

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution



INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR PROCUREMENT OF PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION

EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22nd August 2024

National Payments Corporation of India
Unit no. 202, 2nd floor,
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Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Disclaimer

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

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

Checklist:

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

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

Important Note:

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

1. **Bid Cost:** Online transfer of Rs 17,700/- (Rs. Seventeen Thousand Seven Hundred only inclusive of GST@18%) towards cost of Bid document in Envelope/Folder/Folder - 'A'
2. **Bank Guarantee** of Rs. 5,00,000/- (Rupees Five lakhs only) towards Bid Security in Folder 'A'- Earnest Money Deposit (EMD). **The Bidder shall strictly not remit any amount on account of EMD.**

Remittance proof in favor of "National Payments Corporation of India" payable at Mumbai amounting to Rs. 17,700/- (Rs. 15,000/- plus GST @18 %) towards bid purchase cost.

The electronic / wire transfer can be done to designated NPCI Bank account as detailed below (Only for bid cost)

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

While transferring bid cost from their Bank account to NPCI bank account, the bidder shall clearly mention the EOI number and EOI description in the transfer details, failing which the bid is liable to be rejected.

While sending EMD in the form of Bank Guarantee, the bidder shall clearly mention the EOI number and EOI description on the Bank Guarantee document as well as on envelop, failing which the bid is liable to be rejected.

The bidders shall pay the Bid Cost through the above-mentioned mode and the remittance proof shall be submitted to NPCI for the same. While transferring bid cost from their Bank account to NPCI bank account, the bidder shall mention the EOI number and EOI description in the transfer details, failing which the bid is liable to be rejected.

The bidder shall provide the evidence of the transfer / remittance proof of bid cost, PBG for EMD vide a separate mail to the NPCI officials mentioned in **Section 1**.

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

Table of Contents

Chapter 1	About NPCI.....	9
Chapter 2	Solution Objective.....	9
2.1	GENERAL TERMS OF THE SCOPE OF WORK:	9
2.2	BROAD SCOPE OF WORK:	10
2.3	PREPARATION OF SYSTEM REQUIREMENT SPECIFICATION DOCUMENT:	11
2.4	IMPLEMENTATION.....	11
2.5.	CYBER SECURITY REQUIREMENTS.....	12
2.6.	KNOWLEDGE TRANSFER (KT)	12
2.7.	GO-LIVE	12
Chapter 3	Definition and Eligibility Criteria for Bidders	13
3.1	Definition of Bidder	13
3.2	Eligibility Criteria for Bidders	13
3.3	Cost of the EOI.....	15
Chapter 4	Contents and Response	16
4.1	Contents.....	16
4.2	Opening of Bids.....	16
4.3	Pre-Bid Queries for EOI	17
Chapter 5	General Terms and Conditions.....	18
5.1	Terms.....	18
5.2	Return of EMD	19
5.3	Forfeiture of EMD	19
5.4	Acceptance or Rejection of Bid:.....	19
5.5	Adherence to terms and conditions:	19
5.6	Confidentiality:.....	20
5.7	Design Ownership:.....	20
Chapter 6	Evaluation Process	21
6.1	Preliminary Examination of Bids.....	21
6.2	Evaluation and Comparison of Bids	21
6.3	Technical Bid Evaluation:	21
Chapter 7	ANNEXURES.....	23
ANNEXURE A1-	Bidder’s Letter for EMD	23
Annexure A2 -	Bid Security (Bank Guarantee).....	24
ANNEXURE C	Details of the Bidder	26
Details of Key /	Senior Officials / Directors	26
ANNEXURE D	27
Declaration for	Clean Track Record	27
Annexure E -	Declaration for Acceptance of EOI Terms and Conditions.....	28
Annexure F -	Declaration for Acceptance of Scope of Work.....	29
(Bidder’s Letter	Head).....	29
Annexure G -	Format Power of Attorney.....	30

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

ANNEXURE H Eligibility Criteria Response	31
Annexure I - OEM / Manufacturer's Authorization Letter	35
ANNEXURE J - Functional details	36
ANNEXURE K Technical details	37
ANNEXURE L Team Profile.....	38
ANNEXURE M - Technical Compliance	39
ANNEXURE N Business and Technical SLA FOR POC	43
ANNEXURE O Innovativeness.....	44

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Abbreviations and Acronyms

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

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

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

Notice inviting Expression of Interest (EOI) for procurement of Privileged Access Management (PAM) Solution

NPCI invites sealed proposals from entities (companies and/or startups) who have experience in Privileged Access Management (PAM) Solution.

