



Notification pertaining to Request for Proposal for Engaging a Managed Security Service Partner

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 has various business verticals to process variety of retail payments prevailing in India today. NPCI has implemented multiple strategic applications that are supporting country's banking & finance industry. NPCI has implemented state of the art security technologies and has a strong team managing the same. NPCI intends to further strengthen its Information Systems Security by engaging a managed security service partner for managing a world-class, state-of-the-art SOC along with the required processes for its applications and infrastructure including security device management.

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

- Centralize real-time monitoring, prevention, early detection and response and quell security threats within and outside NPCI environment.
- Administration and management of the security tools and appliances as part of the scope.
- Reduce down time of business critical systems exploited by security exposures through monitoring and alleviating deficiencies in the NPCI's security systems.
- Proactively track and limit the impact of enterprise-wide attacks.
- Maintain and share knowledge base of security alerts and threat.
- Monitor, identify and alleviate deficiencies in the NPCI's security systems.
- Monitor, detect and provide alerts to appropriate authorities on any perceived threats.
- Monitor adherence and ensure compliance and governance model.
- Publish periodic security advisories for vulnerabilities with respect to NPCI environment and for all newly discovered threats.
- To provide ideal combination of People, Process and Technology to meet NPCI's need.
- The Bidder shall deliver services as per the details specified in subsequent sections to meet the overall objectives. Operations model as envisaged by NPCI will be co-sourced operations with onsite and offsite team provided by bidder with support from different OEM of SOC.
- However, the NPCI retains the right to take over operations / transfer operations (fully / partially) to alternate bidder(s) at any point of time and the selected bidder would have to facilitate the entire transition(s) including knowledge transfer.

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. 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.

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 engaging a Managed Security Service partner
2	Tender Reference Number	NPCI/RFP/2019-20/IT/01
3	Date of commencement of sale of bidding documents	23/04/2019
4	Last date and time for sale of bidding documents	03/05/2019
5	Last date of receiving vendor Pre-bid clarifications in writing	06/05/2019
6	Date and Time for Pre-bid Meeting	Not applicable
7	Last date and time for Bid Submission	16/05/2019 4:00 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	16/05/2019 4:30 PM
10	Date and Time of Commercial Bid Opening	Will be through Reverse Auction
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 400 063
12	Bid Related Queries	Satya Kanungo Contact: +91 8108108658 Email id: satya.kanungo@npci.org.in Prashant Awale Contact :+91 8108108650 Email id: prashant.awale@npci.org.in Girish Sawant Contact: +91 7045958844 Email id: girish.sawant@npci.org.in Benny Joseph Contact :+91 8108122844 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.