



NOTIFICATION PERTAINING TO IMPLEMENTATION OF RELIABILITY ENGINEERING (CHAOS ENGINEERING) AUTOMATED FRAMEWORK

1. About NPCI

NPCI is a Company registered under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of The Companies Act, 2013) with its Registered Office in Mumbai, India. NPCI was promoted by 10 (Ten) banks in India under the aegis of the Indian Bank's Association with majority shareholding by Public Sector Banks. Presently, 54 (Fifty-Four) banks are shareholders of NPCI. Out of which 17 (Seventeen) are Public Sector Banks (PSB), 17 (Seventeen) Private Sector Banks, 3 (Three) Foreign Banks, 10 (Ten) Multi State Cooperative Banks and 7 (Seven) Regional Rural Banks.

The vision, mission and values of NPCI are: Vision - To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by six core values: Passion for Excellence, Collaboration, Customer Centricity, Agility, Security and Innovation.

NPCI, during its journey, has made a significant impact on the retail payment systems in the country. Dedicated to the nation by our former President, Shri Pranab Mukherjee, endorsed by the Hon'ble Prime Minister, Shri Narendra Modi and later made the card of choice for the ambitious Pradhan Mantri Jan Dhan Yojana, RuPay is now a known name. RuPay is an indigenously developed Payment System - designed to meet the expectation and needs of the Indian consumer, banks and merchant eco-system. The alliances with international network partners (Discover Financial Services, Japan Credit Bureau and China Union Pay) provides valuable access to global acceptance footprint and offer world class payment solutions to RuPay cardholders.

NPCI aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year we are moving towards our vision to be the best payments network globally.

2. Solution Objective

The Expression of Interest (EOI) is floated in order to identify bidders who can provide a solution to the implement the Reliability Engineering (Chaos Engineering) automated framework to test the redundancy and resilience of all business critical applications of NPCI. The identified bidders through this EOI shall receive the detailed and specified RFP for design, development and implementation of Reliability Engineering (Chaos Engineering) automated framework.

3. Cost of the EOI

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

The Bidders can procure the EOI document from NPCI's website (www.npci.org.in) upon payment of non-refundable amount of Rs 11,800/- (INR Eleven thousand eight hundred only inclusive of GST @18 %), payable in the form of **Electronic transfer only** from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

Account Name: National Payments Corporation of India

Bank Name: HDFC Bank

Account No: 00600530001133

IFSC Code: HDFC0000060

Address: Maneckji Wadia Bldg., Ground Floor, Naik Motwani Marg, Fort, Mumbai - 400023

BSR Code: 0510062

SWIFT Code: HDFCINBBXXX

The proof of electronic transfer of the **bid cost amount** should be submitted to the following email id, please mention the UTR no., transfer date and the Bank name.

➤ nolan.dsouza@npci.org.in

➤ nilesh.tavate@npci.org.in

4. Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in EOI. The Bid shall be deemed to have been submitted after careful study and examination of EOI. The Bid should be precise, complete and in the prescribed format as per the requirement of EOI document. Failure to furnish all information or submission of a bid not responsive to EOI or bid not meeting NPCI requirements will be at the Bidders' risk and may result in rejection of the bid.

The Bidder is requested to carefully examine the EOI document and the terms and conditions specified therein and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the EOI document, Bidder should seek necessary clarifications by e-mail as mentioned in "EOI Schedule and Communication Address" through the pre-bid query format provided in the EOI.

5. Ownership of this EOI

The content of this EOI is a copy right material of National Payments Corporation of India. No part or material of this EOI document should be published on paper or electronic media without the prior written permission from NPCI.

6. Scope of Work

The broad scope of work shall include but shall not limited to the following:

1. Design, development and implementation of the centralized Reliability Engineering (Chaos Engineering) Automated Framework for the identified business critical applications of NPCI using an open source (non-commercial) software.
2. The reliability engineering tool should cover all the chaos scenarios of each layer and each component in the system; such as application, database, network, web, CPU, memory, node, disk, bare metal, storage, VMs and etc.