The EOI is being floated in order to enable bidders to propose their capability/solution for engaging of an agency for procurement of Privileged Access Management (PAM) Solution.

EOI Schedule and Communication Address

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

The EOI schedule is as follows:

Sr.No.	Description	Detailed Information
1.	Name of Project	Expression of Interest (EOI) for procurement of Privileged Access Management (PAM) Solution
2.	Tender Reference Number	NPCI/EOI/2024-25/IT/02
3.	Date of release of EOI document	22.08.2024
4.	Last date and time of receiving Bidders pre-bid clarification in writing from bidders	28.08.2024
5.	Date and Time of Pre-Bid Meeting	To be notified
6.	Last date and time for Bid Submission	05.09.2024 5:30 PM
7.	Bid Submission	<p><u>Electronic bid response submission should be sent to the following email address:</u></p> <p>Folder A (Eligibility) & Folder B (Technical): benny.joseph@npci.org.in darshana.salunkhe@npci.org.in</p> <p>There will be <u>no physical bid submission</u> for this EOI.</p> <p>During the electronic bid submission, bid response attachments should not exceed the size of 10 MB vide each email. The bid response may be segregated to adjust the maximum attachment capacity (10 MB) for each email accordingly.</p> <p>In case of the bid response being segregated into separate emails to accommodate the complete set of attachments, the total number of emails and corresponding attachment numbers forming the complete bid response need to be mentioned in the 1st mail itself.</p>
8.	Date and Time of Eligibility Criteria Response Opening(Folder A)	05.09.2024 6:30 PM

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

9.	Name and Address for Communication	Deputy Chief - Strategic IT Procurement National Payments Corporation of India, Unit no. 202, 2nd Floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063
10.	Bid Related Queries	Note - All pre-bid queries and EOI bid response should be sent to Email ID's mentioned below: Sandeep Tiwari Contact: +91 9999983500 Email id: sandeep.tiwari@npci.org.in Karan Shah Contact: +91 9619102000 Email id: karan.shah@npci.org.in Siddhesh Chalke Contact: +91 8657995380 Email id: siddhesh.chalke@npci.org.in Darshana Salunkhe Contact: +91 9152085760 Email id : darshana.salunkhe@npci.org.in
11.	Bid Cost	Rs. 17,700/- (Rs.15,000/- plus GST) (Bid cost of Rs 17,700/- should be in Indian Rupees seventeen thousand seven hundred only)
12.	Earnest Money Deposit (EMD)	Rs. 5,00,000 (Rupees Five Lakhs only) (EMD should be in Indian Rupees only) and should be provided as Bank Guarantee (format provided).

Note:

1. Bid Cost: Interested Bidders can procure/download the EOI document from NPCI's website for a non-refundable amount of Rs 17,700/- (INR seventeen thousand seven hundred only, inclusive of all applicable taxes), payable in the form of **Electronic Payment** from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.
2. The bidder shall meet the requirements of Goods & Services Tax (GST)
3. Only the bidders who have paid the cost for the EOI document in time as mentioned above would be allowed to participate in the EOI.
4. No replies shall be provided to bidders who have not procured the EOI document within the timeline mentioned in the EOI schedule.
5. Only the pre-bid queries received on or before the last date as per the above schedule would be replied.
6. NPCI Bank details for payment of the Bid Cost:

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

The bidders shall pay **EMD in the form of Bank Guarantee**. The bidder shall clearly mention the EOI number and EOI description on the Bank Guarantee document as wells as on envelope, failing which the bid is liable to be rejected.

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

darshana.salunkhe@npci.org.in

benny.joseph@npci.org.in

Chapter 1 About NPCI

NPCI is a Company registered under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of The Companies Act, 2013) with its Registered Office in Mumbai, India. NPCI was promoted by 10 (Ten) banks in India under the aegis of the Indian Bank's Association with majority shareholding by Public Sector Banks. As of 30th April 2024, the shareholders (including promoter banks, shareholder banks and RBI regulated entities) of the NPCI stands at 65 (11 Public Sector Banks, 18 Private Banks, 5 Foreign Banks, 10 Co-operative Banks, 6 Regional Rural Banks, 4 Small Finance Banks, 1 Payment Banks and 10 Payment System Operators).

