



REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CORPORATE EMAIL SOLUTION

RFP Reference No: NPCI:RFP: :13-14/0031 dated 31.12.2013

National Payments Corporation of India

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This RFP document is not an agreement and is not an offer or invitation by NPCI to any parties other than the applicants who are qualified to submit the Bids ("Bidders"). The purpose of this RFP document is to provide bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Important Details about RFP

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

Checklist

The following items must be checked before the bid is submitted:

1. Demand Draft /Pay Order of INR 3,371/-(Rupees Three thousand Three hundred and seventy one only)- towards Bid cost in Envelope –‘A’
2. Demand Draft / Banker's Cheque / Bank Guarantee of INR 1,00,000/- (Rupees One lakh only)- towards Bid Security in Envelope – ‘A’
3. Envelope ‘A’ Eligibility Criteria Response.
4. Envelope ‘B’ Technical Response
5. Envelope ‘C’ Commercial bid
6. RFP document duly sealed and signed by the authorized signatory on every page and enclosed with Envelope – ‘B’.
7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
8. Prices to be quoted in Indian Rupees (INR).
9. All relevant certifications, audit reports, to be enclosed to support claims made in the Bid must be in relevant Envelopes.

10. All the pages and documents submitted as part of the Bid must be duly sealed and signed by the authorized signatory.

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Section 1 – BID Schedule and Address

S. No.	Description	
1	Name of Project	<i>REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION AND MAINTENANCE OF CORPORATE EMAIL SOLUTION.</i>
2	Tender Reference Number	NPCI:RFP:13-14/0031 dated 31.12.2013
3	Date of publishing of tender documents on NPCI website	31.12.2013
5	Last date and time of receiving vendor Pre-bid clarifications in writing	06.01.2014
6	Date and Time for Pre-bid Meeting	Not Applicable
7	Address for Pre-bid Meeting	Not Applicable
8	Last date and time for Bid Submission	Date : 16.01.2014 Time: 3.00 pm
9	Place of Bid Submission	National Payments Corporation of India, 8 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063.
	Date and Time of Eligibility Bid Opening	Date : 16.01.2014 Time: 3.30 pm
10	Date and Time of Technical Bid Opening	Will be informed to the qualified bidder
11	Place of Commercial Bid Opening	This would be undertaken using Reverse Auction.
12	Name and Address for communication	The Head – Procurement National Payments Corporation of India, 13 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai – 400 063.
13	Bid Related Queries	Mr. Prashant Awale Contact # 8108108650 Email: prashant.awale@npci.org.in Mr. Karun Joshi Contact # 8879772830 Email :Karun.joshi@npci.org.in Mr. Sandeep Sood Contact # 8108186543 Email : Sandeep.sood@npci.org.in Mr. Benny Joseph Contact # 8108122844 Email: benny.joseph@npci.org.in
14	Bid cost	Rs.3,371/- (Rs.3,000/- plus taxes)
15	Bid Security	Rs.1,00,000/-

Note:

1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.

2. Date and Time of Commercial Bid Opening will be intimated later.

3. *Bid Cost: DD shall be made in favor of “National Payments Corporation of India” of amount Rs.3,371/- inclusive of taxes (Non-Refundable) payable at Mumbai.*

Section 2 – Introduction

2..1 About NPCI:

National Payments Corporation of India (NPCI) is a company registered under Section 25 of the Companies Act, 1956 with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks’ Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and objectives of NPCI are to operate for the benefit of all the Member Banks and the common man at large.

2..2 Objective of this RFP:

National Payments Corporation of India proposes to implement a secure email environment with latest technology within NPCI, which is not only limited to Primary and Disaster recovery installation but also efficient backup as part of this email solution. To manage the growing number of email users within NPCI, NPCI proposes to migrate the existing corporate email solution on cloud model to a cost effective and reliable managed model at NPCI Premises. Bidders are required to quote for complete email solution which would also include the migration of existing data as well as the hardware, software and services. The Bidder should have adequate experience as sought in the RFP to undertake the activities.

2..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 shall submit the Bid Document at NPCI’s office at 8th Floor, R-Tech Park, off Western Express Highway, Nirlon Complex, Near Hub Mall, Goregaon-East, Mumbai- 400063, along with non-refundable amount of Rs.3,371/- (INR Three Thousand three seventy one only inclusive taxes) in envelope A, payable in the form of Demand Draft / Pay order from any scheduled commercial bank in India favoring “NATIONAL PAYMENTS CORPORATION OF INDIA” payable at Mumbai. This RFP document is non-transferable and cost of RFP document is non-refundable.

2..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.

2..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.

Section 3 – Scope of Work

3.1 Scope of Work – Summary

NPCI's corporate email solution is cloud based subscription model from Microsoft. NPCI wants to migrate from cloud model to in-house managed model for email solution with related IT infrastructure installed at NPCI's premises in DC – DR model. The primary domain is NPCI.org.in. The infrastructure including hardware and software would be owned by NPCI but managed, serviced and monitored by the bidder for day to day activities. The bidder would need to implement a cost effective and secure email environment with latest technology within NPCI, which is required to manage the growing number of email users within NPCI. NPCI proposes to migrate the existing corporate email based on Microsoft Office 365 cloud based solution to a reliable managed solution with archiving option. Bidders need to note that the responsibility is not only limited to providing comprehensive host based email solution but also includes migration of data from current cloud model to in-house model as well as management of related hardware and software with adequate licenses for the period of 6 years from the date of acceptance. This would also include 3 Years of AMC Support if desired by NPCI. The bidder should be authorized business and service partner of the OEM (Supporting documents to be provided in envelope A).

- The email solution to be hosted at the Data Center of NPCI.
- The bidder would need to provide two personnel, each working in single shift required to support the mailing solution. The shift timings would be finalized accordingly with successful bidder.
- The proposed Mail Messaging Solution should not include any individual components running on trial version.
- The bidder is expected to provide end to end Mail Messaging Solution for NPCI i.e. Application Software, Hardware, Operating System, Storage and any other components including maintenance and such other things required for enabling the solution.
- All the licenses required for any hardware /Software to meet the tender document requirements will be procured by the bidder. The email solution should be license based and the licenses would be procured by the bidder on NPCI's name.
- The message audit trails to be provided to the NPCI as and when needed.
- The solution must comply with the standards and guidelines issued by Government of India / RBI/TRAI from time to time.

- The bidder should arrange to conduct periodic risk management analysis, security vulnerability assessment of the application and network at least once in a year.
- The bidder should comply with IT Act and support emails to be sent with digital Signature.
- The bidder should maintain proper and full documentation of security policies, guidelines, methods and procedures used in Mail Messaging system and keep them up-to-date, based on the periodic risk management; analysis and vulnerability assessment carried out and such documents should be made available to NPCI on demand.
- The full details (including configuration) of Operating System and Application software suggested for the solution to be specified separately by the bidder with the Architecture and Working of the Solution in detail along with the Technical Bid
- The Bidder should ensure that sensitive customer data, security and integrity of mails are protected. NPCI also reserves the right to conduct regular information security audits on the Mail Messaging solution to ensure complete security.
- All data/email records will remain the property of the NPCI and in case NPCI opts to migrate to a new solution, tools should be available to the administrators to extract data for migration to the new system.

Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.

Section 4 – Eligibility Criteria

4..1 Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

4..2 Eligibility Criteria:

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

- 4.2.1.** The Bidder should be a company registered under the Companies Act, 1956 since the last three years.
- 4.2.2.** The Bidder should have minimum annual turnover of 30 Cr during the last three financial years (2010-11, 2011-12, 2012-13) or calendar years 2010, 2011, 2012 or bidder's financial years.

- 4.2.3.** The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2012-13 or calendar year 2012 or the Bidder's financial year.
- 4.2.4.** The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- 4.2.5.** The bidder should provide reference of any 1 client for whom the bidder has implemented corporate emailing solution on managed hosted model in last 3 years.
- 4.2.6.** The bidder should have atleast one live installation with support as on the date of the bid.

4.3 Eligibility Criteria Response Sheet

- 4.3.1.** The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure - E.
- 4.3.2.** Failure to provide the desired information and documents may lead to disqualification of the Bidder.

Section 5 – Instruction to Bidders

5.1 The Bidding Document

RFP:

1. RFP shall mean Request for Proposal.
2. Bid, Tender and RFP are used to mean the same.
3. The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid without any further reference to the Bidder.

5.2 Cost of Bidding: The Bidder shall bear all costs associated with the preparation and submission of its Bid and NPCI will in no case be responsible or liable for those costs.

5.3 Content of Bidding Document:

5.4 The Bid shall be in 3 separate envelopes, Envelope A, B and C. The contents of the Envelopes are mentioned in clause 5.13

5.5 Clarifications of Bidding Documents:

5.4.1 A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1. The replies/clarifications will be uploaded on NPCI's website/tenders.

5.4.2 Bidders should submit the queries only in the format given below:

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)

Amendment of Bidding Documents

- 5..6** At any time prior to the deadline for submission of Bids, NPCI may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- 5..7** Amendments will be provided in the form of Addenda/ Corrigenda to the Bidding Documents, which will be published on NPCI's website. Addenda / Corrigenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/ Corrigenda had been taken into account by the Bidder in its Bid.
- 5..8** In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, NPCI may, at its discretion, extend the deadline for submission of the Bids, in which case, the extended deadline will be published on NPCI's website.
- 5..9** From the date of issue, the Addenda / Corrigenda to the tender shall be deemed to form an integral part of the RFP.

B Preparation of Bid

Bid Price

- 5..10** Prices quoted in the bid should include all costs including all applicable taxes, duties levies, VAT/Sales Tax/Service Tax and fees whatsoever, except Octroi.
- 5..11** The VAT/Sales Tax/Service Tax should be shown separately in the final Price Schedule.

Earnest Money Deposit (EMD) /Bid Security

- 5..12** The Bidder shall submit Earnest Money Deposit of ₹1 lakh (Rupees One lakh only) in the form of a Demand Draft / Pay order from a scheduled bank in India in favor of "National Payments Corporation of India" payable at Mumbai or by way of a Bank Guarantee valid for 180 days, as per format in Annexure A1 or A2.
- 5..13** No interest shall be payable on the EMD.

Return of EMD

- 5..14** EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
- 5..15** The EMD of successful Bidder shall be returned / refunded after furnishing Performance Guarantee as required in this RFP.

Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- 5..16 The Bidder withdraws his Bid before opening of the Bids.
- 5..17 The Bidder withdraws his Bid after opening of the Bids but before Notification of Award.
- 5..18 Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of NPCI. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- 5..19 The selected Bidder withdraws his Bid / proposal before furnishing Performance Guarantee.
- 5..20 The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- 5..21 If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.

Period of Validity of Bids:

- 5..22 Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

Format of Bid:

- 5..23 The Bidders shall prepare one hard copy (Marked as 'ORIGINAL') and one soft copy of the Technical Bid marking it as "Technical Bid-Soft copy".
- 5..24 In case of any discrepancy between them, the original shall govern.

Signing of Bid:

- 5..25 The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.
- 5..26 The Bid shall be signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped power of attorney (format given in Annexure H) or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.
- 5..27 All pages of the Bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the Bid.
- 5..28 The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the Bid.

C Submission of Bid

Envelope Bidding Process:

- 5..29 The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

5..30 Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as ***'Request for Proposal for Supply, Installation and Maintenance of Corporate Email Solution'***

5..31 The inner and outer envelopes shall

1. be addressed to NPCI at the address mentioned in Section 1.
2. The inner envelopes shall indicate the name and address of the Bidder.
3. If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the Bid's misplacement or premature opening.

Contents of the 3 Envelopes:

5..32 Envelope 'A' should be superscribed as **Eligibility Criteria**. The following documents shall be inserted inside Envelope A:

1. Bid Cost in the form of Demand Draft
2. Bid Earnest Money in the form of Demand Draft – Annexure A1

OR

- 1A. Bid Earnest Money in the form of Bank Guarantee – Annexure A2
3. Bid Offer form (without price) – Annexure B
4. Bidder Information - Annexure C
5. Manufacturers (OEM) Authorization Form – Annexure D
6. Eligibility Criteria Response Sheet – Annexure E
7. Declaration of Acceptance of Terms and Conditions – Annexure F
8. Declaration of Acceptance of the Scope of Work – Annexure G
9. Power of Attorney format – Annexure H
10. Last three years audited Balance sheet and profit and loss statements.
11. Declaration regarding Clean Track Record – Annexure T2

5..33 Envelope 'B' should be superscribed as **Technical Bid**:

The following documents shall be inserted inside Envelope B

1. Compliance to Technical Specifications – Annexure T
2. Client Reference – Annexure T3
3. Detailed Bill of materials with line item details, quantity and functional details.
4. Masked Price Bid. Annexure C2, M and N without price.
5. RFP document duly sealed and signed by the authorized signatory on every page.
6. Proposed Solution document with following details –
 - a. Architecture and Proposed Design for email solution in Mumbai and Chennai Data Centres.
 - b. Hardware specifications including make and model proposed for email solution environment.
 - c. Software details including the licenses proposed for email solution.
 - d. A detailed plan on the support for the Mail Messaging Solution to maintain the uptime of 99.9% to be calculated on monthly basis.
 - e. Bill of materials with location wise quantity and functional details.
 - f. Summary of work involved.

- g. Project phases, deliverables and timeframe for project completion.
- h. Criteria for completion and acceptance tests.

Note:-The technology partners, including OEM will be required to submit an undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to NPCI during the warranty and AMC period.

