NPCI

भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

Notification pertaining to Request for Proposal for procurement of Enterprise Management System (EMS)

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

As NPCI embarks upon IT modernization and technology revamp, it is envisaged that there is a critical need of a comprehensive enterprise level management solution. An EMS shall play an important role in following ways: -

1.   Enhancing the IT services to be delivered to various stakeholders by management of IT infrastructure and applications;
2.   Consolidate IT event management activities into a single operations bridge that reduces duplication of effort by various teams;
3.   Allows quick identification of the root causes of IT incidents; and decreases the time it takes to rectify core IT issues. It will automatically identify, prioritize, analyze, and remediate IT incidents,
4.   Significantly reduce the amount of time spent on monitoring and managing the IT set-up.

Such a comprehensive solution will give a consolidated view of entire IT-setup, from the business transaction and service health view to core IT infrastructure components being employed; thereby assuring IT service delivery at the service levels expected.

To address these requirements, an Enterprise Management System software is needed, which will discover, store & monitor the infrastructure (tapping points, network elements, Storage, Appliances, servers, database and applications) and their inter-relationship for comprehensive impact analysis. Also, it will help our environment to do cross domain root cause analysis, across the Data Center, element managers, 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. 17,700.00 (Inclusive of 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:

Enterprise Management System

- To install and configure Comprehensive Monitoring of End To End IT Services (Network, Server, Storage, Appliance, Database and Applications across locations)
- Supply, Installation and Configuration, testing and migration from existing Monitoring tools to proposed monitoring tool
- In case there are multiple OEM's required to collaborate the Enterprise Management system (EMS), bidder should ensure every respective OEM's are leaders in the market and their support should be as per terms mentioned in the scope of RFP.
- All modules of EMS should have maker and checker or ability to provide segregation of duties, whereby the person who is reviewing the change is not the same person approving the change.
- Scalable tools and architecture to suffice future growth
- Multivendor Support and extendibility
- On- premise deployment

- Data and Packet flow analysis and predictive failure alerts from Application to DB/End components
- Integrated Configuration Management for Network Devices
- Deployment Features & bulk firmware upload for Network Devices
- Capacity Management in terms of all IT infrastructure
- Service Desk Management (Change Management, Incident Management, Problem Management, Request Fulfil management and knowledge management) and Ticketing with CMDB
- Asset management of all hardware and software assets
- Machine Event and Log Analytics Correlation relation
- Predictive Early Warning Systems by learning baselines
- Patented Root Cause Analysis Technology to diagnose abnormalities in logs and application code
- Event Correlation and fault finding - from user to network layer to server layer to application code
- Single console view for Troubleshooting, Remediation and Root Cause Analysis (RCA) for service impacts.
- Availability of different dashboards for different business services
- On Demand Dashboard for daily & historic network health, reports with web and mobile supported
- API based integration with existing other management and Production related legacy tools
- To install and configure Enterprise Management system (EMS) at NPCI Data Center and DR center as per the proposed Bill of material.
- Bidder should provide design, size, supply, implement and maintain the Enterprise Management system (EMS) 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 quoted by bidder should not be declared as EOL or EOS by the OEM Within/from three (3) years of releasing PO
- 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.
- Integrate the Enterprise Management System with the NPCI's Active Directory system for authentication
- Bidder to support SIEM integration for this Solution.
- To configure Enterprise Management system (EMS) at Primary DC and Disaster Recovery site
- Execute User Acceptance Test (UAT) /Pre-production for the solution, i.e. perform gap analysis, remediation artefacts, patching policies etc.
- Bidder must create or provide use case/SOP documents for the solution proposed by them
- The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC and DRS.
- EMS system should have High availability in functionality. Highly recommended will be Active-Active setups but Active Passive can also be used provided data is in sync
- The EMS system can be either Agent based / Agentless but care should be taken that the systems (All infra including Servers, Network devices, Storages) managed by the EMS should not be affected by it.
- Reporting Interface on compliance/deviations for Patches / vulnerabilities / Health of the systems with History based on device should be available and EMS should be able to provide necessary dashboard for it. Alerting mechanism to be part of the EMS.

- Asset Management -Asset details with support matrix / compliance and license compliance should be part of the solution
- Segregation of Setup along with RBAC feature of segregation of setups based on functionality and integration with RBAC should be part of the EMS.
- 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.
- Proposed solutions should have very high-scale architecture on a platform that scales efficiently.
- The solution should also support 64-bit architecture environments for high scalability
- Solution should support installation on Windows and various flavors of Linux environment
- Solutions should have extensible architecture for easy integration and automation
- Solution installation should support Docker Containers & Virtual cloud for easy, deployment and building on premises.
- Should support multiple-deployment options - centralized, distributed and hybrid deployments with option for a centralized operations console view
- The architecture should support High Availability inbuilt into the product
- 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
- Implementation of each module should be validated and authorized by OEM
- Migration of data from CA to new EMS modules.
- Post implementation - Transition plan, Handover process to operations team and other stake holders.

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 participate in RFP having tie up with Multiple OEM's and likewise OEM should not tie up with multiple Bidders (not more than one).

5. 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 Enterprise Management system (EMS)
2	Tender Reference Number	NPCI/RFP/2019-20/IT/08
3	Date of commencement of sale of bidding documents	06.09.2019
4	Last date and time for sale of bidding documents	12.09.2019
5	Last date of receiving vendor Pre-bid clarifications in writing	16.09.2019
6	Date and Time for Pre-bid Meeting	Not applicable
7	Last date and time for Bid Submission	24.09.2019, 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	24.09.2019, 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. 17,700/- (Rs.15,000/- plus GST @18 %)
14	Bid Security	Rs 10,00,000/- (Rs. Ten 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 17,700/- inclusive of taxes (Non-Refundable) payable at Mumbai.