

Notification pertaining to Request for Proposal for procurement of DDoS Mitigation Solution

1. About NPCI

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 (Section 8 of The Companies Act 2013) with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and 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 five core values: Passion for Excellence, Integrity, Customer Centricity, Respect and Collaboration

2. Objective of RFP

NPCI is intends to procure Distributed Denial of Service (DDoS) mitigation Solution at it's three DC locations to protect various applications hosted on Internet such as E-commerce, NACH, E-Mail, National archival solution for CTS and other project as and when required.

3. Cost of the RFP

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

The Bidders can procure the RFP document from NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, on payment of non-refundable amount of Rs 11,450/- (INR Eleven thousand four hundred and fifty only, inclusive of Service Tax + Swachh Bharat Cess), payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order along with authorization letter on the company letter-head mentioning the DD /Pay Order # included.

4. Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. NPCI is not bound to disclose the grounds for rejection of Bid. The decision of NPCI regarding the final declaration of the successful Bidder shall be final.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.

5. Ownership of this RFP

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

6. Scope of Work

- a) Supply, installation & maintenance of comprehensive DDoS solution which includes upgrade & replacement of on-premise appliance
 - b) Prevent all type of DDoS attacks which impacts NPCI services hosted on Internet.
 - c) Bidder should detect the attack irrespective of the type of attacks such as volumetric, layer 3, 4 or 7 using the solution provided by them.
 - d) DDoS Service Provider should take the lead in mitigating the effects of DDoS attacks over Internet links commissioned in our Data Centre.
 - e) Bidder should identify the root cause of the attack & take preventive action to avoid facing similar type of attacks again.
 - f) Service Availability 99.999%
 - g) Management Centre to cater to the entire monitoring, reporting and mitigating any kind of attacks using both the On-Premises and Cloud Infrastructure.
- The bidder should study the existing perimeter security environment for providing solution before submitting the bids.
 - NPCI intends to procure the solution for mitigating DDoS Attacks:
 - The Solution should have onsite comprehensive support for a period of 5 years (which includes warranty period and maintenance period) from the date of acceptance given to the Bidder.
 - The equipment quoted by bidder should not be declared as End of life or End of Sale by the OEM at the time of bidding RFP.
 - The bidder should migrate to new setup with no/minimum downtime as possible.
 - The bidder should provide OEM product training at all 3 DC locations (minimum 3 days for 10 persons at each location).
 - The bidder shall submit the project details in MS project (MPP based).
 - The bidder should ensure reporting any incident over phone for speedy resolution & followed by taking mail approval to mitigate the traffic immediately.
 - The bidder should manage the On-premise appliance using GRE Tunnel/whitelisted IP/firewall placed inside the premises

Detailed scope of work will be provided in the RFP document.

7. Eligibility Criteria

7.1 Pre-requisite:

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

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

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

1. The bidder should be a Company registered under the Companies Act since the last three years.
 - a) In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.
 - b) In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.
2. The bidder should have minimum annual turnover of Rs. 20 crores during the three financial years (2012-13, 2013-14 and 2014-15) or calendar years 2012, 2013, 2014 or bidder's financial years. If their balance sheet for 2014-15 has not yet been audited, the bidder may submit audited balance sheet for 2011-12 along with unaudited balance sheet for 2014-15.
 - a) In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
 - b) In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
3. The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2012-13, 2013-14, 2014-15) or Calendar years 2012, 2013, 2014 or the Bidder's financial years.
 - a) In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
 - b) In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period

of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.

4. The bidder should not be currently blacklisted by any bank / institution in India or abroad.
5. The bidder should have at least 2 live installations in India with support as on the date of submission of the bids.
6. The bidder should have a registered office/TAC Centre for last three years

8. Technical requirement

All the technical specifications/ requirements are mentioned in the RFP document.

9. Bid Schedule and Address

Sr. No.	Description	Detailed Information
1	Name of Project	Request for Proposal for procurement of DDoS Mitigation Solution
2	Tender Reference Number	NPCI/RFP/2015-16/IT/17
3	Date of Commencement of Sale of Bid Document	02.12.2015
4	Last Date and Time for Sale of Bid Document	11.12.2015 6.30 pm
5	Last Date for Receiving Bidder's Pre-Bid clarifications in writing	16.12.2015 3.00 pm
6	Date and Time for Pre Bid Meeting	NA
7	Last Date and Time for Bid Submission	29.12.2015 3.00 pm
8	Address for Sale of Bid Document and Place of Bid Submission	National Payments Corporation of India, 8th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway, Goregaon (E), Mumbai - 400 063
9	Date and Time of Eligibility Bid Opening (Envelope A)	29.12.2015 3.30 pm
10	Date and Time of Technical Bid Opening (Envelope B)	Will be informed to the qualified bidders
11	Date and time of Commercial Bid Opening (Envelope C)	Technically qualified bidders would be informed.
12	Name and Address for Communication	Head - IT Procurement National Payments Corporation of India 8th Floor, R Tech Park, Off Western Express Highway, Nirlon Knowledge Park, Near HUB Mall, Opp Western Express Highway, Goregaon-East, Mumbai - 400063
13	Bid Related Queries	K Venkatesh Contact: +91 8879772709 Email id: k.venkatesh@npci.org.in Chandrasekar P Contact: +91 9382244566 Email id: chandrasekar.p@npci.org.in Prashant Awale Contact : +91 8108108650 Email id: prashant.awale@npci.org.in Benny Joseph Contact : +91 8108122844 Email Id: benny.joseph@npci.org.in
14	Bid Cost	Rs 11,450/- (Rs.10,000 plus Service Tax@14.0% + 0.50% Swachh Bharat Cess)
15	EMD/Bid Security	Rs 10,00,000/- (Rupees Ten lakhs only)

Note:

1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.
2. Date and Time of Technical and Commercial Bid Opening will be intimated later.
3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for an amount of Rs 11,450/- inclusive of taxes (Non-Refundable) payable at Mumbai.