURE

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages

and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: NON-WAIVER

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 9: DISPUTE RESOLUTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 10: GOVERNING LAW AND JURISDICTION

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Mumbai in India.

Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

This Agreement shall remain valid from the effective date until the termination of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination of this Agreement for a period of five (5) years after the termination of this Agreement.

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or infringe Patent, Copyrights or otherwise discuss or make reference to such other Party in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.

2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.

3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

NATIONAL PAYMENTS CORPORATION OF INDIA	TYPE COMPANY NAME
By: Name:	By: Name:
Designation:	Designation: