



**GLOBAL INVITATION FOR EXPRESSION OF INTEREST (EOI) - NETWORK BEHAVIOR ANOMALY  
DETECTION (NBAD) SOLUTION**

EOI Reference No: NPCI/EOI/2020-21/IT/20 dated 23.03.2021  
National Payments Corporation of India  
Unit no. 202, 2nd floor,  
Raheja Titanium, CTS No. 201,  
Western Express Highway,  
Goregaon East, Mumbai 400 063  
Email- [itprocurement@npci.org.in](mailto:itprocurement@npci.org.in)  
Website: [www.npci.org.in](http://www.npci.org.in)

**Copyright Notice**

Copyright© 2021 by National Payments Corporation of India All rights reserved

**Disclaimer**

1. National Payments Corporation of India along with its subsidiaries and divisions are hereinafter referred to as “NPCI”.
2. NPCI has prepared this document to give background information to the interested parties on the Network Behavior Anomaly Detection (NBAD). While NPCI has taken due care in the preparation of the information contained herein and believe it to be accurate, neither NPCI nor any of its authorities or agencies nor any of their respective officers, employees or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.
3. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and Bidders will be required to confirm in writing that they have done so and they do not rely only on the information provided by the organization in submitting an EOI. Any responses to the queries of the Bidders provided by NPCI, pursuant to this EOI is non-binding on NPCI or any of its authorities or agencies or any of their respective officers, employees or advisors.
4. NPCI reserves the right not to proceed with the Project “for the purpose of clarity of this Clause Project shall deem to mean and include ‘Procurement of Network Behaviour Anomaly Detection (NBAD)’ or to change the provisions of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.
5. Any clarification sought from NPCI should be sent to the correspondence email id mentioned elsewhere in this document. No clarifications will be entertained after the pre-bid meeting.

**Checklist:**

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

1. Eligibility criteria and technical bid should be prepared in accordance with the EOI document.
2. Envelope/Folder 'A' should contain eligibility criteria response.
3. Envelope/Folder 'B' should contain technical bid.
4. All the pages of eligibility criteria response and technical bid must be duly sealed and signed by the authorized signatory.
5. All the pages of the EOI document should be sealed and signed by an authorized signatory and the document should be placed in Envelope/Folder - 'A'.
6. All the pages of documents submitted as part of response should be duly numbered, sealed and signed by the authorized signatory.
7. All relevant certifications, audit reports, etc. should be enclosed to support claims made in the relevant Envelope/Folders.

**Important Note:**

The bidders shall pay the EOI Cost & EMD through the following mode and the remittance proof shall be submitted to NPCI for the same, failing which the bid is liable to be rejected.

Remittance proof in favour of "National Payments Corporation of India" payable at Mumbai amounting to Rs. 11,800/- (Rs. 10,000/- plus GST @18 %) towards bid purchase cost and Rs. 5,00,000/- towards Bid Security (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

## Table of Contents

Abbreviations and Acronyms .....	6
Chapter 1 About NPCI .....	9
Chapter 2 Solution Objective .....	9
Chapter 3 Scope of work .....	9
Chapter 4 Definition and Eligibility Criteria for Bidders .....	11
4.1 Definition of Bidder .....	11
4.2 Eligibility Criteria for Bidders .....	11
4.3 Cost of the EOI .....	13
Chapter 5 Contents and Response .....	15
5.1 Contents .....	15
5.2 Opening of Bids .....	16
5.3 Pre-Bid Queries for EOI .....	16
Chapter 6 General Terms and Conditions .....	17
6.1 Terms .....	17
6.2 EMD .....	18
6.3 Forfeiture of EMD .....	18
6.4 Acceptance or Rejection of Bid: .....	18
6.5 Adherence to terms and conditions: .....	18
6.6 Confidentiality: .....	19
6.7 Design Ownership: .....	19
Chapter 7 Evaluation Process .....	20
7.1 Preliminary Examination of Bids .....	20
7.2 Evaluation and Comparison of Bids .....	20
7.3 Technical Bid Evaluation: .....	20
7.4 Evaluation Outcome .....	21
Chapter 8 ANNEXURES .....	22
ANNEXURE A1- Bidder's Letter for EMD .....	22
Annexure A2 - Bid Security (Bank Guarantee) .....	23
ANNEXURE C Details of the Bidder .....	25
Details of Key / Senior Officials / Directors .....	26
ANNEXURE D .....	27
Declaration for Clean Track Record .....	27
Annexure E - Declaration for Acceptance of EOI Terms and Conditions .....	28
Annexure F - Declaration for Acceptance of Scope of Work .....	29
(Bidder's Letter Head) .....	29
Annexure G - Format Power of Attorney .....	30
ANNEXURE H Eligibility Criteria Response .....	31
Annexure I - OEM / Manufacturer's Authorization Letter .....	35
ANNEXURE K Technical details .....	37
ANNEXURE L Team Profile .....	38

ANNEXURE M Technical Specifications.....	39
ANNEXURE N POC Approach plan .....	45
ANNEXURE O Business and Technical SLA FOR POC .....	46
ANNEXURE P Innovativeness .....	47

[BJ1]

### **Abbreviations and Acronyms**

The following abbreviations and acronyms defined in this EOI are as under:

Sr.No	Abbreviations	Description
1	AI	Artificial Intelligence
2	AEPS	Aadhaar Enabled Payment System
3	ANN	Artificial Neural Networks
4	API	Application Programming Interface
5	BCP	Business Continuity Plan
6	BI	Business Intelligence
7	BBPS	Bharat Bill Payment System
8	CUP	China Union Pay
9	CTS	Cheque Truncation System
10	DC	Data Centre
11	DFS	Discover Financial Service
12	EOI	Expression of Interest
13	ETC	Electronic Toll Collection
19	IPR	Intellectual Property Rights
20	ISO	International Organization for Standardization
21	IVR	Interactive Voice Response
22	JCB	Japan Credit Bureau
23	LAN	Local Area Network
24	NACH	National Automated Clearing House
25	NFC	Near Field Communication
26	NFS	National Financial Switch
27	NPCI	National Payments Corporation of India
28	OEM	Original Equipment Manufacturer
29	PA-DSS	Payment Application Data Security Standard
30	PCI-DSS	Payment Card Industry Data Security Standard
31	POC	Proof of Concept
32	POS	Point of Sale
33	PIN	Personal Identification Number
34	RPO	Recovery Point Objective
35	RTO	Recovery Time Objective
36	ROC	Receiver Operating Characteristics
37	UPI	Unified Payment Interface

**Notice inviting Expression of Interest (EOI) - procurement of Network Behaviour Anomaly Detection (NBAD) for NPCI**

NPCI invites sealed proposals for procurement of Network Behavior Anomaly Detection (NBAD) to help NPCI build profile of such anomaly and provide early indication of such exfiltration through network using NBAD solution.

