



Request For Proposal for Information Rights Management (IRM) Solution

RFP Reference No: NPCI/RFP/2014-15/IT/0034 dated 18.02.2015
National Payments Corporation of India
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The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of National Payments Corporation of India (NPCI), is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by NPCI to any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

Checklist

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

1. Demand Draft / Pay Order for Rs 3,371 /-(Rs.3,000/- plus Service Tax@12.36%) towards cost of Bid document in Envelope - ‘A’
2. Demand Draft / Banker’s Cheque / Bank Guarantee of INR 1,00,000/-(One lakh only) towards Bid Security in Envelope ‘A’- Earnest Money Deposit (EMD)
3. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.
4. Envelope ‘A’ Eligibility Criteria Response.
5. Envelope ‘B’ Technical Response
6. Envelope ‘C’ Commercial Bid.
7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory.
8. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Envelope - ‘A’.
9. Prices are quoted in Indian Rupees (INR).
10. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Envelopes.
11. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

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Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG	Bank Guarantee
DC	Data Centre
EMD	Earnest Money Deposit
IPR	Intellectual Property Rights
LAN	Local Area Network
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
RFP	Request for Proposal in Context
PBG	Performance Bank Guarantee
SAN	Storage Area Network
SLA	Service Level Agreement
WAN	Wide Area Network

Section 1 - Bid Schedule and Address

Sr. No.	Description	Detailed Information
1	Name of Project	Request for Proposal for Information Rights Management (IRM) Solution
2	Tender Reference Number	NPCI/RFP/2014-15/IT/0034 dated 18.02.2015
3	Date of publishing the RFP on NPCI website	18.02.2015
4	Last date and time for receiving Bidder's Pre-Bid clarifications in writing	02.03.2015
5	Date and Time for Pre Bid Meeting	Not applicable
6	Last date and time for Bid Submission	13.03.2015 - 3.00 pm
7	Address 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
8	Date and Time of Eligibility Bid and Technical Bid Opening (Envelope A and Envelope B)	13.03.2015 - 3.30 pm
9	Date and time of Commercial Bid Opening (Envelope C)	Eligible & Technically qualified bidders would be informed.
10	Name and Address for Communication	VP & 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
11	Bid Related Queries	Mr.Prashant Awale Contact: +91 8108108650 prashant.awale@npci.org.in Mr.Satya Kanungo Contact : +91 8108108658 satya.kanungo@npci.org.in Mr.Amit Sahasrabudhe Contact : +91 8108108689 amit.sahasrabudhe@npci.org.in Mr.Benny Joseph Contact: +91 8108122844 Benny.joseph@npci.org.in
12	Bid Cost	Rs. 3,371 /-(Rs.3,000/- plus Service Tax@12.36%)
13	EMD/Bid Security	Rs 1,00,000/-(One lakh only)

Note:

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.
2. Date and Time & Address Commercial Bid Opening will be intimated later to the qualified Bidders.
3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for Rs. 3,371 /- (Rs.3, 000/- plus Service Tax@12.36%) payable at Mumbai.

Section 2 - Introduction

2.1 About NPCI

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

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The core objective of setting up NPCI is to consolidate and integrate the multiple systems with varying service levels into a nation-wide, uniform and standard business process in the retail electronic payments system segment. The vision, mission and objectives of NPCI are to operate for the benefit of all the member banks and the common man at large.

2.2 Objective of this RFP:

NPCI exchanges information within and outside entities/ organizations. NPCI is committed to protect its data and it is very important for NPCI to maintain data security at all stages of data i.e. moving or stationary.

IRM solution protects organization's sensitive information from unauthorized access. IRM solution is used for automating control over content access and content usage. It digitally signs that content through applying user rights and policies to secure, control and track content from viewing, printing, editing, while information gets exchanged internally and externally. The IRM solution protects various types of contents like Microsoft Office documents, PDF, emails and other key applications

2.3 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 submit the bid response at NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, along with non-refundable amount of Rs 3,371 /- (INR Three thousand three hundred and seventy one only, inclusive of Service Tax) in envelope A, payable in the form of Demand Draft/Pay Order from any Scheduled Commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

2.4 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. The Bid should be precise, complete and in the prescribed format as per the requirement 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. Also the grounds for rejection of Bid should not be questioned after the final declaration of the successful Bidder.

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 by e-mail as mentioned in Section-1.

2.5 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 in paper or electronic media without prior written permission from NPCI.

Section 3 - Scope of Work

3.1 Scope of work

- a. Implement & integrate all the components (hardware, software and peripherals) required for the IRM solution.
- b. Integrate with the SIEM for log incident management.
- c. IRM software should be capable of data classification for documents created in MS-Word, MS-Excel, pdf etc.
- d. Provide classification of documents based on their sensitive levels as Public, Internal, Private, and Confidential.
- e. Provide support for encryption of documents using standard industry grade encryption technologies for confidentiality of data and also should be able integrate with Active Directory and Data Leakage Prevention (DLP) systems.
- f. Proactive immediate notifications of serious system health issues for the deployed IRM solutions.
- g. The equipment quoted by bidder should not be declared as EOL or EOS by the OEM before the last date of RFP submission and one (1) year from the date of completion of the installation.
- h. Bidder should provide training to NPCI users.
- i. 24x7x365 basis post implementation technical support for the components supplied

3.2 Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.

Section 4 - Deliverables

3.3 Deliverables

- a. The bidder shall implement & integrate all the components (hardware, software and peripherals) required for the IRM solution.
- b. The bidder shall integrate IRM solution with the SIEM for incident management.
- c. The IRM software should be capable of data classification and bidder should establish data classification for NPCI.
- d. The data classification should be established based on their sensitive levels as Public, Internal, Private, and Confidential.
- e. Bidder should implement support for encryption of documents using standard industry grade encryption technologies for confidentiality of data and also should be able integrate with Active Directory and Data Leakage Prevention (DLP) systems.
- f. Bidder should implement for proactive immediate notifications of serious system health issues for the deployed IRM solutions.
- g. Bidder should provide SOP documents for the solution.
- h. Bidder should demonstrate compliance to Technical requirements documented in this document for the solution implemented. A report should be submitted to NPCI.
- i. Bidder should provide training to NPCI users.
- j. The bidder as well as OEM shall provide 24*7*365 basis post implementation technical support for the components supplied.

Section 5 -Eligibility Criteria

4.1 Pre-requisites

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.

4.2 Eligibility Criteria

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, 1956 since the last three years.
2. The bidder should have minimum annual turnover of Rs. 10 crores during the last three financial years (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).
3. The bidder should be a profit (profit after tax) making company in any two of the three financial years i.e. (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).
4. The bidder should not be currently blacklisted by any bank / institution in India or abroad.
5. The bidder should provide reference of any 3 clients for whom the bidder has supplied and implemented similar IRM Solution in last three years as on date of submission of bids.
6. The bidder should be OEM or Authorized OEM partner for sales and service.

4.3 Eligibility Criteria Response Sheet

The Bidders should complete the Eligibility Criteria Response Sheet as given in Annexure - H.

Failure to provide the desired information and documents may lead to disqualification of the Bidder.

Section 6 - Instruction to Bidders

A. The Bidding Document

5.1 RFP

RFP shall mean Request for Proposal.

Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NPCI will in no case be responsible or liable for those costs.

5.3 Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:

S. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on NPCI's website. Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.

5.4 Amendment of Bidding Documents

- At any time prior to the deadline for submission of bids, NPCI may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in NPCI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
- In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, NPCI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on NPCI's website.
- From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

B. Preparation of Bid

5.5 Bid Price

Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever, except Octroi. Octroi, if any, will be paid additionally, at actual on production of receipt.

The VAT/Sales Tax should be shown separately in the Price Schedule.

5.6 Earnest Money Deposit (EMD)

The Bidder is required to deposit Rs 1,00,000/- (One lakh only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled Commercial Bank, valid for six months with a claim period of **12 months** after the expiry of validity of the bid or Bank Guarantee, as per the statutory provisions in force, as per format in Annexure A1 or A2 as Earnest Money Deposit.

No interest will be paid on the EMD.

5.7 Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.8 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / proposal before furnishing Performance Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within seven 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.
- f) Bidder fails to submit the Performance Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

5.9 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.10 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, NPCI may request the Bidders' consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.11 Format of Bid

The bidder shall prepare two copies of the Technical Bid (one hard copy marked as ORIGINAL and one soft copy of the Bid).

In case of any discrepancy between them, the original shall govern.

The commercial bid will be submitted only as hard copy.

5.12 Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure G) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

C. Submission of Bid

5.13 Envelope bidding process

The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as '**Request for Proposal for Information Rights Management (IRM) Solution**'.

The inner and outer envelopes shall be addressed to NPCI at the address mentioned in Section 1.

The inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bids misplacement or premature opening.

5.14 Contents of the 3 Envelopes

Envelope A - Eligibility Bid

The following documents shall be inserted inside Envelope 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
- 3 Bid Offer form (without price) - Annexure B
- 4 Bidder Information - Annexure C
- 5 Declaration for 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 Matrix - Annexure H
- 10 Last three years audited balanced sheet and profit and loss statements.
- 11 RFP document duly sealed and signed by the authorized signatory on each page
- 12 OEM/Manufacturer Authorization Letter - Annexure I

13 All necessary supporting documents

Envelope B - Technical Bid

The following documents shall be inserted inside Envelope B:

- 1 Section 11 - Technical Requirements duly completed - Annexure J
- 2 Client Reference - Annexure K
- 3 Detailed Bill of materials with line item details, quantity and functional details - Annexure L with price masked
- 4 Entire commercial bid with price masked.

Envelope C - Commercial Bid

- 1 Commercial Bid Form - Annexure M
- 2 Commercial Bid Format - Annexure N

5.15 Bid Submission

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

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5.16 Bid Currency

All prices shall be expressed in Indian Rupees only.

5.17 Bid Language

The bid shall be in English Language.

5.18 Rejection of Bid

The bid is liable to be rejected if the bid document:

- a) Does not bear signature of authorized person.
- b) Is received through Fax / E-mail.
- c) Is received after expiry of the due date and time stipulated for Bid submission.
- d) Is incomplete / incorrect.
- e) Does not include requisite documents.
- f) Is Conditional.
- g) Does not conform to the terms and conditions stipulated in this Request for Proposal.

No bid shall be rejected at bid opening, except for late bids and those that do not conform to bidding terms.

5.19 Deadline for Submission

The last date of submission of bids is given in Section 1, unless amended by NPCI through its website.

5.20 Extension of Deadline for submission of Bid

NPCI may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

5.21 Late Bid

Bids received after the scheduled time will not be accepted by the NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

5.22 Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

No bid will be modified after the deadline for submission of bids.

5.23 Right to Reject, Accept/Cancel the bid

NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue

5.24 RFP Abandonment

NPCI may at its discretion abandon the process of the selection at any time before notification of award.

5.25 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

Stage 1A - Envelope 'A' i.e. Eligibility bids and Envelope 'B'.i.e. Technical bids will be evaluated.

Only those bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

Stage 1B -Envelope B: Technical Criteria would be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the technical criteria will be considered for further evaluation.

Stage 2 - Envelope 'C' i.e. Commercial bids of the short listed Bidders who qualify after Technical Evaluation only will be opened.

5.26 Contacting NPCI

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to canvas for a bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder or its Bid.

Section 7 - Bid Opening

6.1 Opening of Bids

Bids will be opened in 2 stages:

Stage 1 - In this first stage, the Eligibility bid i.e. Envelope 'A' and the Technical Bid i.e. Envelope 'B' will be opened.

Stage 2 - In the Second stage the Commercial Bid i.e. Envelope 'C' will be opened.

6.2 Opening of Envelope 'A'- Eligibility bids and Envelope 'B'- Technical bids

NPCI will open Eligibility bid (Envelope 'A') and Technical bids (Envelope 'B') in presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Company Identity card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

6.3 Opening of Envelope C - Commercial Bids

Only those Bids that are technically qualified will be eligible for opening of Commercial bids i.e. Envelope 'C'. The date, time and address for opening of Commercial Bids will be intimated to the qualified Bidders.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Company Identity card to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

Section 8 - Bid Evaluation

7.1 Preliminary Examination of Eligibility 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.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those bids which comply to the eligibility criteria will be taken up for further technical evaluation.

NPCI may 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 of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Technical Specifications as specified in the RFP duly supported by documentary evidence will be evaluated in detail.
- b) Technical skill set available, availability of customer support personnel etc., would be considered.
- c) Written reply, if any, submitted in response to the clarification sought by NPCI, if any, will be reviewed.
- d) NPCI may interact with the Customers, whose references have been submitted by the Bidder, if required.
- e) NPCI may advise the bidders to make presentations on their proposals
- f) Minimum score required 70 marks to qualify technical evaluation if three bidders will not meet 70 marks in the technical evaluation then NPCI reserve right to reduce the score by 10 marks.

7.3 Evaluation of Commercial Bids:

Commercial bids of only the technically qualified short-listed bidders will be opened. Arithmetic errors in the bids submitted shall be treated as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern;
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the NPCI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern; and
- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial bid, the amount obtained on totaling the line items in the Commercial bid will govern.

7.4 Scoring / Evaluation Matrix

Sr. No.	Description	Marks
1	Customer references provided	15
2	Experience and past performance on similar contracts	15
3	Technical Presentation & Demonstration	20
4	Compliance to Technical Requirement as mentioned in Section - Tech specs/ requirements	50
Total		100

Minimum score required 70 marks to qualify technical evaluation if three bidders will not meet 70 marks in the technical evaluation then NPCI reserve right to reduce the score by 10 marks.

7.5 Successful Evaluated bidder:

After completing internal approval process, bidder whose bid price is the lowest will be declared as successful evaluated bidder or L1 Bidder. NPCI reserves the right to place the Order with the L2 bidder, in case the L1 bidder refuses to accept the order or otherwise gets disqualified as per the terms of the RFP, provided the L2 bidder matches the price quoted by the L1 bidder

Section 9 - Terms and Conditions

8.1 Definitions

Services shall include implementation & integration of all the components (hardware, software and peripherals) required for the IRM solution.

8.2 Notification of Award / Purchase Order

After selection of the L1 bidder, it will proceed with obtaining internal approvals and prior to expiration of the period of bid validity, NPCI will send Notification of Award to the selected bidder.

8.3 Term of the Order

The term of the Order will be for five years from the date of issuance of Purchase Order.

8.4 Acceptance Procedure

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award
- Upon the successful bidder accepting the Purchase Order and signing the contract, if required, and NDA, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

8.5 Performance Bank Guarantee

The Successful bidder shall submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase Order, valid for 3 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per the statutory provisions in force, within 14 working days of receipt of Purchase Order. In case the successful bidder does not submit the PBG, NPCI shall withhold an amount equal to the value of the PBG from the payment due to the bidder. A separate PBG for 10% of AMC cost should be provided after expiry of the initial BG.

8.6 Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates.

Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi, if any, shall be reimbursed to supplier by NPCI at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the supplier to NPCI.

8.7 Terms of Delivery

Installation, commissioning, hardening and migration of equipment should be completed within 6 weeks from the date of receipt of purchase order.

1. Delivery of hardware and software should be within 4 weeks.
2. Installation, commissioning, hardening and migration should be completed in next 2 weeks.

Installation certificate for each installation should be signed by NPCI and the bidder

8.8 Penalty for default in delivery

If the successful bidder does not deliver the solution as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:

- a) Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%.
- b) In case the delay exceeds 10 days beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI.
- c) Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the supplier, as per the Agreement.

8.9 Warranties and Support

Bidder shall implement all software updates, new releases & version upgrades on the supplied components during the warranty period. Bidder should update and maintain all supplied components to correctly reflect actual state of the setup at any point in time during the warranty period

Bidder guarantees the whole of the Goods against any defects or failure, which arise due to faulty materials, workmanship or design (except materials or design furnished by NPCI).

If during the Warranty Period any Goods/software are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to provide standby Goods till the original Goods are repaired or replaced / re-furnished, rendered. All goods shall be removed and re-delivered to NPCI by Bidder at its own cost.

After receipt of all the deliverables as defined in Section 10 of this document, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the successful bidder and officials / representatives of NPCI. The date on which such certificate is signed shall be deemed to be the date of acceptance of NPCI. The warranty period starts accordingly.

Solution shall have the comprehensive On-site warranty of 36 months from the acceptance of the entire system as mentioned in Section 10.

8.10 AMC support

The successful bidder is required to provide post warranty maintenance support for two years for the entire solution.

During AMC period, the vendor shall provide at no additional cost to NPCI, all new versions, releases, and updates for all standard software.

8.11 Resolution Service Level Agreement (SLA) during Warranty and AMC:

Bidders are required to consent to the following Service levels in the agreements and describe in detail the methodology adopted by them to provide the SLA's to NPCI. NPCI expects the following Service level assurances for the equipment/services:

1. Bidder shall complete implementation of solution as per project plan.
2. Bidder shall provide technical support as well as OEM escalation support on 24X7X365 basis.

3. In case of critical failures when solution software or hardware becomes unavailable due to break down / malfunctioning of hardware components, accessories, system software, etc., the relevant defect should be rectified within 6 hours for all critical incident and next business day in non-critical incident. Escalation matrix shall be shared with respect to categories of incidents.

4. Critical Incidents: Some critical incidents (not restricted to)

- a. Critical malfunctioning (e.g. automatic configuration deletion, automatic reboot of device, hard disk crash etc.
- b. Critical device failures (e.g. device not powering on, unable to take console access etc.)
- c. Incidents which have major business, financial and reputational impact (e.g. card data stolen, data leakage, bank data compromised etc.)

5. Non-critical Incidents: Non-critical incidents are defined as incidents that there is no impact on NPCI application/service availability.

Some non-critical incidents (not restricted to):

- a. Performance degradation
- b. No impact on business, reputation and have reduced financial impact.

6. Device SLA's

- a. Device or spare parts replacements will be provided within 6 hours - for Critical incidents.
- b. Device or spare parts replacements will be provided by next business day - for non-Critical incidents.
- c. Monthly reports of all spares and devices replaced will have to be submitted to NPCI indicating - Date of Failure, Time of failure, Incident Type, Description, Replacement Status, Date of Replacement, Time of Replacement and other details.

8.12 Penalty for breach in SLA

The following Resolution Service Level Agreement (SLA) would be applicable during Warranty and AMC and are applicable for critical and non-critical incidents. The reported issue would be classified as Critical or Non-Critical by NPCI only.

- a) Penalty for Critical Incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 12 hours, beyond 12 hours penalty would be INR 20,000 for each 15 minutes.
- b) Penalty for Non-Critical Incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour.
- c) The penalty amount would be calculated and deducted from the performance bank guarantee during warranty period and from the AMC charges payable during the period of AMC.
- d) The maximum penalty applicable would be 5% of the total contract value.

8.13 Prices

There shall be no increase in price for any reason whatsoever during the period of 6 months from the date of acceptance of the Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained

8.14 Repeat Order:

NPCI reserves the right to place Purchase Orders with the Supplier for any or all of the goods at the agreed unit rate, i.e. the rate contract for a period of six months from the date of notification of award / Purchase Order.

8.15 Payment Terms

A) Hardware & Services

- 30% of the cost shall be paid after delivery of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO.
- 70% of the cost shall be paid after successful Installation and acceptance of hardware, configuration & integration of IRM solution at specified location. This would also include **sign off** obtained from NPCI thereon.

B) AMC of Hardware & Software

- Payment shall be made quarterly in arrears after the expiry of warranty.

C) Implementation Charges:

- 100 % of the implementation cost will be paid on completion of installation and acceptance sign-off from NPCI

Payment will be made within 30 days of receipt of correct Invoices with Delivery Challan and Installation Certificate / Acceptance Certificate, as the case may be.

8.16 Intellectual Property

Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights.

Bidder shall provide warranty for hardware and software would be for a period of three years from the date of commissioning or acceptance of the entire system, whichever is later. Further the bidder is required to provide post warranty maintenance support for two years.

8.17 Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Z** hereof.

In the event of disclosure of Confidential Information to a third party in default of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Party's obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

The terms of this clause shall continue in full force and effect for a period of three (3) years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

8.18 Indemnity

The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the

bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. However, in case of damages, loss or liabilities suffered by NPCI arising out of claims made by its customers and/or regulatory authorities, indemnity would be unlimited.

8.19 Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Bidder's liability in case of claims against NPCI resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

8.20 Order Cancellation

NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone;

- i. Delay in customization / implementation / installation beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service / hardware / functionality of software expected during the implementation, rollout and subsequent maintenance process.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information.

In case of order cancellation, any payments made by NPCI to the Bidder for the particular product would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid. The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on the terms and conditions described in the RFP document

8.21 Termination of Contract

For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI may consider request of the bidder for pro-rata payment till the date of termination.

For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.

For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI)

8.22 Force Majeure

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the SOW, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving NPCI or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

8.23 Resolution of Disputes

All disputes or differences between NPCI and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

NPCI and the Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

The dispute resolution mechanism to be applied shall be as follows:

1. In case of Dispute or difference arising between NPCI and the Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the Supplier. The third Arbitrator shall be chosen by mutual discussion between NPCI and the Supplier.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral

tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and

4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual agreement between the parties.

8.24 Applicable Law, Jurisdiction and Governing Language

Applicable Law: The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

8.25 Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

8.26 Addresses for Notices

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

Managing Director & CEO
National Payments Corporation of India
C-9, 8th Floor, RBI Building,
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051

Supplier's address for notice purpose: (To be filled by supplier)

Section 10 - Technical Specifications

Sr. No.	Requirement
1	Functionality - Generic
1.1	Provide for security of unstructured information in the form of documents and emails
1.2	Should be able to restrict access by users, by groups and to specific computers as per requirement.
1.3	Should be able to protect the document / email itself during storage, transmission and while it is being used
1.4	Document protection should remain persistent while sharing information within or outside the enterprise
1.5	Support for encryption of documents using standard industry grade encryption technologies
1.6	Support for viewing of protected content without the need to install any client on end user machine
1.7	Support for a mechanism to audit information of protected content
1.8	Support for protection of single file, multiple files, folders, emails etc.
1.9	Support for LDAP / non-LDAP based user authentication for single sign on
1.10	Support for native application for accessing protected documents (E.g. MS-Office, Adobe Reader, Open-Office etc.)
1.11	Simple and easy central administration
1.12	Support for viewing of protected content over mobile devices (windows, blackberry, iOS and Android)
1.13	Solution should support integration with document management system, SharePoint server, custom developed DMS etc.
1.14	Minimum impact on the regular working of the users i.e. users should not be required to upload the files to specific folder or website in order to protect or share the information as protected. All regular mechanisms of sharing files should be supported e.g. Email, FTP, Pen Drive, external storage HDD, DVD, shared folders etc.
2	Format Support
2.1	Support for protection of all file formats like MS-office documents, Microsoft Project, PDF files, text docs e.g. txt, csv, xml formats, and image files e.g. bmp, jpeg, gif, tiff & png formats.
2.2	Support for protection of AutoCAD files, MS VISIO, etc.
2.3	Support for open source technologies i.e. protection of Open Office files.

Sr. No.	Requirement
2.4	Ability to send documents securely via an email client like MS-Outlook, IBM lotus notes, Eudora, Thunderbird, Apple Mail or any other email client.
2.5	File format conversion should not result in loss of protection.
2.6	Protection of email content without dependency on the recipient's email-client or the email infrastructure.
3	Environment support
3.1	Support all dominant versions of MS Windows, Mac, and Linux.
3.2	Support all dominant browser technologies i.e. IE, Firefox, Chrome, Safari, Opera.
3.3	Support all dominant databases like Microsoft SQL, MySQL, and Oracle.
3.4	Support virtualized server environments for deployment of server components e.g. VMware, VirtualBOX etc.
3.5	Support virtualized desktop environments for creating and accessing protected documents / emails.
3.6	Support for mobile operating systems like windows, blackberry, Android and iOS (Mac).
4	Protection Methods available
4.1	It should be possible to protect individual files on the desktop.
4.2	It should be possible to protect multiple files at one time on the desktop.
4.3	It should be able to password protect files.
4.4	It should be possible to define folder based protection i.e. files to be protected automatically when copied to a specific folder.
4.5	Support protecting email content and attachments within the supported email clients.
4.6	Support automatic protection of documents by integrating with Enterprise Content Management systems.
4.7	Support for automatic protection of documents by integrating with DLP systems i.e. based on keyword and content automatically apply protection.
4.8	Support for APIs for using third party tools and technologies (ERP systems, CRM systems etc.) to protect information generated from such systems before it leaves the system.
4.9	Availability of web service APIs which can be consumed by any other application.
5	Rights and Policies applicable
5.1	Support control of granular rights like viewing, editing, printing, copying etc.