5..34 Envelope ‘C’ should be superscribed as Commercial Bid:

- 1. Commercial Offer Form – Annexure C1
- 2. Commercial Proposal – Annexure C2, Annexure M, Annexure N.

5..35 Bid Submission:

5.34.1 Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

5.34.2 The offers should be made strictly as per the formats enclosed.

5.34.3 No columns of the tender should be left blank. Offers with insufficient / inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5..36 Bid Currency:

All prices shall be expressed in Indian Rupees only.

5..37 Bid Language:

The Bid shall be in English Language.

Rejection of Bid

The Bid is liable to be rejected if:

- 1 The document doesn't bear signature of authorized person.
- 2 It is received through Fax/E-mail.
- 3 It is received after expiry of the due date and time stipulated for Bid submission.
- 4 Incomplete/incorrect Bids, including non -submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by NPCI.
- 5 No Bid shall be rejected at Bid opening, except for late Bids.

5..38 Deadline for Submission:

The last date of submission of bids is given in Section1, unless amended by NPCI through its website.

5..39 Extension of Deadline for submission of Bid:

NPCI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

5..40 Late Bid:

Bids received after the scheduled time will not be accepted by NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

5.41 Modifications and Withdrawal of Bids:

5.40.1 Bids once submitted will be treated, as final and no modification or withdrawal thereof is permissible. No further correspondence will be entertained on this, since any further correspondence is liable to disqualify the Bidder and his Bid.

5.40.2 No Bid will be modified after the deadline for submission of Bids.

5..42 Right to Reject, Accept/Cancel the bid:

5.41.1 NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

5.42.2 NPCI does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any Bid or cancel the RFP without assigning any reason whatsoever. NPCI also has the right to re-issue the RFP without the Vendors having the right to object to such re-issue.

5..43 RFP Abandonment:

NPCI may at its discretion abandon the process of the selection of vendor any time before notification of award.

5..44 Bid Evaluation Process:

The Bid Evaluation will be carried out in 3 stages:

Stage 1 – Envelope A: Eligibility will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility would be considered for further evaluation.

Stage 2 – Envelope B: Technical Criteria will be evaluated.

Stage 3 – Envelope C: Commercial bid of the shortlisted bidders who qualify after Technical Evaluation will be opened for the purpose of arriving at the start price for Reverse auction.

5..45 Contacting NPCI:

From the time of Bid opening to the time of Purchase Order award, if any Bidder wishes to contact NPCI for seeking any clarification any matter related to the Bid, it should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to canvas for a Bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder or his Bid.

Section 6 – Bid Opening

Opening of Bids:

Bids will be opened in 3 phases:

Phase 1 – In the first phase only the Eligibility Criteria i.e. Envelope A

Phase 2 In the second phase only the Technical Bids i.e. Envelope B will be opened.

Phase 3– In the third phase the Commercial Bids i.e. Envelope C will be opened.

Opening of Eligibility Criteria Bids:

- 6..1** NPCI will open Envelope 'A' in presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.
- 6..2** The representatives of the Bidders have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.
- 6..3** The Bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Opening of Technical Bids:

- NPCI will open Envelope 'B' of the Bidders who qualify in the eligibility criteria evaluation in the presence of representative(s) of such bidders, who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.
- 6..1** The representatives of the Bidders have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the NPCI.
- 6..2** The Bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Opening of Commercial Bids: Reverse Auction.

- 6..3** Only those Bids that are technically qualified will be eligible for commercial evaluation.
- 6..4** Commercial evaluation would be done through Reverse Auction. Business rules including terms and conditions of the reverse auction have been published on NPCI's website.

Section 7 – Bid Evaluation

Preliminary Examination of Technical Bids:

- 7..1** NPCI will examine the Bids to determine whether they are complete, whether required information have been provided as underlined in the Bid document, whether the documents have been properly signed, and whether Bids are generally in order.
- 7..2** Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.
- 7..3** NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 7..4** If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity
- 7..5** Envelope A will be evaluated first and those who fulfill the eligibility criteria will be eligible for technical evaluation.
- 7..6** NPCI may interact with the Customer references submitted by Bidder, if required.

Evaluation of Technical Bids:

The Technical Evaluation will be based on the following broad parameters:

- Compliance to Technical Requirement stipulated in the RFP, duly supported by documentary evidence will be evaluated in detail.
- Technical presentation on proposed solution, equipment's specifications and configuration would be required.
- Technical skill set available, availability of customer support/ onsite support personnel etc. would be considered.
- Detailed Bill of Materials (Hardware/Software/licenses quantity/part number).
- Written reply, if any, submitted in response to the clarification sought by NPCI, if any, will be reviewed.
- NPCI may interact with the Customers, whose references have been submitted by the Bidder, if required.

Evaluation of Commercial Bids:

The evaluation of commercial Bids will be done through Reverse Auction Process.

Commercial bids of only the bidders who have qualified in the technical evaluation will be eligible for commercial evaluation.

Commercial evaluation would be done through Reverse Auction.

Successful Evaluated Bidder:

7.7 Bidders qualified in the technical evaluation process, would be eligible for commercial evaluation. Bidder with the lowest commercial bid identified through the Reverse Auction will be declared as successful evaluated Bidder who will be called L1 Bidder.

Section 8 – Terms and Conditions

Definitions

“Contract” means the Contract Agreement entered into between NPCI and the Supplier.

“Contract Period” means the period mentioned in the Contract.

“Contract Price” means the price or prices arrived at which will form the Contract.

“Supplier” means the successful Bidder who has been notified the Award of the Contract.

“Software”, means software providing the operating and management instructions for the hardware, and includes the database management software, email solution and backup/restoration.

“Off-the-shelf software” means readily available software. Such off-the shelf software may include, but not restricted to word processing, spreadsheet, and generic database management and application development software.

“Application software” means software formulated to perform specific business or technical functions.

“Intellectual Property Rights (IPR)” means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

“Business Day” means Monday to Friday excluding public holidays and Sunday as applicable to NPCI.

“Purchase Order (PO)” means the individual work order for quantities required at each point of time which will be a subset of the Contract Price.

“Equipment/s” means all the hardware, software required as per the RFP.

“Acceptance Certificate” means the certificate jointly signed by NPCI official and the supplier after completion of the following:

1. Equipment are installed and configured as per the individual Purchase Orders

Notification of Award/Purchase Order:

- 8..1 After selection of the L1 Bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award /Purchase Order to the selected Bidder.
- 8.2.2 Once the selected Bidder accepts the Notification of Award the selected Bidder shall furnish the Performance Bank Guarantee to NPCI.
- 8.2.3 Upon the successful Bidder furnishing the Performance Bank Guarantee, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

Acceptance of the Purchase Order:

- 8..2 Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- 8..3 Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

Taxes and Duties:

- 8..4 All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per prevailing rates while making any payment.
- 8..5 Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt.
- 8..6 The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the Bidder to NPCI.