**EOI Schedule and Communication Address**

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

The EOI schedule is as follows:

Sr.No.	Description	Detailed Information
1	Name of Project	Procurement of Network Behavior Anomaly Detection (NBAD) Solution
2	Tender Reference Number	NPCI/EOI/2020-21/IT/20
3	Date of commencement of sale of EOI document	23.03.2021
4	Last date and time for sale of EOI document	31.03.2021
5	Last date and time of receiving Bidders pre-bid clarification in writing	06.04.2021 05.00 pm
6	Date and Time of Pre-Bid Meeting	Due to Covid conditions, the pre-bid meeting shall be conducted over Video Conference (VC) Date, Time and link for VC shall be published on NPCI website.
7	Address of Pre Bid meeting location	Due to Covid conditions, the pre-bid meeting shall be conducted over VC. The link shall be shared.
8	Last date and time for Bid Submission	16.04.2021 05.00 pm
9	Address of Bid Submission	<ul style="list-style-type: none"> <li>Electronic bid response should be submitted at the following email address:                             <ul style="list-style-type: none"> <li>➤ <a href="mailto:siddhesh.chalke@npci.org.in">siddhesh.chalke@npci.org.in</a></li> <li>➤ <a href="mailto:nolan.dsouza@npci.org.in">nolan.dsouza@npci.org.in</a></li> </ul> </li> </ul> Envelope/Folder A (Eligibility) & Envelope/Folder B (Technical).
9	Date and Time of Eligibility Criteria Response Opening(Envelope/Folder A)	19.04.2021 11.00 am
10	Date and Time of Technical Bid Response Opening (Envelope/Folder B)	Eligible Bidders shall be informed over email
11	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

12	Bid Related Queries	Nolan Dsouza Contact: 7506446552 Email id: nolan.dsouza@npci.org.in Siddhesh Chalke Contact: 9820114126 Email id : siddhesh.chalke@npci.org.in Sumeet Raykar Contact: 9152085754 Email id : sumeet.raykar@npci.org.in Samuel Thiagarajan Contact: 8291970845 Email id: samuel.thiyagarajan@npci.org.in <b>Note</b> - All pre-bid queries should be sent to Email ID's mentioned.
13	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)
14	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/download 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/Demand Draft/Pay Order 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/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 while submitting the pre-bid queries:

- siddhesh.chalke@npci.org.in
- nolan.dsouza@npci.org.in



## **Chapter 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.

## **Chapter 2            Solution Objective**

The Expression of Interest (EOI) is floated in order to identify bidders who can provide Network Behavior Anomaly Detection (NBAD) Solution to build profile of any anomaly and provide early indication of such exfiltration through network. The identified bidders through this EOI shall receive the detailed and specific RFP for supply and installation of such NBAD Solution.

## **Chapter 3            Scope of work**

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

- To install and configure Network Behaviour Anomaly Detection (NBAD) software solution at NPCI Data Center
- To enable SOC/IR team to receive alerts for suspicious network and user activities captured in the NBAD
- Bidder to ensure proposed solution (NBAD) integrates with all mandatory applications of NPCI such as Active Directory system for authentication and SIEM for log collections, etc.
- Bidder must create or provide use cases/POC documents for the solution prior to project sign off.
- The qualified / successful Bidder shall be responsible for arranging the entire POC related infrastructure, database, hardware and software, operating system, third party software etc. and all related cost shall be borne by the respective bidder except arranging the transport, lodging & boarding of the NPCI team. Although this is a POC, the appliances/ hardware proposed

- by the bidder should have dual/ redundant power supply for each server/ components at both DC's and fiber gigabit NIC adapter connectivity.
- Bidder should demonstrate technical compliance requirements as mandated in this document for the solution implemented.
  - Implementation of the solution should be done by OEM directly and not through partners (Resumes of the members to be included as part of EOI document)
  - Bidder is expected to provide the onsite support if the technical issues are not remotely resolved.
  - Solution should have the ability to take periodic backup of Application and Database which should help to restore the application back to earlier state (to be considered in POC)
  - Bidder should provide support for O/S and D/B hardening support to close all the vulnerable points and Configuration Audit (per the policies defined by NPCI) for the servers that shall be provided by bidders.
  - If the proposed solution is appliance base bidder approved /certified hardened document.
  - Bidder to provide a brief walkthrough of the proposed solution The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted
  - The solutions should not have a significant impact on the production (existing infrastructure) of the NPCI either during installation or during operation of the solutions.
  - Bidder should submit High level diagram (HLD) during technical presentation
  - OEM to validate and certify the efficacy of every module / feature of the solution
  - The solution shall be installed by Bidder, pursuant to the Expression of Interest (EOI) document relating to providing of the Implementation, training and assessment services.
  - Bidder shall engage in providing solution design, installation, configuration, UAT, transfer of information and assessment of the solution to NPCI.
  - Development of operating procedures in adherence to security policy of NPCI.
  - The Appliances/ Hardware proposed by the bidder should be rack mountable at DC
  - NPCI shall provide the network bandwidth for the in-scope solution. However, bidder is required to mention the bandwidth requirement for in- scope solution. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact NPCI day to day business operations.
  - NPCI shall provide the required Ethernet switch ports. However, bidder is required to mention the number of Ethernet switch ports required for in- scope solution during technical presentation.
  - Bidder should bring all the tools and equipment (Including cables) for successful commissioning of hardware and software for successful implementation of Solution
  - Bidder should be responsible for performing all the adequate cabling activity related to Server, Storage, and LAN etc. of NPCI for successful commissioning of hardware, software, license etc.
  - The bidder shall provide the detailed design document comprising of hardware (including configuration) with operating systems and other application software in their technical bid.