The vision and mission of NPCI are as under:

Vision - To be the best payments network globally.

Mission - Touching every Indian with one or other payment services and to make our mission possible.

NPCI, during its journey, has made a significant impact on the retail payment systems in the country. Dedicated to the nation by our former President, Shri Pranab Mukherjee, endorsed by the Hon'ble Prime Minister, Shri Narendra Modi and later made the card of choice for the ambitious Pradhan Mantri Jan Dhan Yojana, RuPay is now a known name. RuPay is an indigenously developed Payment System - designed to meet the expectation and needs of the Indian consumer, banks and merchant eco-system. The alliances with international network partners (Discover Financial Services, Japan Credit Bureau and China Union Pay) provides valuable access to global acceptance footprint and offer world class payment solutions to RuPay cardholders.

NPCI aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year we are moving towards our vision to be the best payments network globally.

Chapter 2 Solution Objective

The objective of Expression of Interest (EOI) is to supply and deploy Privileged Access Management (PAM) Solution. NPCI handles a vast array of financial transactions daily given the sensitivity and volume of transactions processed. We need to ensure the highest levels of security to protect against unauthorized access and potential cyber threats. The current solution deployed at NPCI is not able to fulfill the technical requirements. Privileged Access Management (PAM) is a critical component in safeguarding our environment, ensuring that administrative and sensitive access rights are strictly controlled and monitored.

Scope of work

2.1 General terms of the scope of work:

NPCI intends to procure Privilege Access Management (PAM) solution to address NPCI requirement of monitoring activities performed by the privileged users on Servers (e.g. windows/Linux/Database/web servers), network devices, security devices and Storage devices.

Scope includes providing complete solution including software licenses and other required components; supply, implementation, integration, support services and customization.

The selected bidder is required to supply, and appropriately install, deploy, integrate the PAM Solution as defined above for NPCI as per the timelines and SLA levels prescribed in the EOI. The bidder should have a 24x7x365 days support contact center in order to log the calls. Contact center numbers should be provided to the NPCI along with the escalation matrix mentioning the contact person's name, number, and designation in the company.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

NPCI expressly stipulates that Bidder's selection under this EOI is on the express understanding that this EOI contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to the NPCI notwithstanding what is stated here and what is not stated.

The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to NPCI. NPCI will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the EOI.

All proposals that are made in response to this EOI must follow the BOM template outlined for supply and services. Absolutely "NO" deviation is allowed from EOI BOM specifications and approved material list, tampering of BOQ specification, tampering of formula to calculate final amount, any hidden cost, etc. while responding to the EOI.

2.2 Broad Scope of Work:

The broad scope of work is to supply, install, configure, integrate and operationalise the privileged access management (PAM) solution by the successful bidder as per the defined agreed architecture and component specifications prescribed by the NPCI.

The bidder is to ensure that overall Solution implementation shall be as per best implementation / deployment practices followed by the industry and recommended by OEM.

The successful bidder shall provide all necessary back to back support from OEM(s) for delivery, installation, configuration, testing, operationalisation and support of the respective network components (appliances, softwares etc.).

Following is the high-level scope for the Project:

1. Bidder must specify hardware based on their understanding of the overall solution architecture based on requirement. The same must be documented and shared with the NPCI along with justification/ reasonability.
2. Bidder must quote for best/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features etc. for the OEM.
3. Bidder is responsible to provide end to end solution (Comprising of Solution Softwares, OS, Middlewares, DB and compatibility)
4. Bidder must indicate the necessary hardware and Storage size which would be capable of holding 1 year's logs and recording for forensic and investigation purpose. NPCI proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC, Near DR, Far DR locations.
5. Bidder is liable to provide 24x7x365 days support for procured solution and related components
6. The bidder shall supply, design, install, implement, integrate, support & maintain, and provide comprehensive facility management services for PAM solution as per requirements.
7. Bidder to ensure validation of architecture, configuration, policies etc by OEM before go- live.
8. Bidder must implement the solution at DR location whenever DR site is ready with all necessary hardware.