Sr. No.	Requirement
5.2	Support for assignment of differential rights for each user or group.
5.3	Support for controlling screen grabbing using common tools like Camtasia, SnagIt, and web meeting tools like WebEx, GoToMeeting, etc.
5.4	Support control over forwarding / sharing of documents and emails.
5.5	Support controls for expiry of documents based on date / time and time period.
5.6	Support offline use of protected documents and emails and also be able to control the period for which the user can be offline.
5.7	Support individual watermarks on protected documents.
5.8	Support control of which devices and locations can the document / email be accessed from.
6	Managements of right
6.1	Ability to apply multiple protection policies to the same document.
6.2	Rights should be dynamic i.e. it should be possible to grant and withdraw the rights for a specific user / group for the protected document without the need to resend the document
6.3	Rights should be persistently applied to documents and emails when they are stored, transmitted, used and archived
6.4	Should support transferring the ownership of the file to a new user
6.5	Rights should not depend on how the information has been transmitted i.e. USB drives, email, shared folders etc.
6.6	Control which users are allowed to define policies and should be able to monitor these policies
6.7	Control who can protect documents and emails
7	User Management
7.1	Solution should provide the ability to integrate into other authentication schemes.
7.2	Active Directory authentication for user authentication and single sign on
7.3	Support for Single Sign or third party identity providers via SAML based integration
7.4	LDAP integration for user authentication - supports AD and non-AD based LDAP system
7.5	LDAP integration for user authentication - has a built in user repository and management system for user management
7.6	Support for non LDAP user repository authentication
7.7	Support for dominant single sign-on technologies

Sr. No.	Requirement
7.8	Support for simultaneous working with more than one user authentication system i.e. users in multiple user repositories can simultaneously be authenticated
7.9	User authentication for internal and external users using protected documents
7.10	Support integration with multi-factor authentication like hardware dongles for additional security
7.11	Support strict control over external users and support deletion / disabling of external users at any time with immediate effect.
7.12	Support for users using public email services such as gmail, yahoo, other cloud providers.
8	Access to protected information
8.1	Solution should allow recipients to view files without the need to download software, and should enforce the usage controls rights.
8.2	Support for native application for accessing protected documents (E.g. MS-Office, Adobe Reader, Open-Office etc.)
8.3	There should not be any need to download native application specific plugins separately.
8.4	Should allow for offline access of documents.
8.5	Should be able to control or configure offline permissions for a specific period of time.
8.6	Should not need administrator rights to install the plugin.
8.7	External parties should be able to access documents with ease.
9	Mobile Support
9.1	Solution should allow recipients to access the document on mobile devices and this should be configurable.
9.2	Support for i-pad, Android, blackberry, windows iOS smartphones and tablets.
9.3	iOS app, android app, windows app etc. required should be available for free.
10	Integration
10.1	Solution should provide for a framework for integration with enterprise content management systems (ECM).
10.2	Ready integration with industry leading ECM systems - specifically IBM FileNet, Microsoft SharePoint, EMC Documentum.
10.3	Solution should provide APIs that allow the solution to integrate with other forms of Content Management Systems or custom applications that create documents.

Sr. No.	Requirement
10.4	Solution should integrate with storage devices e.g. NetAPP, SanDisk etc.
10.5	Solution should integrate with enterprise file sharing solution.
10.6	Solution should provide for a framework for integration with Data Loss Prevention (DLP) systems.
10.7	Ready integration with industry leading DLP systems e.g. McAfee, Symantec, RSA, etc.
10.8	Product should work with DLP systems such that DLP systems should be able to apply protection provided by this product based on file classification and/ or specific keywords identified within the document.
10.9	Capability to integrate with content filtering systems.
11	Audit Capabilities
11.1	Solution should provide administrators an activities report for documents.
11.2	Solution should provide end users an activities report for a document that they have shared.
11.3	Should support for web based audit trail for user activities.
11.4	Should support for flexible activity searching and reporting.
11.5	Should be able to export logs as a file OR syslog for analysis, supporting log file formats such as raw, csv, etc.
11.6	Should capture all activity information as part of audit logging.
11.7	Should have capability to integrate with SIEM tool, e.g. Symantec, RSA, ArcSight.
12	Dependency on plugin or other Software
12.1	There should not be any download or plug-ins requirements by the end user to view IRM protected documents.
12.2	Plug-ins should not cause any conflicts with other potential plug-ins or native applications.
12.3	All native languages & English should be supported by the plug-ins.
12.4	The plug-ins should be made easily available to the end-user to download over Internet.
12.5	Support documents should be available to users installing the plug-ins.
12.6	There should not be any dependency on Open-Office or MS-Office for opening respective protected documents.
12.7	There should not be any hardware, software dependency e.g. Specific OS, database serve etc.

Sr. No.	Requirement
12.8	Solution should provide Outlook plugin to automatically replace attachments
13	Manageability & Maintainability
13.1	Support delegation of duties and administrative functions for easy management
13.2	All updates should be automatically managed centrally and should not require any manual activity
13.3	Administrative controls over who can protect documents i.e. License issuance
13.4	The administrative interfaces should be available via a browser based system for easy management
13.5	In order to lower administration cost the solution should support for owner of the document to grant and revoke access to their information
13.6	Support installation of desktop software via standard desktop / infrastructure management tools like SCCM(System centre configuration Manager), Landesk, etc.
14	Security features
14.1	The communication within the system should happen over secured communication protocols.
14.2	Documents / emails should be encrypted using industry grade encryption by default, i.e. AES 256 bit encryption and should not rely on encryption provided by Microsoft office or Adobe products
14.3	Support integration with third party 2 factor authentication technologies
14.4	There should be built in 2 factor authentication.
14.5	Documents should not move or be stored on server machine
14.6	Encryption of the document has to happen directly at the end point i.e. the file should not move to server for applying encryption / protection
14.7	Segregation of duties to ensure confidentiality and should provide for a roles and rights concept which distinguishes between the infrastructure administrators and policy administrators
15	Usability
15.1	Support for Automated Patch and Upgrade Management.
15.2	Automated prompts to protect documents
15.3	Support for automated protection and / or protection prompts based on classification of documents
15.4	Support template based policy definition and application and there should not be a limit on the number of templates that can be defined.

Sr. No.	Requirement
15.5	Capability for end users to create their own ad-hoc policies
15.6	Capability to apply multiple "policies" / contexts / credentials to a document / email
15.7	Web based audit trails
15.8	Document history tracking with authorized and un-authorized attempts.
15.9	Flexible search capability on policies, activities and documents.
15.10	In certain conditions document ownership should be transferred centrally.
15.11	Flexible activity reporting available to administrators and end users.
16	Data Volume
16.1	The central server components should hold only the configuration and policy information and not the actual documents
17	Scalability
17.1	Possibility to scale if the number of users grow
18	Compatibility
18.1	Should support virtualization for central components.
18.2	Support for multiple OS versions and upcoming OS post release for e.g. Windows, Blackberry, Android and Mac.
19	Licensing
19.1	Protected information should be consumed freely without a license.
19.2	Licensing policy for external users (consumers) should be relaxed (unlimited users).
19.3	License needed to protect 2 file servers.
19.4	License needed to enable minimum 50 named users (external/internal) to author confidential emails or change policies on documents. In addition, 50 named user licenses required as optional component.
19.5	License to be procured for 3 years.