## Chapter 4 Definition and Eligibility Criteria for Bidders

### 4.1 Definition of Bidder

Only those Bidders who fulfill the following criteria (as laid down in Clause 4.2 hereto) are eligible to respond to the EOI. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

### 4.2 Eligibility Criteria for Bidders

#### 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.
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 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	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership Act at least since last 3 years. a. In case the bidder is the result of a merger or	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership Act at least since last 5 years. a. In case the bidder is the result of a merger or

		<p>acquisition, at least one of the merging companies should have been in operation for <b>at least 2 years</b> 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 <b>at least 2 years</b> as on the date of submission of bid.</p>	<p>acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> 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 <b>at least 5 years</b> as on the date of submission of bid.</p>
2	Turnover & profitability	<p>The bidder should have reported minimum annual turnover of Rs. 8 crores and should have <b>reported profits (profit after tax)</b> as per audited financial statements in <b>at least 2 out of last 3 financial years.</b></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>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.</p>	<p>The bidder should have reported minimum annual turnover of Rs. 20 crores in each of the last 3 financial years and should have <b>reported profits (profit after tax)</b> as per audited financial statements in <b>last 3 financial years.</b></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>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.</p>

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 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.	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.
7	Bid earnest money (EMD)	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.
8	Bid participation	The OEM can authorize multiple bidders 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.	The OEM can authorize multiple bidders 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.

#### 4.3 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](http://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 Demand Draft/Pay Order/Electronic transfer 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

## Chapter 5 Contents and Response

### 5.1 Contents

- This chapter contains the table of contents for the proposal response. In order to facilitate evaluation and comparison of proposal responses, Bidders shall submit their response in this format. Any failure to do so may result in the tender being eliminated at the examination stage as unresponsive.
- Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end.
- The bid must be prepared and submitted in two Folders: Envelope/Folder A and Envelope/Folder B. Both the Envelope/Folder should be put in an outer sealed Envelope/Folder marked “EOI - procurement of Network Behaviour Anomaly Detection (NBAD) Solution”.
- Envelope/Folder A must be super scribed as “Eligibility Criteria”. The following documents duly placed in a file must be inserted inside Envelope/Folder A:
  1. Bid Cost in the form of Demand draft/Pay order
  2. Bid Earnest Money in the form of Demand Draft - Annexure A1 OR Bid Earnest Money in the form of Bank Guarantee - Annexure A2 OR documentary proof for electronic fund transfer
  3. Proof of Remittance of Bid Cost (Rs. 11,800/-)
  4. Proof of Remittance of EMD (Rs.5,00,000/-)
  5. Bid Offer form (without price) - Annexure B
  6. Bidder Information - Annexure C
  7. Declaration of Clean Track Record - Annexure D
  8. Declaration of Acceptance of Terms and Conditions - Annexure E
  9. Declaration of Acceptance of Scope of Work - Annexure F
  10. Power of Attorney for signing of bid - Annexure G
  11. Eligibility criteria Compliance-Annexure-H
  12. OEM/Manufacturer Authorization Letter - Annexure I
  13. Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years
  14. CA Certificate that the total turnover has never crossed Rs. 100 Cr since incorporation/ registration (if more than 3 years) (only in case of Start-ups)
  15. EOI document duly sealed and signed by the authorized signatory on each page  
All necessary supporting documents
- Envelope/Folder B must be super scribed as “Technical Bid”. The following documents duly placed in a file must be inserted inside Envelope/Folder B:
  - 1) Functional details (Annexure J)
  - 2) Technical details (Annexure K)
  - 3) Team Profile (Annexure L)
  - 4) Technical Specifications (Annexure M)
  - 5) POC Approach plan (Annexure N)
  - 6) Business and Technical SLA (Annexure O)
  - 7) Innovativeness (Annexure P)

## 5.2 Opening of Bids

- EOI response shall be accepted till date given in EOI notice as given in the EOI schedule
- No EOI response will be accepted after the above deadline.
- Response received late i.e., after the closing time on the date specified shall be rejected.
- The bids will be opened in two stages;

Bids shall be opened in 2 stages:

**Phase I** - In the first stage the Eligibility bid i.e. Envelope/Folder 'A' shall be opened.

**Note:** Bids of only those bidders who meet the Eligibility Criteria shall be evaluated for Phase II Technical Bid.

**Phase II** - In the first stage the Technical bid i.e. Envelope/Folder 'B' shall be opened.

The date and time and address mentioned in Section 1 or as amended by NPCI from time to time. As this is online submission of bids, the bids shall be opened on the date and time mentioned in Section 1 or as amended by NPCI from time to time.

## 5.3 Pre-Bid Queries for EOI

- It may be noted that all queries, clarifications, questions etc., relating to this EOI, technical or otherwise, must be communicated vide email and should be to the nominated point of contact as mentioned in point # 12 of the section "EOI Schedule and Communication Address" herein above.
- Bidders should submit the queries only in the format given below in **an excel sheet**:

Sr. No	Document Reference	Page No	Clause No	Description in the EOI	Clarification Sought	Additional Remarks (if any)

- Bidders should provide their email address in their queries without fail since replies from NPCI shall be by emails only. The e-mail address and phone numbers of the bidder should also be indicated in the email.
- Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.
- The proof of electronic transfer of the **bid cost** amount should be submitted to the following email ids **while submitting the pre-bid queries**:
  - siddhesh.chalke@npci.org.in
  - nolan.dsouza@npci.org.in



