



INVITATION FOR EXPRESSION OF INTEREST (EOI) - MANAGED DDOS PROTECTION SERVICE

EOI Reference No: NPCI/EOI/2023-24/IT/03 dated 24th January 2024
National Payments Corporation of India
Unit no. 202, 2nd floor,
Raheja Titanium, CTS No. 201,
Western Express Highway,
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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 for providing Managed distributed denial of service (DDOS) Protection Service. 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 ‘providing managed distributed denial of service (DDOS) Protection Service’ 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, 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.

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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. **Folder 'A'** should contain eligibility criteria response.
3. **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 **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 Folders.

Important Note:

The bidders shall pay the EOI bid 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: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.

The bidders shall pay the bid Cost & EMD through the above-mentioned mode and the remittance proof shall be submitted to NPCI for the same. The bidder shall provide the evidence of the transfer / remittance proof of bid cost and EMD vide a separate mail to the the NPCI officials mentioned in Section 1.

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Abbreviations and Acronyms

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

Sr.No	Abbreviations	Description
1.	EOI	Expression of Interest
2.	NPCI	National Payments Corporation of India
3.	OEM	Original Equipment Manufacturer
4.	POC	Proof of Concept
5.	QA	Quality assurance
6.	RFP	Request for Proposal
7.	SLA	Service Level Agreement

Invitation for Expression of Interest for Managed DDOS Protection Service

Notice inviting Expression of Interest (EOI) for Managed DDOS Protection Service

NPCI invites sealed proposals from entities (companies and/or startups) who have experience in Managed DDOS Protection Service.

The EOI is being floated in order to enable bidders to propose their capability/solution for engaging of an agency for providing Managed DDOS Protection Service.

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	Expression of Interest (EOI) for Managed DDOS Protection Service
2.	Tender Reference Number	NPCI/EOI/2023-24/03
3.	Date of release of EOI document	24.01.2024
4.	Last date and time of receiving Bidders pre-bid clarification in writing from bidders	29.01.2024
5.	Date and Time of Pre-Bid Meeting	To be notified
6.	Last date and time for Bid Submission	05.02.2024 5:30 PM
7.	Bid Submission	<p><u>Electronic bid response submission should be sent to the following email address:</u></p> <p>Folder A (Eligibility) & Folder B (Technical): siddhesh.chalke@npci.org.in darshana.salunkhe@npci.org.in</p> <p>There will be <u>no physical bid submission</u> for this EOI.</p> <p>During the electronic bid submission, bid response attachments should not exceed the size of 10 MB vide each email. The bid response may be segregated to adjust the maximum attachment capacity (10 MB) for each email accordingly. In case of the bid response being segregated into separate emails to accommodate the complete set of attachments, the total number of emails and corresponding attachment numbers forming the complete bid response need to be mentioned in the 1st mail itself.</p>
8.	Date and Time of Eligibility Criteria Response Opening(Folder A)	05.02.2024 6:30 PM
9.	Date and Time of Technical Bid Response Opening (Folder B)	Eligible Bidders shall be informed over email

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10.	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
11.	Bid Related Queries	Note - All pre-bid queries and EOI bid response should be sent to Email ID's mentioned below: siddhesh.chalke@npci.org.in darshana.salunkhe@npci.org.in
12.	Bid Cost	Rs. 11,800 /- (Rs.10,000/- plus GST) (Bid cost of Rs 11,800/- should be in Indian Rupees Eleven thousand eight hundred only)
13.	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** 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: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.

The proof of electronic transfer of the **bid cost amount** should be submitted to the following email id:

siddhesh.chalke@npci.org.in

darshana.salunkhe@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 a solution for Managed ALWAYS ON DDOS Protection Service. The identified bidders through this EOI shall receive the detailed and specified RFP for Managed DDOS Protection Service.

Chapter 3 Scope of work

NPCI is looking to engage vendor(s) specializing in providing Managed DDOS Protection Service.