Section 11 - Documents forms to be put in Envelope A

Annexure A1 - Bidder's Letter for EMD

To,

The Chief Executive Officer
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex
Bandra(E), Mumbai - 400 051.

Subject: RFP No. NPCI/RFP/2014-15/IT/0034 dated 18.02.2015_ for "Request for Proposal for Information Rights Management (IRM) Solution"

We have enclosed an EMD in the form of a Demand Draft No.____ issued by the branch of the _____Bank, for the sum of Rs. _____ (Rupees _____). This EMD is as required by clause 5.6 of the Instructions to Bidders of the above referred RFP.

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 RFP 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.1,00,000/- (Rupees One lakh 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 A3 - Bid Security (Performance Bank Guarantee)

Date

Beneficiary: NATIONAL PAYMENTS CORPORATION OF INDIA
C-9, 8th Floor, RBI Premises
Bandra Kurla Complex, Bandra (E)
Mumbai- 400 051.

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called “the Supplier”) has received the purchase order no. “-----” dated ----- issued by National Payments Corporation of India (NPCI), for ----- (hereinafter called “the Purchase Order”).

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to NPCI.

At the request of the Supplier, We ----- (name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs.----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with -(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of NPCI within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon (a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words); (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) Claim Expiry Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at ----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

Annexure B - Bid Offer Form (without Price)

(Bidder's Letter Head)

Date:

To

The Chief Executive Officer
National Payments Corporation of India
C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051

Dear Sir,

Subject: RFP No. NPCI/RFP/2014-15/IT/0034 dated 18.02.2015 for "Request for Proposal for Information Rights Management (IRM) Solution".

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

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

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid 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 bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. _____ dated _____ drawn in favor of “National Payments Corporation of India” or Bank Guarantee valid for ____ days for an amount of Rs (Rs. ___Lakhs Only) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

Annexure C - Bidder Information

(Bidder's Letter Head)

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
6	Valid Sales tax registration no.			
7	Valid Service tax registration no.			
8	Permanent Account Number (PAN)			
9	Name & Designation of the contact person to whom all references shall be made regarding this tender			
10	Telephone No. (with STD Code)			
11	E-Mail of the contact person:			
12	Fax No. (with STD Code)			
13	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
14	Year	2011-12	2012-13	2013-14
15	Net worth			
16	Turn Over			
17	PAT			

Annexure D - Declaration for Clean Track Record

(Bidder's Letter Head)

To,

The Chief Executive Officer
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex
Bandra(E), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. NPCI/RFP/2014-15/IT/0034 dated 18.02.2015 - Request for Proposal for Information Rights Management (IRM) Solution**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. 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 RFP Terms and Conditions

(Bidder's Letter Head)

To,

The Chief Executive Officer
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises,
Bandra- Kurla Complex
Bandra (E), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for RFP No. **NPCI/RFP/2014-15/IT/0034 dated 18.02.2015- Request for Proposal for Information Rights Management (IRM) Solution**. I declare that all the provisions of this RFP/Tender 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,
C-9, 8th Floor, RBI Premises,
Bandra Kurla Complex
Bandra(E), Mumbai - 400 051.

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for **RFP No. NPCI/RFP/2014-15/IT/0034 dated 18.02.2015- Request for Proposal for Information Rights Management (IRM) Solution.**

I declare that all the provisions of this RFP / Tender 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 Rs 100/-)

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 **RFP No. NPCI/RFP/2014-15/IT/0034 dated 18.02.2015 Request for Proposal for Information Rights Management (IRM) Solution** in response to the RFP 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 _____ 2015.
For _____.

(Signature)

(Name Designation and Address)

Accepted

Signature)
(Name Designation)
Date:
Business Address:

Annexure H - Eligibility Criteria Compliance

(Bidder's Letter Head)

Sr.No	Eligibility Criteria	Compliance Yes/No	Documentary proof to be attached
1	The bidder should be a Company registered under the Companies Act, 1956 since the last three years		Valid company Registration Certificate
2	The bidder should have minimum annual turnover of Rs 10 crores during the last three financial years (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).		Audited balance sheets to be submitted
3	The bidder should be a profit (profit after tax) making company in any two of the three financial years i.e. (2011-12, 2012-13, 2013-14 or Calendar year 2011, 2012, 2013 or the Bidder's financial year).		Audited balance sheets to be submitted
4	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.		As per Annexure-E
5	The Bidder should provide reference of any 3 clients for whom the bidder has supplied or implemented similar IRM Solution in last three years as on the date of submission of the bid		Documentary evidence: 1. Purchase Orders from client 2. Corresponding successful Implementation/ Completion certificate from client as per PO submitted.
6	The bidder should be Authorized OEM partner for sales and service.		Documentary evidence to be provided

Annexure I - OEM / Manufacturer's Authorization Letter

(Bidder'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 _____, _____

Section 12 - Documents to be put in Envelope 'B'

(Bidder's Letter Head)

Annexure J - Technical Evaluation Compliance

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
1	Functionality - Generic		
1.1	Provide for security of unstructured information in the form of documents and emails		
1.2	Should be able to restrict access by users, by groups and to specific computers as per requirement.		
1.3	Should be able to protect the document / email itself during storage, transmission and while it is being used		
1.4	Document protection should remain persistent while sharing information within or outside the enterprise		
1.5	Support for encryption of documents using standard industry grade encryption technologies		
1.6	Support for viewing of protected content without the need to install any client on end user machine		
1.7	Support for a mechanism to audit information of protected content		
1.8	Support for protection of single file, multiple files, folders, emails etc.		
1.9	Support for LDAP / non-LDAP based user authentication for single sign on		
1.10	Support for native application for accessing protected documents (E.g. MS-Office, Adobe Reader, Open-Office etc.)		
1.11	Simple and easy central administration		
1.12	Support for viewing of protected content over mobile devices (windows, blackberry, iOS and Android)		
1.13	Solution should support integration with document management system, SharePoint server, custom developed DMS etc.		
1.14	Minimum impact on the regular working of the users i.e. users should not be required to upload the files to specific folder or website in order to protect or share the information as protected. All regular mechanisms of sharing files should be supported e.g. Email, FTP, Pen Drive, external storage HDD, DVD, shared folders etc.		