## Chapter 6 General Terms and Conditions

### 6.1 Terms

- The Bidder for this EOI can only submit one bid. The shortlisted Bidders cannot change their proposed Solution, architecture and their OEMs during the period of the shortlisting and subsequent RFP.
- Only the selected Bidder would be required to execute the agreement with NPCI.
- Application: These general conditions shall apply to the extent that provisions in other parts of the document do not supersede them. For interpretation of any clause in the EOI, the interpretation of NPCI shall be final and binding on the Bidders.
- Relationship between the Parties: Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between NPCI and 'the Bidder'. The Bidder subject to this EOI, if engages / empanels any personnel, for the Purpose of this EOI, Bidder shall have complete charge of its personnel empanelled in performing the services under the Project from time to time. The Bidder shall be fully responsible for the services performed by them or on their behalf. The selected Bidder should ensure due participation, support and physical involvement of OEMs during the various stages of the EOI.
- Language of Bids: All bids and supporting documentation shall be submitted in English. The proposal should be prepared in English in MS Word/PDF format.
- Applicable Law: This EOI shall be governed by and interpreted in accordance with the Indian Law.
- No legal binding relationship: It may be noted that no binding legal relationship will exist between any of Bidder of this EOI and NPCI.
- Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold NPCI's interests paramount and should observe the highest standard of ethics while executing the assignment.
- Adherence to Standards: The Bidder should adhere to laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.
- The proposed team members of successful Bidder should possess the knowledge along with the necessary experience and should be deployed in the relevant phases as per the requirements of the proposed NBAD solution.
- The Bidders, if found involved in any form of lobbying/ influencing/ canvassing etc., in selection process shall be disqualified.

## **6.2 EMD**

### **Return of EMD**

EMDs furnished by all unsuccessful Bidders will be returned on shortlisting of successful Bidders at the end of EOI process.

## **6.3 Forfeiture of EMD**

The EMD made by the bidder will be forfeited if:

- Bidder withdraws its offer before opening of the bids.
- Bidder withdraws its offer after opening of the bids but before shortlisting of bidders for the subsequent RFP.
- Selected Bidder withdraws its offer / proposal before floating of subsequent RFP.
- Bidder violates any of the provisions of the EOI up to submission of bid for the subsequent RFP
- Alters its bid during the bid validity period without NPCI request for technical normalization
- Fails to extend the validity if required and as requested
- Submit any false information in support of their eligibility criteria, technical evaluation criteria

## **6.4 Acceptance or Rejection of Bid:**

NPCI reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

- NPCI reserves the absolute right to reject the response/proposal if it is not in accordance with its requirements and no correspondence will be entertained by the NPCI in the matter. The bid is liable to be rejected if,
  - It is not in conformity with the instructions mentioned in this proposal document.
  - If it is not strictly as per prescribed form and format.
  - It is not properly/duly signed.
  - It is received through Fax.
  - It is received after expiry of the due date and time.
  - It is incomplete including non-furnishing the required documents.
  - It is evasive or contains incorrect information.
  - There is canvassing of any kind.
  - It is submitted anywhere other than the correspondence address mentioned in the “EOI Schedule and Communication Address” section of this document.

## **6.5 Adherence to terms and conditions:**

The Bidders who wish to submit responses to this EOI should note that they should abide by all the terms and conditions contained in the EOI. If the responses contain any extraneous conditions put in by the Bidder/Bidders, such responses will be disqualified and will not be considered for the selection process.

- NPCI reserves the right to:
  - Reject any and all responses received in response to the EOI without assigning any reason whatsoever
  - Cancel the EOI at any stage, without assigning any reason whatsoever

- Waive or Change any formalities, irregularities, or inconsistencies in this EOI (format and delivery). Such a change/waiver would be duly and publicly notified in the NPCI's website before the closure of the bid date
  - Extend the time for submission of all proposals and such an extension would be duly and publicly notified on NPCI's website
  - Share the information/ clarifications provided in response to EOI by any bidder, with all other bidder(s), in the same form as clarified to the bidder raising the query.
- Forms with respective Annexes must be submitted and signed by the authorised signatory. Unsigned bids would entail rejection of the bid. The Bidders should use only the formats prescribed in this document for submitting technical bids. Any deviation from the prescribed formats in submitting the bids will entail the bidder from being disqualified.

#### **6.6 Confidentiality:**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Bidders or any other persons not officially concerned with such process until the identification process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its proposal. During the execution of the project except with the prior written consent of the NPCI, the Bidder and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the proposal.

#### **6.7 Design Ownership:**

- The Bidder shall indemnify the NPCI from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Bidder. NPCI shall be defended in the defence of any proceedings which may be brought in that connection.
- Project plans, reports, ideas, documentation etc., developed for NPCI by the Bidder, while submitting the BID, shall be the property of the NPCI, unless otherwise agreed upon explicitly in writing.

**DISCLAIMER:** NPCI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any bidder/Bidder/person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of the organization and/or any of its officers, employees.

**Note:** *This is not a Request for proposal (RFP) and Commercial bids should not to be submitted with "Expression of Interest".*

## **Chapter 7      Evaluation Process**

### **7.1      Preliminary Examination of Bids**

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. Bidder should provide all Annexures on it's company letter head.

NPCI may in its sole and absolute discretion, 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.

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. NPCI's determination of bid responsiveness will be based on the content of the bid itself. **NPCI may interact with the Customer references submitted by Bidder, if required.**

### **7.2      Evaluation and Comparison of Bids**

Only complete and responsive bids meeting the eligibility criteria as per Chapter 4.2 will be processed to the stage of being fully evaluated and compared.

NPCI will adjudge the Bidder capabilities and NPCI reserve rights to shortlist the Bidders for participation in further technical evaluation process on the basis of response submitted in the support of various requirements including adequate documents submitted by the Bidders for supporting each of requirements, wherever required. The decision of NPCI is final and binding on all the bidders.

### **7.3      Technical Bid Evaluation:**

The parameters to be used for technical evaluation will be based on:

- Completeness of offerings along with architecture and innovativeness
- Presentations

As a part of the presentation, which would be evaluated by a NPCI evaluation Committee, the bidder would be required to showcase details proposed based on Functional details, Technical details, Team profile, Functional Specifications, POC Approach, Business & Technical SLA, and innovativeness (as given in **ANNEXURE J, K, L M, N, O and P**).