3. The scope of work will broadly include supply, on-premises installation and solution implementation.
4. Create use cases through automated workflow in collaboration with NPCI team for identified applications.
5. Identify application stack, internal and external dependencies and infrastructure topology by deep diving and configuring resiliency engineering scenarios with resolution.
6. The source code of the solution will be handed over to NPCI post implementation of the project.
7. The Bidder's EOI response should contain the following based on their implementation experience and as per the requirements of the NPCI:
 - a. Functional and technical architecture: The Bidder is expected to detail out technical and functional architecture, infrastructure requirements for implementation of Reliability Engineering (Chaos Engineering) automated framework. The indicative technical specifications are covered in Annexure M of the EOI document.
8. Request for Proposal ("RFP"): The RFP will be floated only among the bidders who emerge as technically qualified in this EOI.
9. Proof of Concept (POC) Methodology: The POC will be conducted at the RFP stage with the technically qualified bidders.

The approach plan for the POC needs to be shared by the bidders as part of Annexure N of the EOI document. However final POC criteria as determined by NPCI will be shared to technically qualified bidders.

7. Eligibility Criteria for Bidders

Definition of Bidder

Only those Bidders who fulfill the following criteria are eligible to respond to the EOI. Bidder is defined as the vendor providing response to this EOI.

The Eligibility Criteria:

A] Start-ups:

| Sr. No | Eligibility Criteria |
|--------|--|
| 1 | The bidder should be incorporated or registered in India under Companies Act/ Partnership Act/ Indian Trust Act (Annual filling with ROC) and should have the Certificate issued by Department for Promotion of Industry and Internal Trade (DPIIT) or in the process of applying the same and shall be submitted before a formal engagement with NPCI |
| 2 | The bidder's annual turnover should be less than Rs 100 crores as per audited financial statements in each of the financial years from the date of registration/ incorporation subject to compliance to Sr. No. 3 below |
| 3 | The date of incorporation of the bidder should be anywhere between 1 to 10 financial years |
| 4 | The bidder should have successfully implemented a minimum of one (1) innovative idea and should provide client reference for the same |
| 5 | Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad. |

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| 6 | The bidder should have no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report |
| 7 | The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion. |
| 8 | The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission. |
| 9 | The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI. |
| 10 | The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product. |

B] Other than start-ups:

| Sr. No | Eligibility Criteria | MSME | Other than MSME |
|--------|--------------------------------|---|---|
| 1 | Registration and incorporation | <p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 3 years.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 2 years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 2 years as on the date of submission of bid.</p> | <p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 5 years.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 5 years as on the date of submission of bid.</p> |
| 2 | Turnover & profitability | <p>The bidder should have reported minimum annual turnover of Rs. 10 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (2018-19, 2019-20 and 2020-21).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> | <p>The bidder should have reported minimum annual turnover of Rs. 50 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in last 3 financial years (2018-19, 2019-20 and 2020-21).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> |

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| | | In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this. | In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this. |
| 3 | Governance - Statutory obligations | There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report. | There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report. |
| 4 | Blacklisting | Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad | Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad |
| 5 | Manufacturer authorization (MAF) | The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion. | The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion. |
| 6 | Bid cost | The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission. | The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission. |
| 7 | Bid earnest money (EMD) | The Bidder has paid or submitted along with the EOI response submission required EMD as mentioned in the EOI. | The Bidder has paid or submitted along with the EOI response submission required EMD as mentioned in the EOI. |
| 8 | Bid participation | The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on | The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on |

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| | | behalf of only a single OEMs product. | behalf of only a single OEMs product. |
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NOTE: If any document submitted by the Bidder in support of the eligibility criteria is found to be factually incorrect at any stage of evaluation, the Bidder would be liable for disqualification at any stage of this EOI.

8. Other requirement

All requirements are mentioned in the EOI document.

9. EOI Schedule and Communication Address

The following is an indicative timeframe for the overall process. NPCI reserves the right to vary this timeframe at its absolute and sole discretion and in case of any variation; a notice/intimation will be published on the company's website. Changes to the timeframe will be relayed to the affected respondents during the process.