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
2	Format Support		
2.1	Support for protection of MS-office documents, Microsoft Project, PDF files, text docs e.g. txt, csv, xml formats, and image files e.g. bmp, jpeg, gif, tiff & png formats.		
2.2	Support for protection of AutoCAD files, MS VISIO, etc.		
2.3	Support for open source technologies i.e. protection of Open Office files.		
2.4	Ability to send documents securely via an email client like MS-Outlook, IBM lotus notes, Eudora, Thunderbird, Apple Mail or any other email client.		
2.5	File format conversion should not result in loss of protection.		
2.6	Protection of email content without dependency on the recipient's email-client or the email infrastructure.		
3	Environment support		
3.1	Support all dominant versions of MS Windows, Mac, and Linux.		
3.2	Support all dominant browser technologies i.e. IE, Firefox, Chrome, Safari, Opera.		
3.3	Support all dominant databases like Microsoft SQL, MySQL, and Oracle.		
3.4	Support virtualized server environments for deployment of server components e.g. VMware, VirtualBOX etc.		
3.5	Support virtualized desktop environments for creating and accessing protected documents / emails.		
3.6	Support for mobile operating systems like windows, blackberry, Android and iOS (Mac).		
4	Protection Methods available		
4.1	It should be possible to protect individual files on the desktop.		
4.2	It should be possible to protect multiple files at one time on the desktop.		
4.3	It should be possible to define folder based protection i.e. files to be protected automatically when copied to a specific folder.		
4.4	Support protecting email content and attachments within the supported email clients.		

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
4.5	Support automatic protection of documents by integrating with Enterprise Content Management systems.		
4.6	Support for automatic protection of documents by integrating with DLP systems i.e. based on keyword and content automatically apply protection.		
4.7	Support for APIs for using third party tools and technologies (ERP systems, CRM systems etc.) to protect information generated from such systems before it leaves the system.		
4.8	Availability of web service APIs which can be consumed by any other application.		
5	Rights and Policies applicable		
5.1	Support control of granular rights like viewing, editing, printing, copying etc.		
5.2	Support for assignment of differential rights for each user or group.		
5.3	Support for controlling screen grabbing using common tools like Camtasia, SnagIt, and web meeting tools like WebEx, GoToMeeting, etc.		
5.4	Support control over forwarding / sharing of documents and emails.		
5.5	Support controls for expiry of documents based on date / time and time period.		
5.6	Support control for automatic expiry based on number of opens on shared files		
5.7	Support offline use of protected documents and emails and also be able to control the period for which the user can be offline.		
5.8	Support individual watermarks on protected documents.		
5.9	Support control of which devices and locations can the document / email be accessed from.		
6	Managements of right		
6.1	Ability to apply multiple protection policies to the same document.		
6.2	Rights should be dynamic i.e. it should be possible to grant and withdraw the rights for a specific user / group for the protected document without the need to resend the document		

Request for Proposal for Information Rights Management (IRM) Solution

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
6.3	Rights should be persistently applied to documents and emails when they are stored, transmitted, used and archived		
6.4	Should support transferring the ownership of the file to a new user		
6.5	Rights should not depend on how the information has been transmitted i.e. USB drives, email, shared folders etc.		
6.6	Control which users are allowed to define policies and should be able to monitor these policies		
6.7	Control who can protect documents and emails		
7	User Management		
7.1	Solution should provide the ability to integrate into other authentication schemes.		
7.2	Active Directory authentication for user authentication and single sign on		
7.3	Support for Single Sign or third party identity providers via SAML based integration		
7.4	LDAP integration for user authentication - supports AD and non-AD based LDAP system		
7.5	LDAP integration for user authentication - has a built in user repository and management system for user management		
7.6	Support for non LDAP user repository authentication		
7.7	Support for dominant single sign-on technologies		
7.8	Support for simultaneous working with more than one user authentication system i.e. users in multiple user repositories can simultaneously be authenticated		
7.9	User authentication for internal and external users using protected documents		
7.10	Support integration with multi-factor authentication like hardware dongles for additional security		
7.11	Support strict control over external users and support deletion / disabling of external users at any time with immediate effect.		
7.12	Support for users using public email services such as gmail, yahoo, other cloud providers.		

Request for Proposal for Information Rights Management (IRM) Solution

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
8	Access to protected information		
8.1	Solution should allow recipients to view files without the need to download software, and should enforce the usage controls rights.		
8.2	Support for native application for accessing protected documents (E.g. MS-Office, Adobe Reader, Open-Office etc.)		
8.3	There should not be any need to download native application specific plugins separately.		
8.4	Should allow for offline access of documents.		
8.5	Should be able to control or configure offline permissions for a specific period of time.		
8.6	Should not need administrator rights to install the plugin.		
8.7	External parties should be able to access documents with ease.		
9	Mobile Support		
9.1	Solution should allow recipients to access the document on mobile devices and this should be configurable.		
9.2	Support for i-pad, Android, blackberry, windows iOS smartphones and tablets.		
9.3	iOS app, android app, windows app etc. required should be available for free.		
10	Integration		
10.1	Solution should provide for a framework for integration with enterprise content management systems (ECM).		
10.2	Ready integration with industry leading ECM systems - specifically IBM FileNet, Microsoft SharePoint, EMC Documentum.		
10.3	Solution should provide APIs that allow the solution to integrate with other forms of Content Management Systems or custom applications that create documents.		
10.4	Solution should integrate with storage devices e.g. NetAPP, SanDisk etc.		
10.5	Solution should provide for a framework for integration with Data Loss Prevention (DLP) systems.		
10.6	Ready integration with industry leading DLP systems e.g. McAfee, Symantec, RSA, etc.		

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
10.7	Product should work with DLP systems such that DLP systems should be able to apply protection provided by this product based on file classification and/ or specific keywords identified within the document.		
10.8	Capability to integrate with content filtering systems.		
11	Audit Capabilities		
11.1	Solution should provide administrators an activities report for documents.		
11.2	Solution should provide end users an activities report for a document that they have shared.		
11.3	Should support for web based audit trail for user activities.		
11.4	Should support for flexible activity searching and reporting.		
11.5	Should be able to export logs as a file OR syslog for analysis, supporting log file formats such as raw, csv, etc.		
11.6	Should capture all activity information as part of audit logging.		
11.7	Should have capability to integrate with SIEM tool, e.g. Symantec, RSA, ArcSight.		
12	Dependency on plugin or other Software		
12.1	There should not be any download or plug-ins requirements by the end user to view IRM protected documents.		
12.2	Plug-ins should not cause any conflicts with other potential plug-ins or native applications.		
12.3	All native languages & English should be supported by the plug-ins.		
12.4	The plug-ins should be made easily available to the end-user to download over Internet.		
12.5	Support documents should be available to users installing the plug-ins.		
12.6	There should not be any dependency on Open-Office or MS-Office for opening respective protected documents.		
12.7	There should not be any hardware, software dependency e.g. Specific OS, database serve etc.		
13	Manageability & Maintainability		

