



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Notification pertaining to Request for Proposal for Supply, Implementation, Maintenance and Support of Automated Compliance Management of Servers Solution

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. Objective of RFP

NPCI intends to select a vendor for supply implementation, maintenance and support of Automated Compliance Management of Servers solution for a period of three years.

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.

The Bidders can procure the RFP document from NPCI's office at Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063, along with non-refundable amount of Rs. 11,800.00 (Rupees Ten thousand plus GST@18%) in Envelope A, payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

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 along with authorization letter on the company letter-head mentioning the DD /Pay Order # included.

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. 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.

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

6. Scope of Work

The high level scope of work for the bidder is to provide the following services:

1. The Bidder should offer a comprehensive Automated Compliance Management solution of servers with a capability of auto remediation of Servers Solution for Data Protection across NPCI offices situated in different locations.
2. Design, Size, Supply, Implement and maintain the overall solution provided by the bidder including hardware, Software, OS, database, licenses (core based) 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. 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 NPCI.
5. Bidder is required to provide the solution in HA mode.
6. Bidder shall ensure Both DC and DR site should have same infra setup and should be in Sync for HA to work, Example if DC has 5 servers then DR should have same number of server (5) with same configurations.
7. Bidder to factor the complete solution along with architecture which includes associated monitoring and management software(s)
8. Bidder should also integrate the proposed solution with Microsoft Active Directory Solution present in NPCI.
9. Bidder is required to size, implement and maintain Storage for the solution for the period of contract. The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC and DRS and fiber gigabit NIC adapter connectivity
10. Bidder should co-ordinate all the activities relating to provisioning of infrastructure facilities and implementation of the Automated Compliance Management of Servers 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.
11. The Solution should be able to maintain logs for 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.
12. The solution should have comprehensive support for a period of three (3) years from the date of acceptances.
13. The equipment quoted by bidder should not be declared as EOL or EOS by the OEM Within/from three (3) years of releasing PO
14. Post warranty, the bidder is required to provide technical and AMC support for the compliance solutions for the tenure of the contract.
15. Bidder to provide Technical Training for NPCI officials (1 Day Technical Training before Project Kick off and 5 Days Post Implementation Training on all modules mentioned in this RFP)
 - a) Knowledge Transfer, Administration and Operation Training of the Deployed Solution.
 - b) The Bidder is required to provide for classroom / instructor led training for all modules of solution with required Lab Sessions.

- c) Basic user level troubleshooting with best practices.
 - d) Necessary training imparted in a professional manner through Qualified Personnel and Course
 - e) Materials for each module to be provided for the same
16. Bidder should provide support for O/S and D/B hardening (per the policies defined by NPCI) for the servers that will be provided by bidders.
 17. Bidder must create or provide use case/SOP documents for the solution proposed by them
 18. Bidder to ensure Implementation of each module should be validated and authorized by OEM
 19. Bidder and OEM should provide technical support (24*7*365) during and post implementation both remote but incase issues are not resolved remotely onsite support should be provided for the compliance solution during the tenure of the contract. Support center must be based in India.
 20. Bidder to ensure Post implementation - Transition plan, Handover process to operations team and other stake holders
 21. 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.
 22. The bidder shall ensure that any additional component required to operationalize the respective solutions 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 component with no cost to NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for the component as part of the response.

Detailed scope of work will be provided in the RFP document.

7. Eligibility Criteria

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

Sr. No.	MSME	Other than MSME
1	<p>The bidder is a Company registered under the Companies Act/ Partnership Act / LLP at least since last three (3) 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 two (2) 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 two (2) years as on the date of submission of bid.</p>	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last five (5) 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 five (5) 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 five (5) years as on the date of submission of bid.</p>
2	<p>The bidder should have reported minimum annual turnover of Rs. 7 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p>	<p>The bidder should have reported minimum annual turnover of Rs. 18 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p>

	In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.	In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
3	Period of operations in required domain: Minimum 2 years preceding the bid participation or 1 successful customer implementation into production and handling transaction	Period of operations in required domain: Minimum 3 years preceding the bid participation or 1 successful customer implementation into production and handling transaction
4	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	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
5	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.

8. Technical requirement

All the technical specifications/ requirements are mentioned in the RFP document.

9. Bid Schedule and Address

Sr.No.	Description	Details
1	Name of Project	RFP for Supply, Implementation, Maintenance and Support of Automated Compliance Management of Servers Solution
2	Tender Reference Number	NPCI/RFP/2019-20/IT/10
3	Date of commencement of sale of bidding documents	22.10.2019
4	Last date and time for sale of bidding documents	25.10.2019
5	Last date of receiving vendor Pre-bid clarifications in writing	01.11.2019
6	Date and Time for Pre-bid Meeting	Not applicable
7	Last date and time for Bid Submission	08.11.2019, 3:00 PM
8	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
9	Date and Time of Eligibility & Technical bid Opening	08.11.2019, 3:30 PM
10	Date and Time of Commercial Bid Opening	NPCI reserves the right to discover the lowest price through Reverse auction OR Price discussion mechanism. NPCI will inform the method of price negotiation to technically qualified bidders.

11	Name and Address for communication	Head – Strategic IT Procurement National Payments Corporation of India, Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400063
12	Bid Related Queries	Technical: Satya Kanungo Contact: +91 8108108658 Email id: satya.kanungo@npci.org.in Samuel Thiyagarajan Contact: +91 8454811137 Email id: samuel.thiyagarajan@npci.org.in Commercial and Eligibility: 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
13	Bid cost	Rs. 11,800/- (Rs.10,000/- plus GST @18 %)
14	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 the bid opening meeting.
2. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for an amount of Rs 11,800/- inclusive of taxes (Non-Refundable) payable at Mumbai.