



***Notification pertaining to Request for Proposal for procurement of User Entitlement Management (UEM)***

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## **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**

Considering rise in the number of user systems to manage various aspects of IT, financial services and organizational security it has become imperative to have a system that provides a holistic view of the digital identities in an organization.

User Entitlement Management (UEM) system that caters to the requirement of an integrated system for managing the digital identities mapped to a user is being evaluated. The solution will provide an overall governance of the user identities prevalent in the organization. The solution should be able to provide enough governance for the users having access to various systems and their privileges.

## **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 scope of work will broadly include supply, installation solution and subsequent maintenance and support. NPCI intends to procure following solution and the broad scope of work will include but not limited to the following:

- To install and configure User Entitlement Management (UEM) solution at NPCI offices, Data Center and DR center as per the proposed Bill of material
- Bidder should provide design, size, supply, implement and maintain the user entitlement management solution including hardware, Software, OS license (core based), database license (core based with unlimited device/ user access etc. for the period of contract.
- 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.
- Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) including OS license (core based), database license (core based with unlimited device/ user access etc any.
- The solution should have comprehensive support for a period of three (3) years from the date of acceptances.
- The equipment supplied by bidder should not be declared as EOL or EOS by the OEM Within/from three (3) years of releasing PO
- Integrate the UEM solution with the NPCI's Active Directory system for authentication
- Bidder to support SIEM integration for this solution
- 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.
- To configure UEM solution at Primary DC and Disaster Recovery site
- Execute User Acceptance Test (UAT) for the UEM solution, i.e. execute known bad hacking attempts and suspicious activities
- Bidder must create or provide use case/SOP documents for the solution proposed by them
- The Appliances/ Hardware proposed (if any) by the bidder should have dual/ redundant power supply for each server/ components at DC and DRS and should have fiber gigabit adapter
- Bidder should demonstrate compliance to Technical requirements documented in this document for the solution implemented.

- The bidder / OEM shall provide 24\*7\*365 basis post implementation technical support for the components supplied. Support center must be based in INDIA.
- Implementation of the solution to be done by OEM directly. Resumes of the team members to be shared as part of RFP response.
- Bidders are expected to provide the onsite support if the technical issues are not remotely resolved by them.
- Implementation of the solution to be done by OEM directly.

**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. 15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 & 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 & 2018-2019). 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. 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 procurement of User Entitlement Management (UEM)
2	Tender Reference Number	NPCI/RFP/2019-20/IT/07
3	Date of commencement of sale of bidding documents	30.08.2019
4	Last date and time for sale of bidding documents	09.09.2019
5	Last date of receiving vendor Pre-bid clarifications in writing	12.09.2019
6	Date and Time for Pre-bid Meeting	Not applicable
7	Last date and time for Bid Submission	19.09.2019 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	19.09.2019 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 400 063
12	Bid Related Queries	Samuel Thiyagarajan    Contact: +91 9845611374 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 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.