



Notification pertaining to Request for Proposal for Enterprise Resource Planning (ERP) 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

This RFP is being floated in order to enable bidders to propose their solution for ERP highlighting the required hardware and necessary software components to support the proposed solution.

The objective of NPCI in investing in an ERP is to:

- Achieve quality of service, achieve efficiency and practice better control over the financial transactions and project activities
- Establish uniform standards for excellence in operations, project management, human resource management, financial management and performance reporting
- Adopt the global best practices in different spheres of procurement, fixed asset management, human resource management, quality management, customer service, financial management, accounting and performance management
- It is expected that the ERP Solution will facilitate embedding best business practices and processes into all its operations, doing away with non-value adding/redundant processes in the various functions to make them efficient, transparent and compliant to regulations

NPCI's vision is to procure and implement a resilient, real time, scalable and innovative ERP solution. The solution should be based on the following objectives:

Platform

- **Platform:** NPCI intends to implement and host the proposed solution on NPCI on premise private cloud built on virtualization technologies of VMWare and openstack.
- **Platform Architecture:** It should be flexible and dynamic in nature. It should provide APIs to interface with third-party modules / applications. It is expected that the ERP platform shall easily and readily interface with third party systems and modules applications.

- **Fault-Tolerance:** The solution should have a fault-tolerant design.
- **Scalability:** The system should provide horizontal, vertical and linear scalability without inherent bottle necks and core design changes.

Performance

- **High Capacity and Throughput:** High real-time performance using commodity hardware to process hundreds of transactions per second with latency of a few milliseconds.
- **High Availability:** The solution should have high availability for entire solution across all locations and user groups.

Solution

- **Modern Application:** The new generation software solution should include entire ERP suite and, at a minimum, cover functionalities required for the following areas -
 - a. Financial Accounting
 - b. Taxation
 - c. Planning, budgeting & finance control
 - d. Treasury and investments management
 - e. Fixed Assets
 - f. Procure to pay
 - g. Human resource management (HR) and Payroll
 - h. Customer relationship management (CRM)
 - i. Project Management
- **Ease of Maintenance:** The solution should be modular and configurable for ease of change management and maintenance. All functions of the solution including administrative and non-administrative processes should be fully- automated.
- **Extensibility:** The solution should promote extensibility thereby allowing NPCI to enhance key components with minimal changes and disruptions and improving re-usability.
- **Ease of Use:** The UI should be User-friendly and easily accessible.
- **Monitoring Capability:** The solution should provide utility for fetching details of application health status in real-time, including but not limited to concurrent sessions, response time, etc.

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. 23, 600/- (inclusive of GST@18%), payable in the form of Demand Draft/Pay Order/ Electronic fund transfer favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai. The bid cost should be payable in Indian Rupees only.

Details of the bank account of NPCI for remittance of bid cost and EMD are given below:

National Payments Corporation of India
Name of Bank: HDFC Bank Ltd
Account no : 00600530001133
Address (Branch and City):
Maneckji Wadia Bldg, Ground Floor,
Nanik Motwani Marg, Fort, Mumbai-400 023
IFSC Code : HDFC0000060

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/ Electronic fund transfer along with authorization letter on the company letter-head mentioning the following:

1. Correct and complete Name of Bidder (Organization)
2. Address of Bidder
3. State Code
4. GSTIN Number
5. Amount
6. DD # /Pay Order # /Electronic fund transfer documentary proof
7. Contact Official
8. Phone (Cell) Number of the contact official
9. Email id of the contact official

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

NPCI intends to implement an Integrated ERP system at NPCI premises that is highly available, scalable, extensible, fault tolerant, configurable and compliant to Industry standards. NPCI intends to implement and host the proposed solution on NPCI on premise private cloud built on virtualization technologies of VMWare and openstack. NPCI is looking to select a capable Bidder for implementing the following brief scope of work

1. Preparation of project charter including project management plan, project governance structure, resource deployment plan, communication matrix, project risks, mitigation plans and dependencies.