Scope of work will broadly include understanding of NPCI requirement, supply, installation of solution, training & documentation and subsequent maintenance and support for the contract period.

NPCI intends to procure following solution and the broad scope of work will include but not limited to the following:

1. The entire scope of work/proposed requirement/services or obligations required to be performed by the bidder terms of this RFP shall hereinafter be referred to as Project/Solution/Services and such terms may be used interchangeably, however shall have the same meaning as described herein.
2. To install, configure & deploy Always ON DDOS solution as per the proposed Bill of material (To be done by OEM PS).
3. Supplied solution should be deployed within India tenant with dedicated Instance for NPCI.
5. Integrate the solution with On-prem NPCI's Active Directory system for authentication & other application based on rest APIs.
6. Integrate the solution with the NPCI's SMTP, BMC, SIEM/SOAR, TIP.
7. Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, version upgrades.

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8. Bidder should update and maintain all supplied equipment to correctly reflect actual state of the setup at any point in time during the warranty period.
9. Bidder should ensure availability of on-site resources for end-to-end deployment of complete solution (with back-to-back support from OEM PS) until handover to NPCI operations team.
10. Bidder should support the migration of the existing DDOS solution policies and features and building new policies required by organization for the proposed solution during the implementation phase.
11. Bidder to factor and propose software-based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.
12. Bidder should demonstrate compliance to technical requirements documented in this document for the solution implemented.
13. The bidder shall provide 24*7*365 basis post implementation technical support for the components supplied.
14. OEM to provide 24*7*365 basis post implementation technical support with dedicated TAM assigned for NPCI. Support centres must be based in INDIA.
15. Implementation of the solution and migration of policies from existing solution to be done by Bidder/OEM directly.
16. Bidder should assign technical experienced person to NPCI for deployment of Always ON DDOS with minimum of 2+ years on experience. Resumes of the team members to be shared to NPCI as part of RFP response.
17. Bidders are expected to provide the onsite support post implementation if the technical issues are not remotely resolved.
19. Prior to configuration and integration, the bidder needs to understand the requirement of NPCI and prepare detailed implementation plan. On approval of the same by NPCI, integration of the Always ON DDOS solution needs to be carried out. Detailed solution architecture, design, traffic flow and policies (existing) should be documented. Deployment of the solution will start only after acceptance by NPCI.
20. The bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to NPCI.
21. The progress of the implementation shall be monitored on regular basis and the deviations, exceptions shall be analyzed and corrective actions to be recommended / suggested.
22. The first monitoring report would be submitted on completion of 1 month from the date of acceptance of the Always ON DDOS Solution and thereafter every fortnight with suggested/required remediation.
23. The Bidder must prepare architecture design (HLD and LLD), optimize policies to increase performance, documentation, project plan, SOPs and training document as part of the implementation services.
24. OEM should provide Technical Training to all the Operation support staff and administrators of NPCI.
25. The Bidder should ensure that all systemic changes or new requirements necessitated out of Government / other regulatory guidelines or other Company requirements as per the RFP are made available from day one of the selection of bidder for implementation/support of Always ON DDOS. Any new government/ regulatory requirements that impact the provided Selection of bidder for implementation/support of Always ON DDOS solutions to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.
26. The Bidder will be required to fix any vulnerability in the implementation/support of Always ON DDOS solutions at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis.
27. The Bidder must seize the Bill of material covering Software, Licenses & Services to ensure availability, scalability, redundancy, and performance, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.
28. The selected Bidder should follow a suitable methodology for delivering the requirements of the RFP for the entire contract period. Accordingly, the Bidder should factor for necessary effort and team deployment. The methodology should clearly layout the overall steps from initiation to closure of this engagement.
29. The NPCI Requirements Specification Manual would be reviewed by the OEM and the selected bidder is expected to remediate all gaps identified by the OEM.

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30. The Selected Bidder must carry out all the customization as per the NPCI - Technical Specification without any additional cost to the company.

31. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. NPCI will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the NPCI.