#### 7.4 Evaluation Outcome

1. Technical Evaluation would include the following:

Scoring weightage
1. Completeness of Offerings along with architecture - <b>50%</b>
2. Presentation - <b>50%</b>

2. Criteria 2: Bidders should score equal to or more than 70% (minimum) in Technical evaluation.
3. Criteria 3: After applying criteria 2, Bidders that are technically shortlisted will be required to demonstrate proof of concept of proposed solution.
4. Criteria 4: After applying criteria 3, Bidders that have demonstrated successful proof of concept would be short listed.
5. Criteria 5: After applying criteria 4, shortlisted Bidders would be eligible for subsequent RFP process. However, even if only one bidder qualifies after the above processes, NPCI reserves the right to proceed with the RFP process with the single bid.

**Chapter 8      ANNEXURES**

**ANNEXURE A1- Bidder's Letter for EMD**

To  
The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

**Subject: EOI No. NPCI/EOI/2020-21/IT/20 dated 23.03.2021 - EOI for procurement of Network Behavior Anomaly Detection (NBAD).**

We have enclosed an EMD in the form of electronic transfer/Demand Draft No/BG # \_\_\_\_ issued by the branch of the \_\_\_\_\_ Bank, for the sum of Rs. \_\_\_\_ (Rupees \_\_\_\_ ) as per instructions to Bidders of the above referred EOI.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

**Annexure A2 - Bid Security (Bank Guarantee)**

\_\_\_\_\_  
[Bank's Name, and Address of Issuing Branch or Office]

**National Payments Corporation of India:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**BID 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 EOI No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. \_\_\_\_\_ / -(Rupees \_\_\_\_\_ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or

(b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

(a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or

(b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

\_\_\_\_\_  
[Signature]

**ANNEXURE B- OFFER LETTER**  
(Bidder's Letter Head)

Date:

To  
The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051.

Dear Sir,

**Subject: EOI No. NPCI/EOI/2020-21/IT/20 dated 23.03.2021- EOI for procurement of Network Behavior Anomaly Detection (NBAD).**

We have examined the above referred EOI document.

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

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. We have not induced nor attempted to induce any other bidder to submit or not submit a response/offer for restricting competition.
2. We agree that the terms and conditions furnished in this EOI are for NPCI and its Associates.

The response under this EOI shall be binding on us. We also certify that the information/data/particulars furnished in our response /offer 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 response /offer document / EOI. We understand that NPCI may reject any or all of the responses/offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the response /offer, we submit herewith Demand Draft bearing no. \_\_\_\_\_dated \_\_\_\_\_ drawn in favor of "National Payments Corporation of India" for an amount of Rs 5,00,000/- (Rs. Five Lakhs only) payable at Mumbai.

Yours sincerely,

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



**ANNEXURE C Details of the Bidder**  
(Bidder's Letter Head)

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Constitution of the Bidder (Public Ltd/ Pvt Ltd/Start up)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid Goods and Services tax registration no.			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact Official to whom all references shall be made regarding this EOI			
8	Telephone No. (Cell # and Landline # with STD Code)			
9	E-Mail of the Contact official:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
11	Year	2017-18	2018-19	2019-20
12	Net worth			
13	Turn Over			
14	Profit After Tax			

Bidder should also provide the information related to its area of expertise, and implementation in below format:

Area Of Domain	Brief description of expertise on relevant areas	Years of expertise

Name and complete Postal Address of the Customer (Purchaser):	Name, Designation, Telephone, e-mail address of the contact person (customer)	Year of Implementation

**Details of Key / Senior Officials / Directors**

Sl. No	Name	Designation	Qualification	With the Company since	Line of Experience / Expertise

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE D**

**Declaration for Clean Track Record**  
(Bidder's Letter Head)

To,

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI document for **procurement of Network Behavior Anomaly Detection (NBAD)**.

I hereby declare that

- a) My company has not been debarred/black listed by any Government / Semi Government / Private organizations in India or overseas.
- b) My company has development and design experience in \_\_\_\_\_

I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal  
Date:  
Business Address:

**Annexure E - Declaration for Acceptance of EOI Terms and Conditions**  
(Bidder's Letter Head)

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the EOI document for selection of vendor for **EOI No. NPCI/EOI/2020-21/IT/20 dated 23.03.2021 for "EOI of Network Behavior Anomaly Detection (NBAD) Solution"**. I declare that all the provisions of this EOI Document 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 F - Declaration for Acceptance of Scope of Work**

**(Bidder's Letter Head)**

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Scope of Work contained in the EOI document for selection of vendor for **EOI No. NPCI/EOI/2020-21/IT/20 dated 23.03.2021 for "EOI of Network Behavior Anomaly Detection (NBAD) Solution"**. I declare that all the provisions of this EOI Document 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 G - 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 \_\_\_\_\_ (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 **EOI No. NPCI/EOI/2020-21/IT/20 dated 23.03.2021 for “EOI of Network Behavior Anomaly Detection (NBAD) Solution”** in response to the EOI document 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 \_\_\_\_\_ 2021.