Terms of Delivery:

- 8..7 The equipment's and software licenses shall be delivered within 8 weeks of acceptance of the Purchase Order. Installation, commissioning to be completed within 4 weeks post-delivery of Hardware, software licenses.

Penalty for default in delivery:

- 8..8 If the Bidder does not deliver the entire hardware and software, as per the delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:
- 8..9 Non Delivery at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.
- 8..10 In case the delay exceeds 10 days from the close of the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI.
- 8..11 Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the bidder, as per this Agreement.
- 8..12 Performance Bank Guarantee

Performance Bank Guarantee shall be equal to 10 % of the PO value valid for 3 years from the date of acceptance of the Purchase Order, with an action period of 3 months. Successful Bidder will submit Performance Bank Guarantee as per NPCI format attached vide Annexure-A hereto, within 14 days of receipt of the Notification of Award or Purchase Order.

Warranties and Maintenance

- 8..13** Bidder shall provide warranty for hardware for a period of 3 years and for software for a period of 1 year (with extended software support for the next 2 years) from the date of implementation or acceptance of the entire system, whichever is later.
- 8..14** Any defective equipment /software supplied by Bidder shall be replaced by Bidder at no additional cost to NPCI, including all incidental cost like transport costs, etc. the upgrades, new releases (Minor/Major) versions; bug fixes etc. for the hardware and software which will be supplied to NPCI at no extra cost, with the necessary documentation during warranty period.
- 8..15** If during the Warranty Period any Goods are found to be damaged or defective, not performing or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to provide standby Goods till the original Goods are repaired or replaced / re-furnished, rendered. All goods shall be removed and re-delivered to NPCI by Bidder at its own cost.
- 8..16** Bidder has to provide additional hardware & software in case of improper sizing and unsatisfactory performance at no cost to NPCI.
- 8..17** Bidder shall also update required Operating system and application patches during the warranty period of 3 Years from the date of implementation and User Signoff from NPCI after acceptance of the entire system, whichever is later.

Payment Terms:

A .Hardware

- 10% of the cost shall be paid after delivery of Goods at the specified location.
- 80% of the cost shall be paid after successful Installation of hardware along with the software at specified locations (DC-DR including HA). This would also include successful implementation of solution and sign off obtained from NPCI thereon.
- 10% of the cost shall be paid after 6 months from the date of successful deployment of the solution and signoff from NPCI Officials.

B . Software

1. 90% payment shall be paid after installation of software and 10% shall be released after 3 months from the date of installation of software.

C. AMC of Software and Hardware

- Payment shall be made quarterly in arrears after the expiry of warranty.

D. Payment schedule for on-site Support

1. The on-site support charges shall be paid monthly in arrears.
2. The monthly invoices along with attendance sheet duly certified by the authorized officials of NPCI should be submitted within 10 days of the last day of the relevant month.

Intellectual Property:

8.1 Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights.

Confidentiality:

The Bidder and subcontractors if any shall (whether or not he submits the tender) treat the details of the documents as secret and confidential.

The Bidder's obligations under this Section shall extend to the non-publicizing of any dispute arising out of the Purchase Order.

Indemnity

The Bidders shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- (i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by the Purchase Order,
- (ii) breach of any of the terms of the Purchase Order or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- (iii) bonafide use of the deliverables and or services provided by the Bidder,
- (iv) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,
- (v) employment claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this Purchase Order,
- (vi) breach of confidentiality obligations of the Bidder,
- (vii) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this contract.

The Bidder shall further indemnify NPCI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NPCI for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- (i) NPCI notifies the Bidder in writing immediately on being aware of such claim,
- (ii) The Bidder has sole control of defense and all related settlement negotiations.

Bidder shall be responsible for any loss of data, loss of life, etc. due to willful misconduct of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.

The Bidder shall indemnify NPCI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.

Bidder shall indemnify, protect and save NPCI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipment's or other systems supplied by them to NPCI from whatsoever source, provided NPCI notifies the Bidder in writing as soon as practicable when NPCI becomes aware of the claim however,

- (i) the Bidder has sole control of the defense and all related settlement negotiations
- (ii) NPCI provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and
- (iii) NPCI does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where NPCI is required by any authority/ regulator to make a comment / statement/ representation. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However indemnity would cover damages, loss or liabilities suffered by NPCI arising out of claims made by its customers and/or regulatory authorities.

Bidder's Liability

- 8.11.1 The selected Bidder will be liable for all the deliverables.
- 8.11.2 The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/Purchase Order.
- 8.11.3 The Bidder's liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- 8.11.4 **Liquidated Damages:** The parties hereby agree that if due to negligent act of the Bidder or non-fulfillment of any obligations under the Purchase Order, NPCI suffers any losses or incurs damages the Bidder would be fully liable to the total value of the contract/Purchase Order.

8.12 **Force Majeure**

Notwithstanding the provisions of the RFP, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving NPCI or Bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the Bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the Bidder shall continue to perform its obligations under the contract as far as possible. If the Event of Force Majeure shall continue for more than twenty 20 days either party shall be entitled to terminate the Contract at any time thereafter without notice. Neither party shall have any liability to the other in respect of the termination of this Contract as a result of an Event of Force Majeure.

8.13 **Resolution of Disputes**

All disputes or differences arising out of or in connection with the Contract between NPCI and the Bidder shall be settled amicably through good-faith negotiation between senior management of both parties. If, however, the parties are not able to resolve them, the same shall be settled by Arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal shall be subject to the exclusive jurisdiction of courts at Mumbai. The Governing Law is of India.

NPCI and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract/Purchase Order. If, NPCI and the Bidder have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

The dispute resolution mechanism to be applied shall be as follows:

1. In case of disputes or difference arising between NPCI and the Bidder relating to any matter arising out of or connected with this Contract, such disputes or difference shall be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed thereunder from time to time. Where the value of the Contract is above ₹1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the Bidder. The third Arbitrator shall be chosen by mutual discussion between NPCI and the Bidder. The third arbitrator shall act as the presiding arbitrator.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself;
4. Where the value of the contract is Rs 1 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.
5. In case, during the Arbitration proceedings, the parties hereto mutually settle, compromise or compound their dispute/s or difference/s, the reference to the arbitrator and the appointment of the arbitrator or the arbitrators or the presiding arbitrator, as the case may be, shall stand withdrawn or terminated with effect from the date on which the parties hereto file a joint memorandum of settlement thereof with the arbitrator or the arbitrators and the presiding arbitrator, as the case may be.

8.14 Compliance with Applicable Laws of India

The Bidder shall undertake to observe, adhere to, abide by, comply with and notify NPCI about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Contract and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI /officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NPCI and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and NPCI will give notice of any such claim or demand of liability within reasonable time to the Bidder.