32. The Bidder will have to provide all the MIS reports as per the requirements of the NPCI.

33. Bidder should provide soft copy and hard copies of Training material.

35. Support Model:

-24x7 and 365 days Service Coverage. (Email/Phone/Portal)

-Technical Account Manager

-Escalation Matrix

-Periodic Health Checks

-Monthly reports & Governance Meetings

-Onsite visits as required

-Proactive Invitations to Beta programs has context menu Compose Paragraph

The detailed technical specification as per Annexure - M

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.

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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	<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. 8 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (2020-21, 2021-22 and 2022-23).</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</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 reported profits (profit after tax) as per audited financial statements in last 3 financial years (2020-21, 2021-22 and 2022-23).</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</p>

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		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.	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.y
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 behalf of only a single OEMs product.	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.

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.

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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** 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: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.

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 EOI 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: Folder A and Folder B. Both the Folder should be put in an outer Folder marked “EOI - Managed DDOS Protection Service”.
- Folder A must be super scribed as “Eligibility Criteria”. The following documents duly placed in a file must be inserted inside Folder A:
 1. Bid Cost - Proof of Remittance of Bid Cost (Rs. 11,800/-)
 2. Bid Earnest Money in the form of Bank Guarantee - Annexure A2 **OR** documentary proof for electronic fund transfer- Proof of Remittance of EMD (Rs.5,00,000/-)
 3. Bid Offer form (without price) - Annexure B
 4. Bidder Information - Annexure C
 5. Declaration of Clean Track Record - Annexure D
 6. Declaration of Acceptance of Terms and Conditions - Annexure E
 7. Declaration of Acceptance of Scope of Work - Annexure F
 8. Power of Attorney for signing of bid - Annexure G
 9. Eligibility criteria Compliance-Annexure-H
 10. OEM/Manufacturer Authorization Letter - Annexure I
 11. Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years
 12. 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)
 13. EOI document duly sealed and signed by the authorized signatory on each page
All necessary supporting documents
- Folder B must be super scribed as “Technical Bid”. The following documents duly placed in a file must be inserted inside 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 deadline as mentioned in the EOI schedule.
- NPCI reserves the right to reject any response received late i.e., after the closing time on the date specified.

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Bids shall be opened in 2 stages:

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

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

Phase II - In the second stage the Technical bid i.e. Folder 'B' shall be opened.

The date, time and address is mentioned in Section 1 or may be 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 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 also be submitted to the following email ids while submitting the pre-bid queries:
siddhesh.chalke@npci.org.in
darshana.salunkhe@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 Managed DDOS Protection Service
- 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:

1. Bidder withdraws its bid before opening of the bids.
2. Bidder withdraws its bid after opening of the bids but before Notification of Award.
3. Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
4. Bidder violates any of the provisions of the EOI up to submission of Performance Bank Guarantee.
5. Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
6. Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of acceptance of the Purchase Order. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

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 email 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

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- ✓ 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 Annexures 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 EOI response, 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:

- o Completeness of offerings
- o 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. Demonstrable capability in Managed DDOS Protection Service - 50%
2. Technical solution and Compliance to specifications - 20%
3. Reference for the Demonstrated Capability - 20%
4. Presentation - 10%

2. Criteria 2: Bidders should score equal to or more than 75% (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 - 400051

Subject: EOI No. NPCI/EOI/2023-24/IT/03 dated 24th January 2024 - EOI for Managed DDOS Protection Service.

We have enclosed an EMD in the form of electronic transfer UTR 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/2023-24/IT/03 dated 24th January 2024 - EOI for Managed DDOS Protection Service.

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 UTR no. / BG 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

Invitation for Expression of Interest for Managed DDOS Protection Service

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	2020-21	2021-22	2022-23
12	Net worth			
13	Turn Over (Revenue for operations)			
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 _____.