For \_\_\_\_\_.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE H Eligibility Criteria Response**  
(Bidder's Letter Head)

**A] Start-ups:**

Sr. No	Eligibility Criteria	Compliance (Yes/No)	Documentary proof to be attached
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.		1.Certificate of incorporation 2.MSME registration certificate (if applicable) 3. DPIIT Certificate
2	The bidder's annual turnover should be less than Rs. 100 as per audited financial statements in each of the financial years from the date of registration/ incorporation subject to compliance to Sr. No. 3		1. Standalone audited financial statements for last 3 years a. Balance sheets b. Profit /loss statement c. Signed Statutory Auditor's Report d. Notes to Accounts and Schedules forming part of accounts to be submitted. • <i>Complete financial statements duly signed/ approved by Auditor.</i> 2. CA certificate in case more than 3 years for previous years
3	The date of incorporation of the bidder should be anywhere between 1 to 10 financial years.		Certificate of incorporation/ registration
4	The bidder shall have no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.		Self-declaration to be provided along with customer references
5	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad.		Declaration letter from the bidder as per <b>Annexure D</b>
6	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.		Authorization from OEM as per <b>Annexure I</b>
7	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		Remittance proof or DD in favor of NPCI

	along with the bid submission in case the bid document is downloaded from the NPCI website.		
8	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.		Remittance proof or DD/ BG in favor of NPCI
9	The bidder is authorized to participate on behalf of only a single OEMs product.		Self-declaration to be provided along with customer references

**B] Other than Start-ups:**

Sr. No.	MSME	Other than MSME	Compliance Yes/No	Documentary proof to be attached
1.	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since <b>last 3 years</b>.</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 <b>at least 2 years</b> as on date of submission of the bid.</p> <p>a) 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 <b>at least 2 years</b> 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 <b>at least since last 5 years</b>.</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 <b>at least 5 years</b> as on date of submission of the bid.</p> <p>a) 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 <b>at least 5 years</b> as on the date of submission of bid.</p>		<p>1. Certificate of incorporation</p> <p>2. MSME registration certificate (if applicable)</p>



2.	<p>The bidder should have reported minimum annual turnover of Rs. 8 crores and should have <b>reported profits (profit after tax)</b> as per audited financial statements in at least <b>2 out of last 3 financial years</b>.</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>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.</p>	<p>The bidder should have reported minimum annual turnover of Rs. 20 crores in each of the last 3 financial years and should have <b>reported profits (profit after tax)</b> as per audited financial statements in <b>last 3 financial years</b>.</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>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.</p>		<p>Standalone financial audited financial statements</p> <ol style="list-style-type: none"> <li>1. Balance sheets</li> <li>2. Profit/ loss statement</li> <li>3. Signed Statutory Auditor's Report</li> <li>4. Notes to Accounts and Schedules forming part of accounts to be submitted.</li> <li>5. Complete financial statements duly signed / approved by Auditor</li> </ol>
3	<p>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.</p>	<p>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.</p>		<p>Self-declaration to be provided by SI along with customer references</p>
4	<p>Neither the OEM nor the Bidder should have been currently blacklisted by</p>	<p>Neither the OEM nor the Bidder should have been currently blacklisted by</p>		<p>Declaration as per Annexure D on company letter head</p>

	any Bank or institution in India or abroad	any Bank or institution in India or abroad		
5	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.		Declaration from OEM (as per Annexure-I)
				Self-declaration of not being part of distribution channel
6	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.	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.		Remittance proof or DD in favor of NPCI
7	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.		Remittance proof or DD/ BG/Electronic Transfer in favor of NPCI
8	The OEM can authorize multiple bidders 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.	The OEM can authorize multiple bidders 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.		Self-declaration to be provided along with customer references

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure I - OEM / Manufacturer's Authorization Letter**  
(OEM's Letter Head)

*[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:

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:

Seal:

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

ANNEXURE J Functional details  
(Bidder's Letter Head)

**Table A:**

Write up on the solution architecture (not restricted to) :

Along with write up, bidder should also submit complete gist of functionalities (both depth and breadth) that is available in the proposed solution in the format given below that should necessarily include all functionalities as specified in the EOI and may also include other additional functionalities, that the bidder would like to offer.

**Table B:**

Sr. No.	Details of complete functionalities

\* Supporting functional documents to be provided including documents/certifications as referred in EOI.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE K Technical details**

**Table A:**

Write up on the solution architecture (not restricted to)

Along with write up bidder should also submit complete gist of technical functionalities (at all levels viz. app, infra) that is available in the proposed solution in the format given below.

**Table B:**

Sr. No.	Details of complete technical specifications

1. Supporting technical documents to be provided including documents/certifications as referred in EOI.
2. Details of technologies and tools used in the solution to be provided.
3. List of the international standards including security standards available in the solution to be provided

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE L Team Profile**  
(Bidder's Letter Head)

Bidder needs to provide details for each key team member associated with this project from their side and also from OEM side (if applicable).

Name:

Brief Introduction:

Position in the firm:

Total years of post-qualification work experience:

Total No. of years with the firm:

Areas of expertise and no. of years of experience in this area:

Area of Expertise	No. of years of experience

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE M Technical Specifications**  
(Bidder's Letter Head)

Indicative functionalities are mentioned below:

Category	Specification	Requirement
<b>A - Fundamental Requirements</b>		
A.1	On-premise deployment	Must have
A.2	The solution must display visual traffic profiles in terms of bytes, packet rates and number of hosts communicating. These displays must be available for applications, ports, protocols, threats and each monitoring point in the network. All of these views must support network location specific view such that they can present information from a single location, the entire network or any other defined grouping of hosts.	Must have
A.3	The solution must support application definition beyond protocol and port. The system must support the identification of applications using ports other than the well-known, and applications tunnelling themselves on other ports (e.g., HTTP as transport for MS-Instant Messenger should be detected as Instant messenger - not HTTP).	Must have, Bidder to elaborate in detail for this requirement
A.4	The solution must profile traffic by TCP and UDP port.	Must have
A.5	Solution must support Netflow collection and correlation.	Good to have
A.6	Solution must support JFlow, SFlow, IPFIX collection and correlation.	Bidder should provide integration with other type of flows
A.7	The solution must support traffic profiling associated with logical network design (e.g., Subnet/CIDR).	Bidder should provide if logical profile can be assigned to network subnets
A.8	The solution must identify network traffic from potentially risky applications (e.g. file sharing, peer-to-peer, etc.).	Must have, Bidder to elaborate in detail for this requirement
A.9	The solution must create clearly independent and differentiated profiles from local traffic vs. traffic originating or destined for the internet.	Bidder shall provide the feature to view different profiles of network traffic for a flow
A.10	The solution must support traffic profiling based on IP addresses, groups of IP addresses, source/destination IP pairs etc	Must have
A.11	The solution must be able to adjust itself in DHCP environment and yet uniquely identify machines with high accuracy despite change of IP Address	Must have
A.12	Solution provides total network visibility including application level context and content	Must have
A.13	NBAD solution should capture flow information from multiple network points like Network traffic collected via TAP, SPAN, and/or Mirror.	Must have, Bidder shall provide support for different kind of ports to tap the network traffic
A.14	Support highly available component architecture ensuring no single point of failure	Must have
A.15	Support DR failover / fallback setup	Must have
A.16	Preferably the solution should be in use by a customer in a similar industry	Must have
A.17	The company should have own support facilities in India.	Must have