8.15 Legal Compliances:

The Bidder confirms to NPCI that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.

8.16 Compliance of Labour and other Law:

The Bidder shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfilment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act, Shop and Establishment Act etc. Bidder shall keep NPCI indemnified against any dues/compensation or any other liability of any nature whatsoever due to non-fulfilment of any of the statutory provision under any statute/byelaws/ notification etc. including industrial laws. NPCI shall have full right to

recover any claim and liability incurred towards payment of any dues, compensation or cost from Bidder and deducts it from its outstanding subsequent bills.

8..2 Replacement of Resource(s)

NPCI shall consider at its sole judgment that the Resource(s) provided by Bidder as unsuitable for the job for whatsoever reason, NPCI shall have the option either (1) to terminate the Purchase Order in part or as a whole or (2) to request Bidder for prompt replacement within 15 days at its cost.

In case any key resource wants to leave from service then Bidder shall take proper handover from the candidate before leaving the job so that NPCI operations shall not be affected.

8..3 Intellectual Property Rights:

All rights, title and interest of NPCI in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of NPCI and Bidder shall not be entitled to use the same without the express prior written consent of NPCI. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Purchase Order.

8..4 Statutory Compliance:

Bidder shall comply and ensure strict compliance by his employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify NPCI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against NPCI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Purchase Order Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

Bidder shall ensure to keep and maintain all the statutory registers, records as required under provisions of contract of Labour(R&A) Act,1970, Minimum Wages Act and the rules made thereunder, Employees Provident Fund Act, 1952 and keep the same available for inspection by NPCI and Government Authorities.

8..5 Facilities provided by NPCI:

NPCI shall provide seats, with required facilities like desktop/laptop, internet, intranet & LAN Connectivity free of cost for official work. These facilities shall not be used for any personal use. In case of any misuse of the facilities, penalty as deemed fit shall be imposed and recovered from the pending bills of Bidder.

8..6 No Damage of NPCI Property

Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.

8..7 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Union of India. The jurisdiction and venue of any action with respect to the subject-matter of this Contract shall be the Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

8..8 Fraudulent and Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the NPCI of the benefits of free and open competition.

Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution.

NPCI will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

8..9 Order Cancellation

NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone;

- i. Delay in customization / implementation / installation beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service / hardware / functionality of software expected during the implementation, rollout and subsequent maintenance process.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to

this RFP represent a firm offer to contract on the terms and conditions described in the RFP document.

Addresses for Notices

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

The Chief Executive Officer
8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

BIDDER's address for notice purpose :(To be filled by BIDDER)

Section 9 – Technical Requirements

NPCI proposes to migrate from the existing corporate email cloud based subscription on Microsoft Office 365 to a reliable, secured and managed in house solution with archiving. This includes procurement, installation as well as onsite Management/Administration of related IT Hardware and Software with onsite personnel working in two shifts in a day on-site. There would be two shifts in a day excluding only Sundays. Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project.

The current strength of corporate mail users is 450 and should be scalable to 1500 users for next 5 years. The hardware and software proposed for email solution should be provisioned to support 1500 users. The solution would be required as a DC and a DR Solution which also includes High Availability with proper failover of 100% Capacity. The approximate count of users with email data is as listed below

- Users data (>10 Gb and <25 GB): 70 Users
 - Users data (>5GB and <10GB): 100 Users
 - Users data (>1GB and <5GB): 220 Users
 - Users data (<1 GB): Rest Users.
- The servers including the required applications and database with efficient backup solution would need to be addressed as part of complete email solution based on managed model.
 - All the software licenses to be procured by the bidder as part of the email solution would be under the ownership of NPCI.
 - The bidder should also address the requirement of DR with related IT hardware and licensed software including application in place.
 - The email solution should also include an efficient backup solution.
 - The email solution provided by the bidder should support all the requirements listed below.

Key Features to be supported:

1. The solution should allow server side archived data to be stored in encrypted format on a separate database as a separate instance.

2. Allow for the encryption of data during transport for internal and external mails being sent for below listed file format i.e Zip, txt, pdf, doc, xls, docx, ppt, pptx, xlsx.
3. The solution should support the inbox size for each user to be 2GB on server The solution should support email attachment size limit of upto 10MB as per the user profile.
4. Active Directory integration for authentication.
5. Allow administrators to add users by individual user name, by team, and by membership Group.
6. Support contemporaneous indexing of email and all attachments.
7. Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release. Sizing should be done initially for 700 users and scalable up to 1500 in slab of 150 each.
8. Bidder to ensure optimal performance as per sizing above and should take up necessary performance tuning and upgrades if required to maintain the same at no extra cost to NPCI.
9. The email solution should provide predefined MIS reports. It should have ability to provide Mail Log Report – reports on number of mails including attachments sent/received by user wise / date wise / month wise / year wise – also logs on top 100 sent/received in volume and in size.
10. Email solution should be compatible with Microsoft outlook as client to check and send and receive emails.
11. MS Outlook calendar should synchronize with the Hosted Server.
12. The Email users should be able to Share calendars and collaborate with Co-workers in MS Outlook.
13. The email users should be able to send and receive email using web based interface with the hosted server.
14. The email users should be able to sync email and folders on the web with desktop email client software.
15. The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal. Should be able to send and receive email using Iphone/Blackberry/Android /Windows phone, I-Pad and should be synchronized with desktop client software using Mobile Device Management tool.
16. Should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account.
17. A central dedicated archival for email and other critical information sources. The archival data would be retained for a period of 10 year.
18. The emailing solution should support de-duplication, message discovery for audit and compliance.
19. The central dedicated archival should journal all emails.

20. The central archival should be a scale out architecture to support storage expansion.
21. Easy and intuitive end user access to archived information from existing Microsoft outlook client
22. Intelligence to help efficiently retain, search, and discover information.
23. Improved IT operations, application upgrades, mailbox management, and backup SLAs.
24. Optimized storage management – Maximize Mail Storage efficiency and optimize performance with efficient backup solution.
25. The backup solution can either be a native or third party solution.
26. Email Storage/Quota Support Configurable global or per-user disk quotas. Administrator should have flexibility to assign mail space to individual email ID, as per the requirements.
27. The email solution should have ability to digitally sign the emails for users, as a configurable parameter.
28. Schedule Meetings- Should include rich scheduling features, including personal, group, and resource scheduling, which integrate with e mail, contacts, and tasks. Sender can verify which recipients have accepted, partially accepted, or declined meeting requests. Automatic updation of responses / alerts.
29. Email Search Criteria- Should enable way to search the entire outlook for mails, contacts and even attachments with a very minimal information for the system to search and fetch items.
30. Management of the mail server and mail boxes should be through a dedicated and secure web portal.
31. Business Continuity: The bidder should provide SLA of 99.9% uptime guarantee.
32. Penalty for breach of SLA
 - 1% of the original contract value if the bidder is not able to meet below 99.9% to 99.5% service uptime.
 - 2% of the original contract value if the bidder is not able to meet below 99.5% to 99% service uptime.
 - If the uptime is below 99%, NPCI would have the option to levy penalty of 3% of the original contract value or to cancel the Purchase Order/Contract.