The EOI schedule is as follows:

| Sr. No. | Description | Detailed Information |
|---------|--|---|
| 1. | Name of Project | Implementation of Reliability Engineering (Chaos Engineering) Automated Framework |
| 2. | Tender Reference Number | NPCI/EOI/2021-22/IT/11 |
| 3. | Date of commencement of sale of EOI document | 17 th November 2021 |
| 4. | Last date and time for sale of EOI document | 26 th November 2021 |
| 5. | Last date and time of receiving Bidders pre-bid clarification in writing | 2 nd December 2021 |
| 6. | Date and Time of Pre-Bid Meeting | 6 th December 2021 |
| 7. | Address of Pre Bid meeting location | Due to Covid conditions, the pre-bid meeting shall be conducted over Video Conference (VC) Link for VC shall be published on NPCI website. |
| 8. | Last date and time for Bid Submission | 15 th December 2021, 5:00 PM |
| 9. | Address of Bid Submission | Bid response should be submitted via email at the following email address: ➤ nolan.dsouza@npci.org.in ➤ nilesh.tavate@npci.org.in Folder A (Eligibility) & Folder B (Technical). |
| 10. | Date and Time of Eligibility Criteria Response Opening(Folder A) | 16 th December 2021, 11:00 AM. |
| 11. | Date and Time of Technical Bid Response Opening (Folder B) | Eligible Bidders shall be informed over email |
| 12. | Name and Address for Communication | Head - IT Procurement National Payments Corporation of India, Unit no. 202, 2nd Floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063 |
| 13. | Bid Related Queries | Nolan Dsouza Contact: +91 7506446552 Email id: nolan.dsouza@npci.org.in |

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| | | <p>Nilesh Tavate Contact: +91 9820114126 Email id: nilesh.tavate@npci.org.in</p> <p>Krishnaiah Medipally Contact: +91 9966411238 Email id: krishnaiah.medipally@npci.org.in</p> <p>Madanraj Sivagnanam Contact: +91 8939802829 Email id: madanraj.sivagnanam@npci.org.in</p> <p>Note - All pre-bid queries should be sent to Email ID's aforementioned only.</p> |
| 14. | Bid Cost | Rs. 11,800 /- (Rs.10, 000/- plus GST) (Bid cost of Rs 10,000/- should be in Indian Rupees Eleven thousand eight hundred only) |
| 15. | Earnest Money Deposit (EMD) | Rs. 5,00,000 (Rupees Five Lakhs only) (EMD should be in Indian Rupees only) |

Note:

1. Bid Cost: Interested Bidders can procure the EOI document from NPCI's website for a non-refundable amount of Rs 11,800/- (INR Eleven thousand eight hundred only, inclusive of all applicable taxes), payable in the form of **Electronic Payment** from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.
2. EMD should be in Indian Rupees only either in the form of electronic transfer to NPCI or in the form of BG of equivalent amount.
3. The bidder shall meet the requirements of Goods & Services Tax (GST).
4. Only the bidders who have paid the cost for the EOI document in time as mentioned above would be allowed to participate in the EOI.
5. No replies shall be provided to bidders who have not procured the EOI document within the timeline mentioned in the EOI schedule.
6. Only the pre-bid queries received on or before the last date as per the above schedule would be replied.
7. NPCI Bank details for payment of the Bid Cost & EMD:

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

- Account Name: National Payments Corporation of India
- Bank Name: HDFC Bank
- Account No: 00600530001133
- IFSC Code: HDFC0000060
- Address: Maneckji Wadia Bldg., Ground Floor, Naik Motwani Marg, Fort, Mumbai - 400023
- BSR Code: 0510062
- SWIFT Code: HDFCINBBXXX

The proof of electronic transfer of the **bid cost amount** should be submitted to the following email id, please mention the UTR no., transfer date and the Bank name.

- nolan.dsouza@npci.org.in
- nilesh.tavate@npci.org.in