The Privileged Access Management (PAM) solution should have following broad features-

1. Single Sign On for privilege accounts (like root, Administrator, sys, sa) for Windows, Linux, Unix, Database Servers, Network Devices, Security Devices (Firewalls) and Storage devices running in the NPCI environment.
2. Single Sign on for Applications accessed through browser.
3. Single Sign On for clients like Toad, PL/SQL, Oracle, Microsoft Term Serv, VM V Sphere, putty etc.
4. The solution should be able to log commands for all commands executed over SSH Session and for Database access through ssh, sql plus, PL SQL, front end etc.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

5. Password management for privileged accounts should be done by the PAM Solution.
6. PAM login should have 2 factor authentication support.
7. Option for entering passwords under dual control.
8. Activity logs and session video recording.
9. Compliance reports customizable as per the NPCI requirements.
10. The solution should be able to create seamless single sign on for devices/systems like IBM, HP, Dell, Oracle, Nutanix, CISCO and Cyberoam, Sophos etc.
11. Should support Virtualized environments including VMWare, OpenStack and Microsoft Hyper V.
12. Main password storage repository should be highly secure and tamper proof.
13. Solutions should be Active-Active, Active-Passive, to meet HA/redundancy, across NPCI DC - DR.
14. Password Vault for securely storing, rotation and retrieving the password.
15. Bidder should provide Project Specific Documentations and Administration level training & certification at least 5 officials.
16. Integration with ITSM solution to validate the SR/CR to confirm the details along with secured approvals.

The bidder should propose and supply only “Commercial / Business Products” and not any product from “Home / Consumer Category”. The Product and its datasheet should be in public domain.

2.3 Preparation of System Requirement Specification Document:

Documentation should include the following but may not limited to it,

1. Architecture & design document including Traffic flow document between the devices.
2. Infrastructure build document.
3. Application deployment architecture with Hardware topology.
4. User manual & Run Book.
5. Application upgradation and patches management document.
6. Overview of the Process with System/Application FAQs.
7. Project Plan with milestones, resourcing and deliverables.
8. Traffic flow document between the devices.
9. Testing cases and test results documented before and after implementation.
10. Standard Operating Procedures.
11. Successful bidder support details and escalation matrix.
12. OEM(s) support details and escalation matrix.
13. Industry Best Practice Use cases and customization for NPCI.
14. List of reports related directly/ indirectly to module(s)/ customisation/ interface.

2.4 Implementation

The bidder will be responsible for the installation and commissioning of the entire solution. The installation and commissioning services will include the following but not limited to:

1. Installing the PAM solution at DC & Disaster recovery site.
2. Configuring the HA of the solution.
3. High availability & secure infrastructure at DC & Standalone in Disaster recovery site.
4. Operationalize PAMS for admins & ID's taking remote of the system.
5. Configuration of all the features mentioned in this EOI.
6. Project documentation, with the proper hand-over.
7. Training to nominated officials and making them capable of doing L1 & L2 support.
8. Completion of the project end to end.
9. Stepwise documentation for all admin activity.
10. Project sign-off.
11. Meet compliance requirements.
12. Providing governance and project management support.
13. Post-implementation support for 3 years.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

2.5. Cyber Security Requirements

1. The successful bidder to Provide cyber security in compliance with NPCI security requirements to protect the confidentiality, integrity, and availability of the information systems.
2. The successful bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems.
3. Successful bidder will not copy any data obtained while performing services under this EOI to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by NPCI.
4. Standards Benchmark - To ensure that all parties have a common understanding of any security issues uncovered, NPCI VMGP, VAPT and RAAS team or independent organization will conduct the security checks and shall provide vulnerability rating's (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and MITRE's Common Weakness Enumeration (CWE).

2.6. Knowledge Transfer (KT)

1. The successful bidder is expected to define the approach to have knowledge transfer to NPCI resources on the technical aspects of the solution.
2. The KT should include the architecture, software, integration, customization, deployment guidelines, troubleshooting reporting and other aspects of the solution (if applicable). The Successful bidder should train NPCI personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, troubleshooting and familiarization of features, policy configuration etc. post implementation
3. The successful bidder should prepare the end-user manuals, FAQs and Admin Manuals.
4. The successful bidder should submit detailed KT plan and provisional agenda along with the Bid.

