



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Notification pertaining to Request for Proposal for Corporate Website Revamping

About NPCI

National Payments Corporation of India (NPCI) is a registered company under Section 25 of the Companies Act, 1956 with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The core objective was to consolidate and integrate the multiple systems with varying service levels into a Nation-wide uniform and standard business process in the retail electronic payments system segment. The vision, mission and objectives of NPCI are to operate for the benefit of all the Member Banks and the common man at large.

Objective of RFP

National Payments Corporation of India proposes to revamp its corporate website to fulfill the following objectives.

- The main objective of this website would be to improve the electronic presence to other organizations or citizens in an attractive & user friendly manner.
- The Website should be easy to navigate, and should be properly secured from any untoward activity.
- The access to the contents should be logical and intuitive and information should be available in minimum number of clicks.
- To ensure compliance with “Guidelines for Indian Government Websites (GIGW)”.
- To integrate easy to use content management system for easily managing overall content of the website. Adding new information or removing existing/old information should be simple.
- To restructure content of the website to make it more user friendly so that information is easily accessible to them.
- To implement a new website explicitly catering to RuPay & IMPS Product Customers.
- To make site accessible on all platforms like desktops, laptops, tablets, I pads, mobile phones, other hand held devices etc.
- To enable the website to serve as a single repository for all information to be made available to the public.

- The information shall be easily searchable on the site and the website should be optimized and scalable with capability to handle increased volume of data and visitors.
- The Bidder should have adequate experience as sought in the RFP to undertake the above activities.

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.

The Bidders can procure the RFP document from NPCI's office at 08th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063 on payment of non-refundable amount of Rs 3,371/- (INR Three Thousand three hundred seventy one only inclusive of Service Tax), payable in the form of Demand Draft/Pay Order from any Scheduled Commercial bank in India favoring "National Payments Corporation Of India" payable at Mumbai. This RFP document is non-transferable and cost of RFP document is non-refundable.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order.

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. 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. NPCI is not bound to disclose the grounds for rejection of Bid. The decision of NPCI regarding the final declaration of the successful Bidder shall be final.

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 through Pre-Bid queries.

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 on paper or electronic media without the prior written permission from NPCI.

Scope of Work

The corporate website of NPCI is currently hosted and managed by an outsourced agency. NPCI wants to revamp the existing website which also includes development of new website for RuPay and IMPS as well, and get all these hosted in house in the Data Center with Disaster Recovery option and backup solution in place. The initial activities would be understanding and evaluation of the current setup including NPCI's existing processes, platforms, and applications in relation to the current corporate website. The bidder has to provide the technology solution which would also include implementation of the final architecture. This would involve redesigning and revamping the existing NPCI website with corporate theme design following the latest web trends including migration of information of existing pages, restructure overall content with proper tagging to make them screen reader friendly. The bidder to also note that proposed solution should have future scalability which also includes the two additional B2B (Business to Business) NPCI Product websites i.e. RuPay website & IMPS website. RuPay & IMPS Product websites would be separate websites with registered domain name RuPay.Co.in and IMPS.org.in including ability to being accessible from revamped Corporate Website also.

Bidder to note that the hardware including the required servers and software with database licenses which needs to be proposed as part of the web revamp and new design solution would need to be procured supplied and maintained by the bidder. This would be for a total period of 6 years which would include three years warranty and three years maintenance support. The bidder also needs to ensure that the Software/ Hardware which would be addressed as part of the web revamp solution including RuPay & IMPS Websites is not End Of Life OR End Of Support. The bidder needs to ensure IPV6 Protocol plugin readily available for hardware and software.

The bidder is supposed to provide the solution based on the below listed requirements

- The complete details with reference to Server Hardware (including configuration) with Operating System and Application software should be specified separately by the bidder with the Architecture and Working of the web revamp Solution, RuPay & IMPS website.
- All data/records will remain the property of NPCI and in case NPCI opts to migrate to a new solution, bidder has to ensure availability of relevant tools to the administrators to extract data for migration to the new system.
- The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.
- The websites would also be periodically audited by NPCI appointed security auditors. The audit scope can include source code, vulnerability assessment, and penetration test of related infrastructure. The successful bidder will facilitate audits, fix/rectify all the vulnerabilities un-earthed by the security auditors without any cost to NPCI and within 30 days of getting the reports.

- All the licenses required for any hardware/Software to meet the tender document requirements would need to be procured by the bidder in the name of NPCI.
- The proposed Web Revamp Solution OR new website solution should not include any individual components running on trial version.
- The audit trail logs in readable format to be provided to NPCI as and when needed.
- Bidder to note that the technology platform for all three websites would need to be common.

The bidder would need to submit the proposed Solution document with following details which would necessarily be after the bidder carrying out a study including evaluation of NPCI's existing processes, platforms, applications in relation to the current corporate website.

- Architecture and Proposed Design for Corporate Website solution, RuPay & IMPS Websites with primary & HA server in Mumbai DC and Secondary server located in Chennai DR .
- Hardware specifications including make, model and configuration proposed for NPCI Web revamp solution including RuPay & IMPS Websites.
- Software details including the licenses proposed for web revamp solution and new websites.
- Application database details for the proposed web revamp solution and new websites.
- Summary of work involved.
- Project phases, deliverables and timeframe for project completion.
- Criteria for completion and acceptance tests.

Note: As a part of technical evaluation all qualified bidders would be required to give a presentation to NPCI stakeholders on the complete web revamp solution, RuPay Website & IMPS Website which would be proposed by the bidder.