Resolution Service Level Agreement (SLA) during Warranty and AMC:

The reported issue will be classified as High / Medium / Low by NPCI only.

- **High level issue:** to be attended and resolved within 02 working hours from the time of reporting. This issue has catastrophic business impact: i.e. complete loss of

a core (mission critical) business process, work cannot reasonably continue and Needs immediate attention.

- **Medium level issue:** to be attended and resolved within 04 working hours from the time of reporting. This issue has critical business impact: -- Significant loss or degradation of services. Needs attention.
- **Low level issue:** to be attended and resolved within 24 working hours from the time of reporting. This issue has minimum business impact: -- Substantially functioning with minor or no impediments of services.

- **Spare Parts :**

Bidder shall ensure availability of spare parts for the supplied Mailing Solution equipments i.e. Hardware & Software for a minimum period of Six years from the time of their acceptance. If any of the peripherals, components like expansion cards, memory etc., are not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement must be carried out with peripheral/component of equivalent capacity or higher capacity at no additional charges to NPCI, within the stipulated time as mentioned in the section 'Warranty' above. However, lower capacity of such replacement shall be permitted by NPCI on case-to-case basis subject to practical limitations of Mail Messaging Solution (MMS) Server Hardware & Software for which such replacement is required.

Failure of equipments : If, during the warranty period as well as AMC period, any equipment fails to function properly two or more times during a quarter due to any reason except force majeure event, the bidder shall arrange replacement of the same by new equipment of same or higher configuration, at no cost to the Bank.

Security Features:

1. The bidder should ensure that the mail setup would be hosted in extremely secure environment with separate DMZ area in NPCI hence bidder should ensure monitoring, managed by dedicated Support Personnel in two shifts, one in each shift.
2. Perimeter security includes latest, reputed and reliable Anti-Virus, Anti-malware and Anti-Spam protection for email solution like McAfee, Ironport, Symantec. NPCI is currently using McAfee anti-virus solution for operating systems.
3. Mailing Solution should have inbuilt engine to enforce NPCI's &/Government's security compliances & regulation policies requirements on all mail transactions. Requirements also include Message Life Cycle Management for administration and compliance purposes. The mailing solution should also have capabilities to enforce enterprise, Govt. and Legal requirements through a sophisticated e-mail flow control and policy engine by controlling the retention and flow of the Emails.
4. Native two factor login authentication which should be OTP Based. EMAIL timeout period in case being inactive after login should be administrator configurable for each user.
5. The email solution should support Custom filtering including content filtering and ability to define content policies, compliance templates i.e. PCI-DSS, ISO-27001, etc.

6. The email solution should support access restriction based on IP address, location and device.
7. The email solution should be configured for Security Policy (Password Policies etc) enforcement and remote erase capability for Smartphone to protect data. The solution should have Mobile Device Management Capabilities. The emailing solution should support end to end encryption of data i.e. Client-Server and Server-Server Encryption features for confidential messaging over all the mail transactions. The encryption features should be able to prevent spoofing, various malpractices etc. It should also support StartTLS encryption at gateway level. Messaging Client and Server should support Secure/Multipurpose Internet Mail Extensions (S/MIME), enabling users to digitally sign and encrypt emails and attachments.
8. The email Administrator should have the option to be able to set the limitation on the number of emails a user would be able to send to external email accounts.
9. The email Administrator should have the option to be able to set the limitation on the number of external email accounts a corporate user would be able to send.
10. Allow administrators to automatically revoke access privileges and ability to change the password by the email administrator when a user is disabled in the Active Directory.
11. The Solution should offer a comprehensive management Platform to manage the Health and performance of the Messaging application , Underlying OS and the depending Directory services from a single centralized Management console. There should be provisions for a Web Based Operator Console also. The Mailing Management solution should be able to proactively detect the health issues and service degradation/interruptions with the Messaging Platform (including the messaging application, underlying OS and the Directory) and should be able to create event / alerts to the relevant administrators through email, SMS etc. The Email Alert should have URL defined to look into the details of the event through Browser interface.
12. The Mailing solution must come with a pre-configured and prepackaged set of management rules and policies to efficiently manage events and alerts from the messaging Platform. There should be provisions to suppress the redundant events for enhancing Due Diligence as per of the management policy. While alerting on a critical issue with the Messaging platform , the solution must provide contextual knowledgebase intelligence against key alerts which should suggest the possible reasons of the alert and recommend best practice guidance to resolve the issue received on the console .
13. The proposed solution should have capability to centrally collect, consolidate and aggregate the Audit Logs created in the distributed Messaging Servers and analyze it centrally through a set of management rules for audit exception reporting etc.
14. The proposed solution should have manageability solution which should offer a Comprehensive Performance reporting facility and a reporting Data Warehouse. It should be able to generate scheduled historical performance reports containing the critical health parameters from the Messaging Application, Underlying OS and the directory services.
15. The bidder would need to carry out Hardening as per SCD requirements of NPCI.

Servers shall be delivered at NPCI's Data Centers / offices at the addresses mentioned in Purchase Order, with the possibility of extending to another office which might come up in the near future.

Project Plan :

Successful bidder will submit the detailed project plan document in kickoff meeting of project which will include, technical specifications of proposed email solution, functional specifications, project lifecycle details, workflow, IT Hardware and application software with scalability to support 1500 users. The bidder should also submit the product roadmap for proposed email solution for next two years with the declaration letter from OEM. The bidder should also take into account the requirement of dedicated personnel to work in shifts. There would be two shifts with requirement of one specialized personnel in each shift excluding Sundays.

Indicative Schedule

The bidder is required to stick to the agreed upon time-schedule given below.

TABLE – I: Major Activities S.no	Milestone	Deliverables (Incremental Weeks)
1	Bidder's Acceptance of Purchase Order	T*
2	Gather all relevant requirements, create Implementation Plan on the proposed solution for signoff with NPCI. This activity to be run in parallel delivery of hardware and relevant software	T+8
3	Installation of hardware and application with trial migration of user data	T + 12
4	User Acceptance Test	T+13
5	Quality Assurance including internal security, Security Audit with bug fixing	T + 14
6	Risk & ISS Signoff	T + 15
7	Deployment & Pilot Run	T+16
8	DR Drill including seamless switchover	T+17
9	Acceptance signoff from NPCI	T+18
10	On-site support with each personnel working in either of two shifts	T +18
11	Annual Maintenance Contract	36 months from successful execution of s. no. 7 above

T will be remain constant, deliverables for subsequent milestone will work parallel

Section 10 Documents forms to be put in Envelope 'A'

Annexure A1

Bidder's Letter for EMD/Bid Security

To

The Chief Executive Officer
National Payments Corporation of India,
8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Subject: RFP No.NPCI:13-14/0031 dated 31.12.2013 for "RFP for Supply, Installation and Maintenance of Corporate Email Solution."