2.7. Go-Live

1. Before the final Go-Live the successful bidder has to complete the development/ customization of the application as per the Technical Specifications agreed with the NPCI.
2. The Go-Live is an end-to-end responsibility of the Successful bidder who will manage total planning, hand holding support as per the scope of work.
3. Successful bidder should provide 90 Days of hand holding support post Go-Live or till solution stabilisation .
4. On satisfactory performance of application PAM solution post 90 days from Go-Live, NPCI will issue Completion Certificate.
5. The successful bidder shall operate the deployed system for four to twelve weeks (after GO-Live) to fix all the implementation issues without any additional cost to NPCI.

The detailed technical specification as per Annexure M

2.8 Point of Contact

The selected Bidder shall appoint a point of contact or Technical Account Manager, with whom NPCI will deal with, for any activity pertaining to the requirements of this EOI.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Chapter 3 Definition and Eligibility Criteria for Bidders

3.1 Definition of Bidder

Only those Bidders who fulfill the following criteria (as laid down in Clause 3.2 hereto) are eligible to respond to the EOI. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

3.2 Eligibility Criteria for Bidders

A] Start-ups:

Sr. No	Eligibility Criteria
1	The bidder should be incorporated or registered in India under Companies Act/ Partnership Act/ Indian Trust Act (Annual filling with ROC) and should have the Certificate issued by Department for Promotion of Industry and Internal Trade (DPIIT) or in the process of applying the same and shall be submitted before a formal engagement with NPCI
2	The bidder's annual turnover should be less than Rs 100 crores as per audited financial statements in each of the financial years from the date of registration/ incorporation subject to compliance to Sr. No. 3 below
3	The date of incorporation of the bidder should be anywhere between 1 to 10 financial years
4	The bidder should have successfully implemented a minimum of one (1) innovative idea and should provide client reference for the same
5	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad.
6	The bidder should have no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report
7	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.
8	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission.
9	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.
10	The bidder is authorized to participate on behalf of only a single OEMs product.

B] Other than start-ups:

Sr. No	Eligibility Criteria	MSME	Other than MSME
1	Registration and incorporation	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 3 years . a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 2	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 5 years . a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

		<p>years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 2 years as on the date of submission of bid.</p>	<p>at least 5 years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 5 years as on the date of submission of bid.</p>
2	Turnover & profitability	<p>The bidder should have reported minimum annual turnover of Rs.10 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported minimum annual turnover of Rs.25 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in each of the last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>
3	Governance - Statutory obligations	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>
4	Blacklisting	<p>Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad</p>	<p>Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad</p>

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

5	Manufacturer authorization (MAF)	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.
6	Bid cost	The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission.	The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission.
7	Bid earnest money (EMD)	The Bidder has paid or submitted along with the EOI response submission required EMD in the form of BG as mentioned in the EOI.	The Bidder has paid or submitted along with the EOI response submission required EMD in the form of BG as mentioned in the EOI.
8	Bid participation	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.

3.3 Cost of the EOI

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

The Bidders can procure the EOI document from NPCI's website (www.npci.org.in) upon payment of non-refundable amount of Rs 17,700/- (INR seventeen thousand seven hundred only inclusive of GST @18 %), payable in the form of **Electronic transfer** from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

Account Name: National Payments Corporation of India
 Bank Name: ICICI Bank
 Account No: 039305002962
 IFSC Code: ICIC0000393

The EMD in the form of BG should be provided as per **Annexure A2** while submission of the EOI response.