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

Eligibility Criteria

Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

Eligibility Criteria:

The invitation to Bid is open to all Bidders who qualify the Eligibility Criteria as given below:

- The Bidder should be a company registered under the Companies Act, 1956 since the last three years.
- The Bidder should have minimum annual turnover of Rs 10.Crores during the last three financial years (2010-11, 2011-12, 2012-13) or calendar years 2010, 2011, 2012 or bidder's financial years.
- The Bidder should be a profit (profit after tax) making company in the financial year i.e. 2012-13 or calendar year 2012 or the Bidder's financial year.
- The bidder should not be currently blacklisted by any bank / institution in India or abroad.
- The Bidder must provide references of two clients for whom the bidder has implemented the web revamp solutions.
- The bidder should have at least 1 Live installation with support as on the date of submission of bid.

Technical requirement

- The proposed solution by the bidder should integrate with existing NPCI Website technology landscape and roadmap.
- The proposed solution should have future scalability to adhere to B2B, B2C future NPCI product additions.
- The proposed solution including the hardware should comply to IPV6 Protocol.
- The proposed solution to have ability for social media integration i.e. Facebook, Twitter and Youtube, etc.

Key Features to be supported:

The below listed features are required for the Corporate revamped Website, RuPay Product Website & IMPS Product Website, sharing common technology platform.

1. Browser Independent Website Structure
2. Develop Resolution independent website design structure
3. Home page restructuring
4. Dynamic Content Management System (CMS) Features
5. Tenders Notices
6. Bilingual Management Development.
7. Archives Management
8. News & Announcements

9. Site Search
10. Employment Openings/Vacancies/Recruitment Notices
11. Photo gallery / Media Gallery
12. Content Integration:
13. Design and brand recognition

RuPay Product Website

- The proposed solution should have future scalability including adherence to B2B (Business to Business. This would be in form of a separate website with registered domain name RuPay.Co.in and also be able to access from Corporate Website.
- Access to the RuPay Website: The bidder should provide a facility to authenticate the users
- Registration Mechanism to RuPay Website
- Online data submission to NPCI by banks / vendors
- Card Design Approval Process Availability on RuPay Website

IMPS (Immediate Payment System) Product Website

This would be in form of a separate website with registered domain name IMPS. org.in and also be able to access from Corporate Website. It will be a separate website. The proposed solution should have future scalability including adherence to B2B IMPS product.

Different sections should be available as per requirement. Also option to access should be available to NPCI Staff and different set of stakeholders.

Miscellaneous:

- Management console to control display of information in various sections of the sites
- The bidder should ensure that the web revamp solution, and RuPay, as well as IMPS website solution which is provided has to take into consideration the scalability up to minimum Six Years in terms of the hardware and software
- The bidder should include latest, reputed and reliable Anti-Virus, Anti-malware and Anti-Spam protection for web revamp solution like McAfee, Ironport, Symantec. NPCI is currently using McAfee anti-virus solution for operating systems

Resolution Service Level Agreement (SLA) during Warranty and AMC:

The bidder has to ensure 99.9% uptime for the proposed solution. This would include the websites and the relevant hardware

Any reported issue will be classified as High / Medium / Low by NPCI.

Sensitivity	Definition	Resolution time from the time of reporting the issue
High	If none of the websites is available	To be resolved within 4 working hours
Medium	If some of the features are not available and operation continues in restricted fashion which affects productivity in long term	To be resolved within 12 working hours
Low	Partial or non-critical loss of feature or functionality	To be resolved within 24 working hours

Bid Schedule and Address

S.No.	Description	
1	Name of Project	<i>REQUEST FOR PROPOSAL FOR CORPORATE WEBSITE REVAMPING.</i>
2	Tender Reference Number	NPCI/2013-14/PROC/0033 dated 03.01.2014
3	Date of commencement of sale of bidding documents	03.01.214
4	Last date and time for sale of bidding documents	15.01.2014 – 6.30 PM
5	Last date and time of receiving vendor Pre-bid clarifications in writing	21.01.2014
6	Date and Time for Pre-bid Meeting	Not Applicable
7	Address for Pre-bid Meeting	Not Applicable
8	Last date and time for Bid Submission	31.01.2014 – 3.00 PM
9	Address for Sale of Bidding Document and Place of Bid Submission	National Payments Corporation of India, 08 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063.
10	Date and Time of Eligibility Opening	31.01.2014 3.30 pm
11	Date and Time of Technical Bid Opening	Will be informed to eligible bidders
12	Place of Commercial Bid Opening	Will be informed to Technical qualified Bidders
13	Name and Address for communication	The Head - Procurement National Payments Corporation of India, 08 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063.
14	Bid Related Queries	Mr. Sandeep Sood Phone: 8108186543 Sandeep.sood@npci.org.in Mr. Karun Joshi Phone: 8879772830 karun.joshi@npci.org.in Mr. Prashant Awale Phone: 8108108650 prashant.awale@npci.org.in Mr. Benny Joseph Phone : 8108122844 Benny.joseph@npci.org.in
15	Bid cost	3,371/- (3,000/- plus taxes)
16	Bid Security	1,00,000/-

Note:

- 1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.*
- 2. Date and Time of Technical and Commercial Bid Opening will be intimated later.*
- 3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for an amount of Rs 3,371/- inclusive of taxes (Non-Refundable) payable at Mumbai.*