

## Notification pertaining to Request for Proposal (RFP) for Engaging Agencies for Certification

### INTRODUCTION

#### About NPCI

National Payments Corporation of India (NPCI) is a registered company 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 is to operate for the benefit of all the Member Banks and the common man at large.

#### Objective of this RFP

The objective of this RFP is to select and engage service provider/providers to develop and perform testing and certification services. The Bidder should have adequate experience as sought in the RFP to undertake the activities.

#### Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and NPCI shall, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can procure the RFP document from NPCI's office at 13th Floor, South Side in R-Tech (Building 2), Pahadi, Goregaon (East), Mumbai – 400063, on payment of non-refundable amount of Rs.10,000/- (INR Ten Thousand only), 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.

RFP document containing detail specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 16:30 hrs on payment of RFP cost in the form of Demand Draft / Pay Order.

## 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 prior written permission from NPCI.

## ELIGIBILITY CRITERIA

### Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. 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.

### Bifurcation of Services

The eligibility of the bidder shall be determined for services following under following bouquets

#### **Bouquet A**

- Developing Overall Compliance Program for Card Manufacturer Certification, Card Personalization Certification, Terminal Certification and Third Party Processor
- Developing Test requirements for Card Manufacturer Certification, Card Personalization Certification, Terminal Certification and Third Party Processor
- Developing Test Tools for Card Manufacturer Certification, Card Personalization Certification, Terminal Certification and Third Party Processor
- Developing Laboratory Program for Card Manufacturer Certification, Card Personalization Certification, Terminal Certification and Third Party Processor
- Execution of Certification Program for Card Manufacturer Certification, Card Personalization Certification, Terminal Certification and Third Party Processor
- Audits on annual basis for above cases wherever applicable

#### **Bouquet B (This would be applicable only for the existing NPCI certifications which includes ATM Shared Network, Value Added Services, Interbank Mobile Payments Services Person to Person and Merchants, Aadhaar Enabled Payments, RuPay Card Scheme and all future enhancements & customizations covered under this )**

- Developing Overall Compliance Program for Acquirer and Issuer certification
- Developing Test requirements Acquirer and Issuer
- Developing Test Tools Acquirer and Issuer
- Execution of Certification Program for Acquirer and Issuer

## Eligibility Criteria

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

### For Bouquet A:

- The Bidder should have minimum annual turnover of Rs. 15 Cr. (including global business turnover) in each of the last 3 financial years i.e. 2008-09, 2009-10, 2010-11. (Or Calendar year 2008, 2009, 2010 or the Bidder's financial years).
- The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2010-11 or Calendar year 2010 or the Bidder's financial year.
- The Bidder must have minimum 5 years hands-on experience for most of the services as sought in RFP & should have executed at least 2 projects for end to end testing for any of the international card schemes.
- The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- The Bidder should have a physical and test lab expertise in India or undertake to setup a point of presence in India within 1 month of the work order, when issued.
- The Bidder should be ISO 17025 accredited
- The Bidder should be accredited by existing Payment domestic and International card schemes for the purpose of certification & open standards like EMV, Global Platform, NFC etc.
- The bidder should have minimum 20 Testing resources on their payroll for atleast a period of 6 months. These resources should be minimum graduate and having hands-on experience of minimum 2 years for undertaking most of the services as sought in the RFP.

### For Bouquet B

- The Bidder should have minimum annual turnover of Rs. 5 Cr. (including global business turnover) in each of the last 3 financial years i.e. 2008-09, 2009-10, 2010-11. (Or Calendar year 2008, 2009, 2010 or the Bidder's financial years).
- The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2010-11 or Calendar year 2010 or the Bidder's financial year.
- The Bidder must have minimum 2 years hands-on experience for carrying out the certification services for at least 2 projects for any financial institution in India.
- The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- The Bidder should have minimum 20 Testing resources on their payroll for atleast 6 months. These resources should be minimum graduate and having hands-on experience of minimum 2 years for undertaking most of the services as sought in the RFP and should have knowledge of ISO 8583.

## Section 1 BID SCHEDULE AND ADDRESS

S.No.	Description	Detailed Information
1	Name of Project	Request For Proposal for Engaging Agencies for Certification
2	Tender Reference Number	NPCI:RFP:2011-12/0019 dated 29 <sup>th</sup> February, 2012
3	Date of Commencement of Sale of Bidding Documents	29 <sup>th</sup> February, 2012
4	Last date and time for issue of Bidding Documents	9 <sup>th</sup> March, 2012 – 6:00 P.M.
5	Last date and time of receiving vendor Pre-bid clarifications in writing	12 <sup>th</sup> March, 2012 – 6:00 P.M.
6	Date and Time of Pre-bid Meeting	16 <sup>th</sup> March, 2012 – 3:00 P.M.
7	Address for Pre-Bid Meeting	<b>National Payments Corporation of India,</b> 13th Floor, South Side in R-Tech (Building 2), Pahadi, Goregaon (East), Mumbai – 400063
8	Last date and time for Bid Submission	29 <sup>th</sup> March, 2012 – 3:00 P.M.
9	Address for Sale of Bidding Document and Place of Bid Submission	<b>National Payments Corporation of India,</b> 13th Floor, South Side in R-Tech (Building 2), Pahadi, Goregaon (East), Mumbai – 400063
10	Date and Time of Eligibility and Technical Bid Opening	29 <sup>th</sup> March, 2012 – 4:00 P.M.
11	Place for Eligibility and Technical Bid Opening	<b>National Payments Corporation of India,</b> 13th Floor, South Side in R-Tech (Building 2), Pahadi, Goregaon (East), Mumbai – 400063
12	Name and Address for communication	<b>National Payments Corporation of India</b> Sr. Manager Procurement 13th Floor, South Side in R-Tech (Building 2), Pahadi, Goregaon (East), Mumbai – 400063
13	Bid Related Queries	Email ID would be communicated
14	Bid Cost	Rs. 10,000/-
15	Bid Security	Rs.20,00,000/-

**Note:**

1. Bids will be opened in the presence of the Bidders' representative who chooses to attend.
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. 10,000 (Non-Refundable) payable at Mumbai.

## Section 2 SCOPE OF WORK

**Note:** The entire scope of work defined below gives indicate list of activities to be performed in various phases as given hereunder:

- a) Suggestion review and feedback
- b) Overall compliance program setup
- c) Developing testing requirements
- d) Developing testing tools for card manufacturer and personalization vendor, terminal vendor, issuer, acquirer and third party processors
- e) Execution of the certification program