A.18	Solution shall have a feature capable of enabling retrospective analysis of the incident's logs, returning the connection in seconds, minutes, hours or days before a certain anomaly had been identified	Must have
A.19	Solution shall create unique profiling for each user and device, as well as for the relations between them.	Bidder to elaborate in detail for this requirement
A.20	Solution must be able to scale up and down based on changes in scope	Must have
A.21	solution must able to monitor all network traffic in real time	Bidder to elaborate in detail for this requirement
A.22	solution able to query at least 1 months' worth of meta historic data	Bidder to elaborate in detail for this requirement
A.23	Solution shall monitor VPN users.	Bidder to elaborate in detail for this requirement
A.24	Solution shall monitor VDI users.	Bidder to elaborate in detail for this requirement
A.25	Solution shall monitor remote users who are not connected via VPN	Bidder to elaborate in detail for this requirement
A.26	The solution MUST have the capability to mask the card information available in the captured data when it is stored	Bidder to elaborate in detail for this requirement
<b>B - Anomaly Detection</b>		
B.1	NBAD should be intelligent and should automatically tweak itself through automated learning	Must have
B.2	Support creation of custom models for anomaly detection	Must have
B.3	The solution must detect "zero-day" events /anomaly base detection.	Must have
B.4	The solution must dynamically learn behavioural norms and expose changes as they occur.	Must have
B.5	The solution must detect and present views of traffic pertaining to observed threats in the network.	Must have
B.6	The solution must display traffic profiles in terms of packet rate. This capability must be available for simple TCP analysis (TCP Flags, etc.) but rate-based information may be presented for other profiles (e.g., applications).	Must have
B.7	The solution must be able to profile communication originating from or destined to the internet by Geographic regions in real-time.	Bidder shall create user's profile on his activity on the internet
B.8	Analyse access and its abuse with identity-centric behaviour analytics	Good to have
B.9	Model good behaviour to expose unknown bad through peer groups, clustering and outliers	Must have
B.10	Leverage predictive security analytics to risk-score incidents	Must have
B.11	Optimize resources and time with machine learning algorithm compute cycles	Bidder shall provide solution that utilize machine learning to efficiently process and predict anomalies
B.12	Solution must be able to identify new and unknown attack behaviours without making use of signatures or rules.	Bidder to elaborate in detail for this requirement
B.13	Solution must be able to identify any anomalous behaviour in the environment and highlight these behaviours in real time.	Bidder to elaborate in detail



		for this requirement
<b>C - Asset Management</b>		
C.1	Management of Asset Inventory & Auto Discovery of any type of assets, connected to Network	Must have
C.2	Combining inventory from different solutions and showing difference	Good to have ,Bidder shall calculate difference from the manually uploaded inventory and the assets discovered by traffic
C.3	Visibility into how threats and/or vulnerabilities effect your environment based on assets, IP's, or other views	Bidder shall provide visualization on threat scenario and if known vulnerability being exploited in the environment
C.4	Import and group assets by unit, criticality, function, etc.	Bidder shall provide fields to assign
C.5	Module to manage Assets, Vulnerabilities, Scans and their automated actions on them	Good to have, Bidder shall provide if solution have stated features, or if the solution supports integration with such solutions
C.6	Solution must be able to automatically group devices into groups and clusters by their behavior similarity.	Bidder to elaborate in detail for this requirement
C.7	Solution shall have the capability to monitor the network status (e.g. bandwidth, number of participants)?	Bidder to elaborate in detail for this requirement
C.8	Solution shall monitor cloud platforms (e.g. Microsoft Azure, Amazon Web Services,private clouds)	Bidder to elaborate in detail for this requirement
C.9	Solution shall detect any New device or user in organization	Bidder to elaborate in detail for this requirement
<b>D - Dashboards</b>		
D.1	Dashboards for different roles and access levels	Must have
D.2	The solution must allow the user to create custom profiles and views using any property of a flow, log, data source or already profiled traffic	Bidder to confirm if creating custom dashboards is available in the solution or not, and these should be customizable per user role
D.3	Solution must support natural language search capability without requiring to learn a custom search query language	Bidder to elaborate in detail for this requirement
D.4	Intelligent search providing auto-complete, auto-suggest capabilities based on contextual data	Bidder to elaborate in detail for this requirement
D.5	Solution may have its own mobile app available in both GooglePlay and AppleStore in order to enable remote management of incidents; - It must have the capability to carry out push notifications for alerts	Good to have
<b>E - Report</b>		