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

Chapter 4 Contents and Response

4.1 Contents

- This chapter contains the table of contents for the proposal response. In order to facilitate evaluation and comparison of proposal responses, Bidders shall submit their response in this format. Any failure to do so may result in the EOI being eliminated at the examination stage as unresponsive.
- Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end.
- The bid must be prepared and submitted in two Folders: Folder A and Folder B. Both the Folders should be put in an outer Folder marked “EOI - Procurement of Privileged Access Management (PAM) solution”.
- Folder A must be super scribed as “Eligibility Criteria”. The following documents should form part of the Folder A:
 1. Bid Cost - Proof of Remittance of Bid Cost (Rs. 17,700/-)
 2. Bid Earnest Money in the form of Bank Guarantee - Annexure A2 (Rs.5,00,000/-)
 3. Bid Offer form (without price) - Annexure B
 4. Bidder Information - Annexure C
 5. Declaration of Clean Track Record - Annexure D
 6. Declaration of Acceptance of Terms and Conditions - Annexure E
 7. Declaration of Acceptance of Scope of Work - Annexure F
 8. Power of Attorney for signing of bid - Annexure G
 9. Eligibility criteria Compliance-Annexure-H
 10. OEM/Manufacturer Authorization Letter - Annexure I
 11. Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years
 12. CA Certificate that the total turnover has never crossed Rs. 100 Cr since incorporation/ registration (if more than 3 years) (only in case of Start-ups)
 13. EOI document duly sealed and signed by the authorized signatory on each page
All necessary supporting documents
- Folder B must be super scribed as “Technical Bid”. The following documents duly placed in a file must be inserted inside Folder B:
 - 1) Functional details (Annexure J)
 - 2) Technical details (Annexure K)
 - 3) Team Profile (Annexure L)
 - 4) Technical Specifications (Annexure M)
 - 5) Business and Technical SLA (Annexure N)
 - 6) Innovativeness (Annexure O)

4.2 Opening of Bids

- EOI response shall be accepted till date given in EOI notice as given in the EOI schedule.
- No EOI response will be accepted after the deadline as mentioned in the EOI schedule.
- NPCI reserves the right to reject any response received late i.e., after the closing time on the date specified.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Bids shall be opened in 2 stages:

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

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

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

The date, time and address is mentioned in Section 1 or may be amended by NPCI from time to time.

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

4.3 Pre-Bid Queries for EOI

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

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

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

Chapter 5 General Terms and Conditions

5.1 Terms

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

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

5.2 Return of EMD

The EMDs of successful Bidder/s shall be returned after furnishing Performance Bank Guarantee (format as per Annexure A2) as required in this EOI. EMDs furnished by all unsuccessful bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.3 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

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

5.4 Acceptance or Rejection of Bid:

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

NPCI reserves the absolute right to reject the response/proposal if it is not in accordance with its requirements and no correspondence will be entertained by the NPCI in the matter. The bid is liable to be rejected if,

- It is not in conformity with the instructions mentioned in this proposal document.
- If it is not strictly as per prescribed form and format.
- It is not properly/duly signed.
- It is received through Fax.
- It is received after expiry of the due date and time.
- It is incomplete including non-furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the correspondence email address mentioned in the "EOI Schedule and Communication Address" section of this document.

5.5 Adherence to terms and conditions:

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

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

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

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

5.6 Confidentiality:

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

5.7 Design Ownership:

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

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

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

Chapter 6 Evaluation Process

6.1 Preliminary Examination of Bids

NPCI will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed and whether bids are generally in order. Bidder should provide all Annexures on it's company letter head.

NPCI may in its sole and absolute discretion, waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself. **NPCI may interact with the Customer references submitted by Bidder, if required.**

6.2 Evaluation and Comparison of Bids

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

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

6.3 Technical Bid Evaluation:

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

- a. Compliance to Technical Specifications as specified in the EOI.
- b. NPCI reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- c. Review of written reply, if any, submitted in response to the clarification sought by NPCI, if any.
- d. Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed hardware are to be enclosed.
- e. To assist in the examination, evaluation and comparison of bids, NPCI may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- f. NPCI may interact with the Customer references submitted by bidder, if required.
- g. NPCI reserves the right to shortlist bidders based on technical evaluation criteria.

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

1. Technical Scoring Matrix

Technical Evaluation would include the following:

TECHNICAL SCORING MATRIX		
Sr. No	Description	Score
Technical Evaluation Part - A		50
1	Technical Requirements compliance (40)	
2	Clarity of requirements specified in EOI (10)	
EOI Presentation Part - B (Bidder Evaluation Matrix)		20

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

1	Customer BFSI reference in India- Minimum 2 (15)	
2	Size of the deployment in terms of number of Users and Servers (5)	
Proposed Solution Part - C		
1	Bidder credentials, Experience, and past performance on similar contracts. (5)	20
2	Comprehensiveness of the documents & Project Management Plan (10)	
3	Clarity & thought of project delivery (5)	
EOI Presentation Part - D		
1	EOI presentation (5)	10
2	Q and A (5)	
Total Score of Part - A, B, C and D		100

Scoring Matrix: Bidders scoring a minimum of 80 % marks would be qualify in technical evaluation.

