

Notification pertaining to Request for Proposal for Engagement of Agencies for supply of IT Manpower

RFP Reference No: NPCI/RFP/2015-16/IT/007 dated 26.06.2015

1. About NPCI

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

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and values of NPCI are: Vision - To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by five core values: Passion for Excellence, Integrity, Customer Centricity, Respect and Collaboration.

2. Objective of RFP

National Payments Corporation of India proposes to hire IT Manpower from reputed agencies for a period of 3 years to support efficient IT Infrastructure, Monitoring and Management Team to run the day to day IT Operations to ensure continuous availability with reliable quality of services. This is required to ensure reduction in administrative burden with guaranteed service levels. The Bidder should have adequate experience as sought in the RFP to undertake the above mentioned activities.

3. Cost of the RFP

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

The Bidders can procure the RFP document from NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, on payment of non-refundable amount of Rs. 5,700/- (INR Five thousand seven hundred only, inclusive of Service Tax), payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

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

4. Due Diligence

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

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

5. Ownership of this RFP

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

6. Scope of Work

The scope of work covers supply of IT manpower for below mentioned list of area, but not limited to:

- Data centre operations,
- Network support engineers,
- Application support operations,
- Office IT support engineers and supervisors.

The support would be required over a period of three years spread over locations at Chennai, Hyderabad, Delhi and Mumbai of NPCI. Bidder needs to also ensure availability of required back end L3 level support for all the existing technologies used by NPCI (as listed below) and upgrade skillsets for upcoming technologies. L3 Support to be provided without any charge in case of any requirement.

- Delivery of services based on ITIL v3 framework.
- Transition management.
- Data Centre & DR sites managed services.
- Facility Management.
- Application support.
- Management of third party tools deployed.
- Reporting & Documentation.
- Desktop, laptop and office IT infra management.
- User Management.
- Vendor Management.
- Assets, Inventory & licenses management.
- Server Administration & management.
- Database Administration & management.
- Antivirus and Patch Management.
- E-Mail Management.
- Backup Administration & management.
- Storage Administration & management.
- Patch Management.
- Internet -Proxy administration and management.
- Disaster recovery management as per NPCI policy & tools used.
- Adherence to NPCI BCM Policies.
- AMC services tracking and reporting Etc

Further detailed scope of work will be provided in the RFP document.

7. Eligibility Criteria

7.1 Pre-requisite:

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

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

1. The Bidder should be a Company registered under the Companies Act/ firm registered under the Partnership Act, 1932 /LLP registered under the Limited Liability Partnership Act since the last three years
2. The Bidder should have minimum annual turnover of Rs 5 crores during the three financial years, i.e. 2011-12, 2012-13, 2013-14 or calendar year 2011, 2012, 2013 or bidder's financial year
3. The Bidder should be a profit (profit after tax) making company in any one of the three financial years, i.e. 2011-12, 2012-13, 2013-14 or calendar year 2011, 2012, 2013 or bidder's financial year
4. The bidder must be ISO 9001:2000 certified and valid at the time of submission of the bid
5. The bidder should not be currently blacklisted by any bank / institution in India or abroad.
6. The Bidder must have minimum 2 years' experience of providing similar / relevant services to at least 1 organization as on the date of submission of bid

8. Technical requirement

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

9. Bid Schedule and Address

S. No.	Description	
1	Name of Project	Request for Proposal for Engagement of Agencies for supply of IT Manpower.
2	Tender Reference Number	NPCI/RFP/2015-16/IT/007
3	Date of commencement of sale of bid document	26.06.2015
4	Last date and time for sale of bid document	06.07.2015
5	Last date for receiving Bidder's Pre-bid clarifications in writing	09.07.2015
6	Date and Time for Pre-bid Meeting	Not Applicable
7	Last date and time for Bid Submission	20.07.2015 3.00 pm
8	Address for Sale of Bid Document and Place of Bid Submission	National Payments Corporation of India, 08 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063.
9	Date and Time of Eligibility Bid Opening (Envelope A)	20.07.2015 3.30 pm
10	Date and Time of Technical Bid Opening (Envelope B)	Qualified bidders will be notified
11	Date and time of Commercial Bid Opening (Envelope C)	Qualified bidders will be notified
12	Name and Address for communication	VP & Head - IT Procurement National Payments Corporation of India, 8 th Floor R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063.
13	Bid Related Queries	Mr Praveen Ratnagiri Contact: +91 7506446538 Email ID - praveen.ratnagiri@npci.org.in Mr Karun Joshi Contact: +91 8879772830 Email ID- karun.joshi@npci.org.in Mr. Prashant Awale Contact: +91 8108108650 Email id: prashant.awale@npci.org.in Mr Benny Joseph Contact: +91 8108122844 Email: benny.joseph@npci.org.in
14	Bid cost	Rs. 5,700.00 inclusive of taxes
15	Bid Security	Rs.1,00,000/-

Note:

- Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.
- Date and Time of Technical and Commercial Bid Opening will be intimated later.
- Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for an amount of Rs 5,700/- inclusive of taxes (Non-Refundable) payable at Mumbai.