E.1	Exporting and report generation capabilities	Must have
E.2	Said NBAD tool should be integrateable with popular SOAR & SIEM solution for monitoring user endpoints and reporting anomalies to SOAR & SIEM Solution	Must have
E.3	The solution must profile and present information in multiple timeframes. Profiles must be available for week, day and hour.	Must have
<b>F - Use Cases</b>		
F.1	The solution must detect internal denial-of-service (DoS) and distributed denial-of-service (DDoS) attacks.	Must have
F.2	The solution must identify network traffic within a virtual network environment.	Must have
F.3	The solution must be able to detect suspicious communication channels Services or applications not running over its standard ports. (i.e. HTTP not over port 80)	Must have
F.4	Detect and predict any data exfiltration by identifying abnormal behaviour as a part of cyber kill chain stages	Must have
F.5	Identify abnormal communication for protocol, commands, non-standard ports anomalies	Must have
F.6	IP / Port scanning reconnaissance attacks	Must have
F.7	Malware / malicious bots detection through C2 (command and control) communication	Must have
F.8	Detection of unknown DGA (domain generation algorithm) attacks	Must have
F.9	Detection of data exfiltration based on abnormal packet size (such as exfiltration in ICMP packets)	Must have
F.10	Detection of lateral movement based on suspicious connections with machines in the network	Must have
F.11	Detection of network crawling based on anomalous pattern detection	Must have
F.12	Communication with malicious hosts / sites (leveraging external TI feeds)	Must have
F.13	Attack & Recon Tools - Check for commonly used penetration testing tool and malware user agents	Must have
F.14	Heartbleed SSL Success - A successful exploit of the 'Heartbleed' vulnerability in OpenSSL	Must have
F.15	Possible Masqueraded file transfer - Look for files transferred with an incorrect file extension. Ignore common external domains.	Must have
F.16	BitCoin Activity - Any communications using the BitCoin mining protocol	Must have
F.17	New User Agent - Any new user agent seen on a device which is rare in the whole environment	Must have
F.18	Privacy VPN - Personal VPN solutions which enable the user to avoid network monitoring solutions.	Must have
F.19	Remote Management Tool - Remote Management tools that users can traverse firewalls with.	Must have
F.20	SMTP sending was in blocklist - Emails received from known bad source.	Bidder to confirm if such use case detection is present in the solution or not, and where does this blocklist will exist? In solution or remotely fetched?
F.21	TOR Usage - Use of the anonymising, encrypted tunnel 'The Onion Router' (TOR)	Must have
F.22	Compliance/File Storage - Models to detect use of various cloud storage services	Must have

F.23	APT Activity - Detections of known Advanced Persistent Threat indicators.	Must have
F.24	Beaconing to Rare Hostname - Looking for regular connections (multiple connections) over a period of time, combined with a host which is rare within the environment	Must have
F.25	SSH with watched country - Any SSH traffic with China, Romania, Russia, Vietnam or Nigeria	Must have
F.26	Christmas Tree packet - A TCP packet with all the flags set. Can be used to cause DoS or to gain intelligence about the target.	Bidder to confirm if such use case detection is present in the solution or not
F.27	Data sent to new external IP - Significant data transferred to a newly seen external IP	Must have
F.28	External DNS domain pointing at local IP - Alert when non-local domains point at local IPs - possibly so attackers can load local content remotely.	Must have
F.29	Non-standard DNS server used - Devices using uncommon DNS servers	Must have
F.30	RST Storm- A large number of packets with the reset flag set. This may disrupt normal communications	Must have
F.31	Server Reboot - Look for booting or rebooting devices that should rarely do so. Malware installed on servers can blue screen the box and seeing random reboots of servers	Bidder to confirm if such use case detection is present in the solution or not
F.32	Suspicious emails - Emails from unusual countries or with character sets often used by attackers (e.g. Chinese).	Bidder to confirm if such use case detection is present in the solution or not, and if present what languages it support
F.33	Traceroute - ICMP packets with decreasing TTLs - these are used to map a route to a target	Must have
F.34	Vulnerable Software Versions - Use of out-of-date user agents and operating systems	Bidder to confirm if such use case detection is present in the solution or not
F.35	XOR obfuscated binary downloaded-A file transfer of a Windows executable that has been masked by XOR encryption.	Bidder to confirm if detection of XOR encryption is available in the solution or not
F.36	Profile/Unusual Connectivity- New or unusual connections, either an external connection to/from domains that are not popular or white-listed, or an outgoing internal connection.	Bidder to confirm if feature such as peer traffic monitoring with the mentioned use case is available in the solution
F.37	Rare connection from server- Rare and unusual external connections from servers	Must have
F.38	Address Scan - Scanning for devices listening on a specific port	Must have
F.39	Port Scan - Scanning a device to see which ports it has open.	Must have
F.40	Bruteforcing - Repeated failed logins (KERBEROS, SSH or FTP). This could be indicative of malicious password guessing.	Must have
F.41	Solution must be able to automatically detect and monitor activities of privileged users on the network.	Bidder to elaborate in detail for this requirement
F.42	Will the proposed solution identify the installation of backdoors allowing malicious users to access internal network resources.	Bidder to elaborate in detail for this requirement

F.43	Solution must identify a ransomware attack basis the network traffic and alert the respective team..	Bidder to elaborate in detail for this requirement
F.44	Solution must identify and investigate suspicious volumes of data transferred internally.	Bidder to elaborate in detail for this requirement
F.45	Solution must identify and investigate anomalies in patterns of DNS requests.	Bidder to elaborate in detail for this requirement
F.46	Solution must identify More data being transferred then a normal to and from servers and/ or external locations	Bidder to elaborate in detail for this requirement
F.47	Solution must check for any Active sessions for longer than accepted time period	Bidder to elaborate in detail for this requirement
F.48	The solution should detect and alert on anomalies in DNS communications so as to pre-emptively help detect security risks.	Bidder to elaborate in detail for this requirement
F.49	solution shall be able to identify crypto compliance for endpoints (TLS version)	Good to have
F50	Identification of Malicious behaviour in encrypted traffic without decryption.	Bidder to elaborate in detail for this requirement

We hereby declare that all the above stated indicative functionalities and any other additional functionality that NPCI may require would be made available in the solution.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE N POC Approach plan**  
(Bidder's Letter Head)

Table A

Write up should cover the Bidder plan to demonstrate the below indicative (but not restricted to) requirements:
<u>Technical Requirement:</u>
<u>Functional requirement:</u>

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**ANNEXURE O Business and Technical SLA FOR POC**  
**(Bidder's Letter Head)**

Table A

Write up should cover the Business SLAs that the Bidder plan to offer. The below are indicative (but not restricted to) SLAs:

(Signature)

(Name)  
(In the capacity of)  
Duly authorized to sign Bid for and on behalf of

**ANNEXURE P Innovativeness**  
(Bidder's Letter Head)

Write up should cover the Bidder plan to bring innovativeness in solution offered.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of