We have enclosed an EMD in the form of a Demand Draft No._____ issued by the branch of the _____ Bank, for the sum of Rs1 lakh (Rupees one lakhs only). This EMD is as required by clauses 5.7 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Annexure A2

Bid Security (Bank Guarantee)

Date

Beneficiary: NATIONAL PAYMENTS CORPORATION OF INDIA

C-9, 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Performance Bank Guarantee No:

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated _____ (hereinafter called "the Bid") for the execution of _____ under RFP No. NPCI: 13-14/0031 dated 31.12.2013 for **"Supply, Installation and Maintenance of Corporate Email Solution."**

Furthermore, we understand that, according to the conditions of the RFP, a Performance Bank Guarantee is required.

At the request of the Bidder, We ----- (name of the Bank), _____ (the issuing Bank to furnish the details of its incorporation), and having its registered office at ----- and, for the purposes of this Guarantee and where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "Bank" which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs ----- **(in figures) (Rupees----- (in words)----- only)** upon receipt by us of your first demand declaring the Bidder to be in default under the RFP, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with -(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

- (i) The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs ----- <Amount in figures and words>.
- (ii) This Bank Guarantee is valid upto _____
- (iii) The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of NPCI within one year of the expiry of the validity period of this Bank Guarantee.
- (iv) Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours

on ----- (Date should be one year from the date of expiry of validity period of the Bank Guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder. This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to -----
- (Bank & its address), upon the earlier of (a) its discharge by payment of claims aggregating to Rs -----
<Amount in figures & words>. (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or
(c) <Claim Expiry Date>

All claims under this Bank Guarantee will be made payable at -----
----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

Annexure B

Bid Offer Form (without Price)

(Bidder's Letter Head)

OFFER LETTER

Date:

To

The Chief Executive Officer

National Payments Corporation of India,
C-9, 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Dear Sir,

Subject: Regarding RFP No. NPCI: 13-14/0031 dated 31.12.2013 for “Supply Installation and Maintenance of Corporate Email Solution.”

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until receipt of Purchase Order, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.

As security for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____dated _____ drawn in favor of "National Payments Corporation of India" or Bank Guarantee valid for ____days for an amount of Rs1,00,000/- (INR One Lakh Only) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

Annexure C Bidder's Information

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
6	Valid Sales tax registration no.			
7	Valid Service tax registration no.			
8	Permanent Account Number (PAN)			
9	Name Designation of the contact person to whom all references shall be made regarding this tender			
10	Telephone No. (with STD Code)			
11	E-Mail of the contact person:			
12	Fax No. (with STD Code)			
13	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
14	Year	2010-11	2011-12	2012-13
15	Net worth			
16	Turn Over			
17	PAT			

Signature: _____.

Name: _____ -

Designation: _____

Date: _____, Place _____

Annexure D

Manufacturer's Authorization Form

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To

The Chief Executive Officer

National Payments Corporation of India,
C-9, 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Ref: **RFP No. NPCI: 13-14/0031 dated 31.12.2013 for "Supply, Installation and Maintenance of Corporate Email Solution."**

WHEREAS

We _____, are official manufacturers/OEM vendors of _____. We _____ do hereby authorize M/S _____ to submit a bid the purpose of which is to provide the following Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Dated on _____ day of _____, _____

Annexure E Eligibility Criteria Response

S.NO.	MINIMUM ELIGIBILITY CRITERIA	RESPONSE OF THE BIDDER			DOCUMENTS ATTACHED
1.	The bidder should be a company registered under the Companies Act, 1956 since the last three years	Yes – Date of Incorporation			The bidder should produce proof of documents.
2.	The Bidder should have annual turnover of 30 crore during each of the last 3 Years(i.e.2010-11/11-12/12-13				This must be supported by audited financial statements (Reports) for the financial year 2010-11, 2011-12 and 2012-13 or Calendar year 2010, 2011 and 2012 or the bidder's financial years
		YES/NO	YES/NO	YES/NO	
		Amt in Cr.	Amt in Cr.	Amt in Cr.	
3.	The Bidder should be a profit (profit after tax) making company in the last Financial Year. 2012-13 (or Calendar year 2012 or the Bidder's financial year.)	YES/NO			This must be supported by audited financial statements (Reports) for the financial year 2012-13 or Calendar year 2012 or the bidders' last financial year.
		Amt in Rs Cr.			
4.	The Bidder should provide reference of any 1 client for whom the bidder has implemented corporate emailing solution on managed hosted model in last three years	YES/NO			The bidder should produce proof of documents.
5	The bidder should have at least 1 live installation with support as on the date of the bid.	Name of Client	Date of Assignment	Approx order value	The bidder should produce proof of documents.
6	Bidder should not be currently blacklisted by any bank / institution in India or abroad.				

Signature: _____Name: _____-

Designation: _____ Date: _____, Place _____

Annexure F

Declaration for Acceptance of RFP Terms and Conditions

To

The Chief Executive Officer
National Payments Corporation of India,
C-9th 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

.

Sir,

Re: RFP No. NPCI: 13-14/0031 dated 31.12.2013 for “Supply, Installation and Maintenance of Corporate Email Solution.”

I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration for making this bid.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure G

Declaration for Acceptance of Scope of Work

To

The Chief Executive Officer
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Sir,

Re: RFP No. NPCI: 13-14/0031 dated 31.12.2013 for “Supply, Installation and Maintenance of Corporate Email Solution.”

I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure H

Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for "_____" in response to the RFP No. **NPCI:13-14/0031 dated 31.12.2013** by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2014

For _____.

(Signature)

(Name Designation and Address)

Accepted

Signature)

(Name Designation)

Date:

Business Address:

Annexure I

LOCATION WISE SERVICE SUPPORT DETAILS

No.	Address	No. of Hardware Engineers	No. of Software Engineers

Annexure J

AUTHORIZATION LETTER

(On company letter head)

The Chief Executive Officer
National Payments Corporation of India
Mumbai

Dear Sir,

Re: Authorization Letter for attending Bid-Opening

Ref: RFP No. NPCI: 13-14/0031 dated 31.12.2013 for “Supply, Installation and Maintenance of Corporate Email Solution.”

This has reference to your RFP No.____ for _____.