2. Detailed As-is study of all the business processes of NPCI (detailed scope available for reference in the RFP document) along with Gap-analysis and Change management.
3. Preparation and finalization of To-Be processes to be implemented in ERP system.
4. The ERP solution must be capable to incorporate Information Security, NIST framework, Business Continuity and Data Privacy controls as mandated by Regulations and Industry standards (including but not limited to ISO27001, ISO22301, GAPP etc.).
5. Finalization of business blueprint / solution design with required process re-engineering which shall include hardware, network design, security architecture, integration/interface requirements (including API's) and process with legacy and other required systems
6. The bidder is responsible for arriving at the sizing independently, based on volume provided by NPCI. NPCI is not responsible for any assumption made by the bidder. If the solution does not meet the performance/service level as desire in the RFP, the bidder will be responsible to carry out the necessary upgrades/ replacement of software, without any additional cost to NPCI during the contract period.
7. The Bidder must recommend suitable models, in terms of architecture (Functional, Operational, Technical and Security) and implementation related to the proposed solution which may fit into the existing Data Centre(s), Disaster Recovery site and Network architecture of NPCI.
8. Supply, installation, configuration & commissioning of ERP licenses as well as related ERP related software, database, integration tools & other components. In other words the bidder has to provide application software and related software excluding hardware and system software.
9. Planning and Implementation/ customization of ERP applications/products/solutions and integration of applications/software implemented by NPCI for various functionalities on the new ERP platform. Bidder shall provide all required tools and resources which may not be specifically stated herein, but required to meet intent of ensuring completeness, maintainability and reliability of the total system covered under this specification.
10. Data collection, cleaning & preparation of migration strategy along with templates along with Migration of legacy data to the ERP system.
11. Testing & operationalization of application at DC & DR. Operations and maintenance of the proposed solution should be provided for 5 years after implementation of phase II (as defined in detail in the RFP document) along with deployment of manpower as necessary.
12. The Bidder must plan, assist, guide and formulate strategy for System Integration and User Acceptance Testing along with Audits (third party/ internal audits) of the proposed solution.
13. The Bidder must plan, assist and guide NPCI and formulate strategy in the planning for the Human Resources workforce requirements and skillset mapping for implementation of the proposed solution, strategy for developing skills of the staff, identification of training needs and preparation of training methodology related to the proposed solution. The plan should also include a strategy for knowledge transfer to the NPCI officials attached to the project by associating them with the project during the design, development, testing and implementation of the solution. Initial training to the NPCI team on the ERP product, implementation plan,

tasks to be carried out and roles & responsibilities of various stake holders including functional training to the NPCI team on the Module wise ERP functions. The Bidder must identify and manage training schedule covering all levels of officials, IT staff and business users for technology absorption.

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:

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. 50 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.
 - a. The Bidder or OEM must have 24/7 x 365 days support center located in India for offered ERP product in India, functional since last one year as on date of submission of bid.
 - b. The bidder must have minimum 10 (ten) ERP OEM certified resources in India
4. The bidder must have CMM/CMM1 (Capacity Maturity Model) level 3 or above certification as on date of submission of bid.
5. The offered ERP product should have the following modules/ functional areas as natively integrated:
 - Finance & Accounts
 - Taxation
 - Planning and budgeting
 - Fixed Assets
 - Treasury & Investments Management
 - HR & Payroll
 - Procurement
 - CRM

- Project management
6. The offered ERP product should support integration with third party applications like Digital Signature Software, Document Management Software, Payment gateway, Email gateway.
 7.
 - a. The Bidder should have experience of implementing at least 5 of the following functional areas of offered ERP product:
 - Finance & Accounts
 - Taxation
 - Planning and budgeting
 - Fixed Assets
 - Treasury & Investments Management
 - HR & Payroll
 - Procurement
 - CRM
 - Project management
 - b. The Bidder should have implemented at least 3 (three) of the offered ERP product in India. Out of the 3 (three) at least 1 (one) of the ERP implementation should be with at least 500 transactional licenses in India.
 8. The Bidder and OEM should not be currently blacklisted by any bank / institution in India or abroad.
 9. The offered ERP product must incorporate Indian taxation requirements and employee related rules & regulations (such as Form 16, PF, Gratuity etc.) to meet Government and statutory compliance requirements and also be capable of incorporating future changes therein.
 10. The bidder must be an authorized system integrator/ Implementation Partner of the proposed ERP product.
 11.
 - a. The OEM can authorize multiple bidders to participate on the OEMs behalf, owever, in such a case, the OEM will not be allowed to participate on itself
 - b. The bidder is authorized to participate on behalf of only a single OEMs ERP product

8. Technical requirement

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

9. Bid Schedule and Address

S.No.	Description	
1	Name of Project	RFP for Enterprise Resource Planning (ERP) Solution
2	Tender Reference Number	NPCI/RFP/2018-19/ /IT/15
3	Date of commencement of sale of bidding documents	25.01.2019
4	Last date and time for sale of bidding documents	04.02.2019 06.30 pm
5	Last date of receiving vendor Pre-bid clarifications in writing	05.02.2019
6	Date and Time for Pre-bid Meeting	14.02.2019 (Time & venue to be intimated)
7	Last date and time for Bid Submission	26.02.2019 03.30 pm
8	Address for Sale of Bidding Document and Place of Bid Submission	National Payments Corporation of India Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai - 400063
9	Date and Time of Eligibility bid Opening (Envelope A)	26.02.2019 04.00 pm
10	Date and time of Technical bid Opening (Envelope B)	Bidders qualified in Eligibility Criteria evaluation would be informed
11	Date and time of Reverse Auction	Date and time will be informed to technically qualified bidders in due course of time
12	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
13	Bid Related Queries	<u>Email id: dl_erp@npci.org.in</u>
14	Bid cost	Rs. 23,600 (Inclusive of GST @18%)
15	Bid Security	Rs 25,00,000 (Rupees Twenty five Lakhs)

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Date and time of opening of Technical bid will be intimated later to the qualified Bidders.
3. Bid Cost: DD /Pay order/Electronic fund transfer shall be made in favor of "National Payments Corporation of India" for Rs.23,600/- (inclusive of GST@18%) payable at Mumbai.
Note: Any and all pre-bid queries should be sent on email ids: dl_erp@npci.org.in.