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:

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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 No. NPCI/EOI/2023-24/03** dated **24-01-2024** for "EOI for _____". 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:

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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 No. NPCI/EOI/2023-24/03 dated 24-01-2024** for "EOI for _____". 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:

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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/2023-24/03 dated 24-01-2024 - “EOI for _____”** 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 _____ 2024.

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 Annexure D
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 Annexure I
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

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	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 OEM 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 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>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 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>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 at least 5 years as on the date of submission of bid.</p>		<p>1. Certificate of incorporation</p> <p>2. MSME registration certificate (if applicable)</p>

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2.	<p>The bidder should have reported minimum annual turnover of Rs. 8 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (2020-21, 2021-22 and 2022-23).</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 reported profits (profit after tax) as per audited financial statements in last 3 financial years (2020-21, 2021-22 and 2022-23).</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"> 1. Balance sheets 2. Profit/ loss statement 3. Signed Statutory Auditor's Report 4. Notes to Accounts and Schedules forming part of accounts to be submitted. 5. Complete financial statements duly signed / approved by Auditor
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</p>

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	any Bank or institution in India or abroad	any Bank or institution in India or abroad		company letter head
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 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.	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.		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:

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.

Category	Specification	Requirement
A - Fundamental Requirements		
A.1	OEM should provide Always on DDOS security solution with proven DDOS defense capacity of more than 10Tbps.	Must have
A.2	DDOS solution should provide 6GBPS of clean traffic distributed across 3 locations, i.e., 2 GBPS clean traffic per location.	Must have
A.3	OEM Infrastructure should have multiple scrubbing centers (local to INDIA geography) to absorb HIGH DDOS attack and decrease the latency.	Must have
A.4	Solution should have machine-learning and behavioral-based algorithm to detect low and slow DDOS attack	Must have
A.5	Proposed solution should be agnostic to the Internet Service Provider (ISP) solutions and protect all Internet facing applications of NPCI	Must have
A.6	Proposed product/solution should Protect from multiple attack vectors on different layers with frontline responders (Managed Services) available 24X7 to optimize DDOS mitigation and incident Response	Good to have
A.7	Solution should support to pass traffic on various layer 7 and layer 4 protocols like HTTP, HTTPS, DNS, GRPC, GRE traffic etc.	Must have
A.8	The solution should handle varying levels of traffic to accommodate potential DDoS attacks of different magnitudes with zero impact on assets under protection	Must have
A.9	The Proposed solution must not modify MAC or IP addresses of passed frames.	Must have
A.10	The Proposed solution should support inspection of ipv4 and ipv6 attacks.	Must have
A.11	The System must have an updated IP reputation feed that describes suspicious traffic Blacklisted IPs, botnets, Phishing. It should be updated every minute to block and protect the network against active attackers. The System should have options for Blacklist and Whitelist IOC as per NPCI requirement. System also should restrict the IP address from specific segments like from malicious sources.	Must have
A.12	The proposed solution should support integration of third-party external Threat Intelligence Platform.	Must have
A.13	The proposed solution shall have the learning mode to easily identify anomalies in the network communication.	Must have
A.14	The proposed solution should Detect and protect from unknown Network. System should support Behavioral based predictive DDoS protection	Must have
A.15	The proposed solution detects and mitigate application layer DDOS attacks (Flood attacks, Protocol attacks and Volumetric attacks) instantly with zero second SLA.	Must have