Mr._____is hereby authorized to attend the Bid Opening of the above **RFP: NPCI:13-14/0031 dated 31.12.2013** on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority

Section 11 – To be put in Envelope ‘B’

Annexure T

Technical Specifications Compliance

S.No	Requirement	Compliance (Y/N)
1	Archiving data to be stored in encrypted format	
2	Make ,Model and configuration of the Server being provided as part of Email Solution	
3	List of all the Software with license details being provided as part of email solution	
4	The solution should support the inbox size for each user to be 2GB on server The solution should support email attachment size limit of upto 10MB as per the user profile	
5	Active Directory integration for authentication	
6	Email Solution provided by bidder should have scalability to support up to 1500 users without any commercial Impact post PO release	
7	The email solution should provide predefined MIS reports	
8	Email solution should be compatible with Microsoft outlook as client to check, receive and send emails	
9	MS Outlook calendar should synchronize with the Hosted Server	
10	The Email users should be able to Share calendars and collaborate with Co-workers in MS Outlook	
11	The email users should be able to send and receive email using web based interface with the hosted server	
12	The email users should be able to sync email and folders on the web with desktop email client software.	
13	The proposed solution should also contain collaborate tools for internal communicator and Internal information sharing portal.	
14	The email solution Should have option to be able to send and receive email using Iphone/Blackberry/Android /Windows phone,I-Pad and should be synchronized with desktop client software	
15	The email solution should be able to Sync outgoing/incoming email messages using Iphone/Blackberry/Android/Windows Phone with regular email account	

16	A central dedicated archival for email and other critical information sources. The archive should support 10 year retention and should also support de-duplication, message discovery for audit and compliance	
17	The email solution should have central dedicated archival including journal all emails	
18	The central archival should be a scale out architecture to support storage expansion	
19	Intelligence to help efficiently retain, search, and discover information	
20	Optimized storage management – Maximize Mail Storage efficiency and optimize performance with efficient backup solution	
21	Configurable global or per-user disk quotas. Administrator should have flexibility to assign mail space to individual email ID, as per the requirements.	
22	Should include rich scheduling features, including personal, group, and resource scheduling, which integrate with e mail, contacts, and tasks. Sender can verify which recipients have accepted, partially accepted, or declined meeting requests. Automatic updation of responses / alerts	
23	Perimeter security in email solution includes latest and reliable Anti-Virus, and Anti-Spam protection	
24	Email solution should have Native two factor login authentication which should be OTP Based. EMAIL timeout period in case being inactive after login should be administrator configurable for each user	
25	The email solution should support Custom filtering including content filtering and ability to define content policies	
26	Availability of Onsite support for daily Management/Administration of emailing solution including related IT Hardware and Software with onsite personnel working in two shifts in a day . There would be two shifts in a day excluding Sundays	
27	The email solution should support location based IP Filtering.	
28	The email Administrator should have the option to be able to set the limitation on the number of emails a user would be able to send to external email accounts	
29	The email Administrator should have the option to be able to set the limitation on the number of external email accounts a corporate user would be able to send	
30	The solution should provide archival of message body, attachments, folders, sub-folders (including meta data i.e. subject, date, sender)	
31	The proposed solution must support message audits.	
32	The administrator interface settings used to specify spam quarantine and kill thresholds, should have ability to retrieve the accidentally spamed mails.	
33	The messaging solution should support password features i.e. setting up the password length, inclusion of special characters or alphanumeric characters in password.	
34	The email solution should have the ability for message popup to user with the quota warning on reaching defined threshold value.	
35	The mailing solution should force users to change password at regular intervals and also maintain the password history	

36	The mailing solution should include reliable MDM features.	
37	The mailing solution should include DLP .	
38	The mailing solution to include ability to send mails with digital signatures	
39	The email solution should allow administrators to automatically revoke access privileges when a user is disabled in the Active Directory	

Annexure T1

Bidder's Experience

A - Bidder's Organization

[Provide here a brief description of the background and organization of the firm/company. The brief description should include ownership details, date and place of incorporation of the company/firm, objectives of the company/firm etc.]

B - Bidder's Experience

S. No.	Particulars	Details
1.	Name of the Project	
2.	Approximate cost of contract/Project cost	
3.	Bank	
4.	Duration of Project (months)	

Note: Please provide documentary evidence from the client wherever applicable. This Annexure has to fill separately for each of the subcontractors

Signature: _____.

Name: _____ -

Designation: _____

Date: _____, Place _____

Annexure T2

Declaration regarding Clean Track by Bidder

Declaration for Clean Track Record (On Company/firm's Letterhead)

To

The Chief Executive Officer
National Payments Corporation of India,
C-9th 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Sir,

Re: RFP No. NPCI: 13-14/0031 dated 31.12.2013 for "Supply, Installation and Maintenance of Corporate Email Solution."

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure T3

Client Details

Provide details the client details wherever available:

S. No.	Name of Institution	Contact Person Name and Designation	Contact Details with e-mail	Preferable time to contact

Signature: _____.

Name: _____ -

Designation: _____

Date: _____, Place _____

Section 12 – To be put in Envelope ‘C’

Annexure C1

Commercial Offer Form

(Bidder's Letter Head)

(To be included in Commercial Bid Envelope only)

To

Date:

The Chief Executive Officer
National Payments Corporation of India,
C-9th 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai 400 051

Dear Sir,

Re: RFP No. NPCI: 13-14/0031 dated 31.12.2013 for “Supply, Installation and Maintenance of Corporate Email Solution.”

Having examined the Bidding Documents placed along with the above referred RFP, we, the undersigned, offer to provide the required consultancy services in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is signed with the selected bidder, this Bid shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2014

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure C2**Commercial Bid Format**

Sl.No	Line Items	Quantity	Unit Cost	Tax	Total Cost
1	Hardware				
1a	Hardware for Mumbai with 3 year warranty				
1b	Hardware for Chennai with 3 year warranty				
	Total				
2	Software cost:				
2a	Software for Mumbai with 1 year warranty				
2b	Software for Chennai with 1 year warranty				
	Total				
3	Implementation cost				
4	On-site Support				
4a	Two resources for year 1				
4b	Two resources for year 2				
	Total				
5	AMC for software				
5a	Year 2				
5b	Year 3				
	Total				
6	AMC for Hardware and software				
6a	4th Year				
6b	5th year				
6c	6th Year				
Total (1+2+3+4+5+6) =					

* All hardware/software costs should be detailed with line item wise prices and submitted as Annexure M.

** All hardware/software details, configurations and specifications should be provided in separate Annexure N.

Dated this Day of2014.

(Signature)

Name
(In capacity of)

Duly authorized to sign bid for and on behalf of

Annexure M

Line Item Wise Commercial Bid Format

Sr. No.	Line Items	Configurations / Specification s	Unit Price	Tax	Subtotal	Quantity	Total
			(a)	(b)	(a + b = c)	(d)	(c * d)
	Total						
	Grand						

Dated this..... Day of.....2014

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure N

Hardware / Software Configuration and Specifications

Sr. No.	Line Item	Configuration/ Specification	Make and Model	Quantity

Dated this day of 2014

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of