Request for Proposal for Information Rights Management (IRM) Solution

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
13.1	Support delegation of duties and administrative functions for easy management		
13.2	All updates should be automatically managed centrally and should not require any manual activity		
13.3	Administrative controls over who can protect documents i.e. License issuance		
13.4	The administrative interfaces should be available via a browser based system for easy management		
13.5	In order to lower administration cost the solution should support for owner of the document to grant and revoke access to their information		
13.6	Support installation of desktop software via standard desktop / infrastructure management tools like SCCM(System centre configuration Manager), Landesk, etc.		
14	Security features		
14.1	The communication within the system should happen over secured communication protocols.		
14.2	Documents / emails should be encrypted using industry grade encryption by default, i.e. minimum AES 128.		
14.3	Support integration with third party 2 factor authentication technologies		
14.4	There should be built in 2 factor authentication.		
14.5	Documents should not move or be stored on server machine		
14.6	Encryption of the document has to happen directly at the end point i.e. the file should not move to server for applying encryption / protection		
14.7	Segregation of duties to ensure confidentiality and should provide for a roles and rights concept which distinguishes between the infrastructure administrators and policy administrators		
15	Usability		
15.1	Support for Automated Patch and Upgrade Management.		
15.2	Automated prompts to protect documents		
15.3	Support for automated protection and / or protection prompts based on classification of documents		

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
15.4	Support template based policy definition and application and there should not be a limit on the number of templates that can be defined.		
15.5	Capability for end users to create their own ad-hoc policies		
15.6	Capability to apply multiple "policies" / contexts / credentials to a document / email		
15.7	Web based audit trails		
15.8	Document history tracking with authorized and un-authorized attempts.		
15.9	Flexible search capability on policies, activities and documents.		
15.10	In certain conditions document ownership should be transferred centrally.		
15.11	Flexible activity reporting available to administrators and end users.		
16	Data Volume		
16.1	The central server components should hold only the configuration and policy information and not the actual documents		
17	Scalability		
17.1	Possibility to scale if the number of users grow		
18	Compatibility		
18.1	Should support virtualization for central components.		
18.2	Support for multiple OS versions and upcoming OS post release for e.g. Windows, Blackberry, Android and Mac.		
19	Licensing		
19.1	Protected information should be consumed freely without a license.		
19.2	Licensing policy for external users (consumers) should be relaxed (unlimited users).		
19.3	License needed to protect 2 file servers.		
19.4	License needed to enable minimum 50 named users (external/internal) to author confidential emails or change policies on documents.		

Sr. No.	Requirement	Compliance (Yes/No)	Remarks
	In addition, 50 named user licenses required as optional component.		
19.5	License to be procured for 3 years.		

Dated this..... Day of.....2015

(Signature)

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

Annexure K - Client Reference

(Bidder's Letter Head)

Client Reference Details

Sr.No	Particulars	Details
1	Name of the Organization	
2	Contact Person Name and Designation	
3	Phone Number of the Contact person	
4	Email Address of the Contact person	

(Signature)

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

Annexure L - Bill of Material

(Bidder's Letter Head)

Bill of Material			
Sr.No	Line Item Details	Quantity	Functional Details

Section 13 - Documents to be put in Envelope 'C'

Annexure M - Commercial Bid Form

(Bidder's Letter Head)

(To be included in Commercial Bid Envelope)

To

NPCI

Dear Sirs,

Re: NPCI/RFP/2014-15/IT/0034 dated 18.02.2015 for Request for Proposal for Information Rights Management (IRM) Solution

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2015

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure N - Commercial Bid Format

(Bidder's Letter Head)

Table - A

Section F1 - Hardware Details														
SL	Component	Machine reference Id	Machine / box type	Number of CPUs	Number of Cores per CPU	CPU speed	RAM	Internal Storage Capacity	Quantity	Unit Base Price	Total Base Price	Tax %	Tax Amount	Price

Section F2 - System Software Details								
SL	Component	OS / DB /Other Software Name	License Metric	Quantity (Number of Licenses)	Unit Base Price	Tax %	Tax Amount	Price

Section F3 - Application Software Details							
SI No	Component	Modules	Quantity	Unit Base Price	Tax %	Tax Amount	Price

Section F4 - Implementation Charges					
SI No	Component	Unit Base Price	Tax %	Tax Amount	Price

Section F5 - AMC							
SL No	Component offered	Base AMC Price (After warranty)		Base AMC price for 2 yrs - Total	Tax per annum	Tax Amount for 2 yrs	Total Price for 2yrs
		YR1	YR2				
		1	2	3 = 1+2	4	5	7 = 3+4+5

Total Cost=F1+F2+F3+F4+F5

(All hardware/software costs/Implementation cost/AMC cost should be detailed with line item wise prices and submitted as Annexure L. NPCI reserves the right to add or delete any one of the items as per requirement).

Dated this..... Day of..... 2015

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure Z - Non-Disclosure Agreement

This Agreement is made and entered on this ----- day of -----, 2015 (“Effective Date”) between

NATIONAL PAYMENTS CORPORATION OF INDIA, a company incorporated in India under Section 25 of the Companies Act, 1956 and having its registered office at **C-9, 8th Floor, RBI Premises, Bandra-Kurla Complex, Bandra (East) Mumbai-400 051** (Hereinafter referred to as “NPCI”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

AND

_____, a company registered in _____ and having its registered office at _____ (Hereinafter referred to as “-----”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term “Disclosing Party” refers to the party disclosing the confidential information to the other party of this Agreement and the term “Receiving Party” means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

NPCI and ----- shall hereinafter be jointly referred to as the “Parties” and individually as a “Party”.

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between NPCI and ----- to perform the considerations (hereinafter called “Purpose”) set forth in below:

(State the purpose:-----)

Article 2: DEFINITION

For purposes of this Agreement, “Confidential Information” means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without

breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case

Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

Article 3: NO LICENSES

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

Article 4: DISCLOSURE

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, tools or techniques that are similar to or compete with the products, concepts, tools or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: NON-WAIVER

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 9: JURISDICTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 10: GOVERNING LAW

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Mumbai in India.

Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

This Agreement shall remain valid from the Effective Date until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of five years after the termination / expiry of this Agreement.

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or otherwise discuss or make reference to such other Party or infringe Patent, Copyrights, in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.
2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.
3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

<p>IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above. NATIONAL PAYMENTS CORPORATION OF INDIA</p>	<p>Successful Bidder Name</p>
<p>By Name:</p>	<p>By Name:</p>
<p>Designation</p>	<p>Designation</p>