A.16	The proposed solution should provide protection from DNS queries-based attacks and protect the name servers of organization	Must have
A.17	The proposed DDoS solution should not reach End of Support within 5 years from the date of submission of bid. If this happens, the bidder is bound to provide the then prevalent higher model at no additional cost to NPCI.	Must have
A.18	The proposed solution must not have any limitations in handling the number of concurrent sessions for DDoS attack traffic.	Must have
A.19	The proposed solution incurs very low latency during normal operations and minimal latency while under attack for all traffic.	Must have
A.20	The proposed solution should support TLS1.2 and above based traffic.	Must have
A.21	The committed uptime of the proposed solution should be 100% availability on yearly basis at each site.	Must have
A.22	The proposed solution should be able to block traffic based on Geo location with periodical update on regular time automatically for lists of IPs, option should be there to block based on temporary (Hours, few hours) or permanently.	Must have
A.23	The proposed solution should support mitigation of Burst Attacks, the specific mitigation strategies the solution employs, such as traffic filtering, rate limiting, and IP blocking.	Must have
B - Security / DDoS Feature		
B.1	The proposed solution must be able to block invalid packets (including checks for Malformed IP Header, Incomplete Fragment, Bad IP Checksum, Duplicate Fragment, Fragment Too Long, Short Packet, Short TCP Packet, Short UDP Packet, Short ICMP Packet, Bad TCP / UDP Checksum, Invalid TCP Flags, Invalid ACK Number) and provide statistics for the packets dropped. Solution should also support packet Anomaly Protection.	Must Have
B.2	The proposed solution should detect and Mitigate Application layer DDOS attacks with no defined upper limit on the attack traffic.	Must have
B.3	The proposed solution must have an updated threat feed that describes new malicious traffic (botnets, phishing)	Must have
B.4	Solution should provide real time Detection and protection from unknown Network DDOS attacks. The methods for detecting DDOS attacks, including signature-based detection, anomaly detection, and behavioral analysis.	Must have
B.5	System should Protect from Brute Force/reflection & DNS amplification attacks or equivalent.	Must have
B.6	No sampling / No bypass of packets even during multi-vector attacks.	Must have
B.7	The proposed solution should have a mitigation mechanism to protect against zero-day DoS and DDOS attacks without manual intervention and response time should be minimal.	Must have
B.8	The proposed Solution should support DNS query source validation, DNS Query, per-Source Flooding.	Must have

B.9	The proposed Solution should support Flowspec.	Must have
B.10	The proposed Solution must detect and block HTTP Opcode Flood	Must have
B.11	The proposed Solution should support for all protocols at layer 3.	Must have
B.12	The proposed Solution must be able to detect and block SYN Flood attacks.	Must have
B.13	The proposed Solution must be able to detect and block HTTP GET/POST Flood and should support mechanisms to avoid False Positives.	Must have
C - Integration Capabilities		
C.1	DDOS solution should integrate with existing SIEM engine seamlessly through syslog	Must have
C.2	DDOS solution should provide RESTAPI based integration for automation of action taken, reporting, analytics and various other purposes like SOAR, etc	Must have
C.3	DDOS solution should Integration with TACACS+ and RADIUS	Good to have
C.4	Solution should support MFA capabilities including FIDO2/Web Authentication, OATH (TOTP/HOTP) for access management.	Must have
D- Monitoring & Dashboard		
D.1	Proposed solution should have centralized management system that helps to manage, monitor, and maintain all, DDoS setup.	Must have
D.2	The solution must support the generation of CSV, PDF and e-mail reports. Also, should provide Web-based, live dashboards reports.	Must have
D.3	Solution should provide DDoS attacks log backup and Filterable/Exportable Attack Log	Must have
D.4	The proposed solution should have API keys to allow third-party applications to access data through authorized accounts.	Must have
D.5	Dashboards for different roles and access levels	Must have
D.6	The solution must allow the user to create custom profiles	Must have
D.7	Solution should provide scheduled, and threshold (as per NPCI requirement) based reports based on day / week / month and custom reports dates	Must have
D.8	The solution should provide real time dashboard displaying statistics on data such as total traffic, passed/blocked, top destination URLs/services/domains, attack types, top sources by IP location (Geo IP) and blocked sources.	Must have
D.9	Solution should be able to offer granular drill down reports based on hosts, sources, applications etc.	Must have
D.10	DDOS solution should integrate with Network performance & monitoring solution.	Must have
D.11	The management console should maintain audit logs that provide summaries about user access, app-related actions, setting changes, and other configuration modifications that occurred using the console or APIs.	Must have

(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.
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(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