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Chapter 7 ANNEXURES

ANNEXURE A1- Bidder's Letter for EMD

To
The Chief Executive Officer
National Payments Corporation of India,
1001A, B wing 10th Floor,
'The Capital', Bandra-Kurla Complex,
Bandra (East), Mumbai - 400051

Subject: EOI No. NPCI/EOI/2024-25/IT/02 dated 22nd August 2024 - EOI for procurement of privileged access management (PAM) solution.

We have enclosed an EMD in the form of BG # _____ issued by the branch of the _____ Bank, for the sum of Rs. _____ (Rupees _____) as per instructions to Bidders of the above referred EOI.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Annexure A2 - Bid Security (Bank Guarantee)

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

National Payments Corporation of India: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under EOI No.

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

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

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

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

This guarantee will expire:

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

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

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

[Signature]

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

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

Date:

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

Dear Sir,

Subject: EOI No. NPCI/EOI/2024-25/IT/02 dated 22nd August 2024 - EOI for Procurement of privileged access management (PAM) solution.

We have examined the above referred EOI document.
We acknowledge having received the following addenda / corrigenda to the EOI document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

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

The response under this EOI shall be binding on us. We also certify that the information/data/particulars furnished in our response / offer are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify / blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the response / offer document / EOI. We understand that NPCI may reject any or all of the responses/offers without assigning any reason whatsoever.

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

Yours sincerely,

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

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

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Constitution of the Bidder (Public Ltd / Pvt Ltd / Start up)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid Goods and Services tax registration no.			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact Official to whom all references shall be made regarding this EOI			
8	Telephone No. (Cell # and Landline # with STD Code)			
9	E-Mail of the Contact official:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
11	Year	2020-21	2021-22	2022-23
12	Net worth			
13	Turn Over (Revenue for operations)			
14	Profit After Tax			

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

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

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

Details of Key / Senior Officials / Directors

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

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

ANNEXURE D

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

To,

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

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI document for _____.

I hereby declare that

- a) My company has not been debarred/black listed by any Government / Semi Government / Private organizations in India or overseas.

- b) My company has development and design experience in _____

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

Yours faithfully,

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

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

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

To

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

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the **EOI No. NPCI/EOI/2024-25/IT/02 dated 22nd August 2024 for "EOI for procurement of privileged access management (PAM) solution.** I declare that all the provisions of this EOI document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

Annexure F - Declaration for Acceptance of Scope of Work

(Bidder's Letter Head)

To

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

Sir,

I have carefully gone through the Scope of Work contained in the **EOI No. NPCI/EOI/2024-25/IT/02 dated 22nd August 2024 for "EOI for procurement of privileged access management (PAM) solution"**. I declare that all the provisions of this EOI Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

Annexure G - Format Power of Attorney
(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **EOI No. NPCI/EOI/2024-25/IT/02 dated 22nd August 2024 for “EOI for procurement of privileged access management (PAM) solution”** in response to the EOI document by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2024.

For _____.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for procurement of Privileged Access Management
(PAM) solution

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

A] Start-ups:

Sr. No	Eligibility Criteria	Compliance (Yes/No)	Documentary proof to be attached
1	The bidder should be incorporated or registered in India under Companies Act/Partnership Act / Indian Trust Act (Annual filling with ROC) and should have the Certificate issued by Department for Promotion of Industry and Internal Trade (DPIIT) or in the process of applying the same and shall be submitted before a formal engagement with NPCI.		1.Certificate of incorporation 2.MSME registration certificate (if applicable) 3. DPIIT Certificate
2	The bidder's annual turnover should be less than Rs. 100 crores as per audited financial statements in each of the financial years from the date of registration/ incorporation subject to compliance to Sr. No. 3		1. Standalone audited financial statements for last 3 years a. Balance sheets b. Profit /loss statement c. Signed Statutory Auditor's Report d. Notes to Accounts and Schedules forming part of accounts to be submitted. • <i>Complete financial statements duly signed/ approved by Auditor.</i> 2. CA certificate in case more than 3 years for previous years
3	The date of incorporation of the bidder should be anywhere between 1 to 10 financial years.		Certificate of incorporation/ registration
4	The bidder shall have no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.		Self-declaration to be provided along with customer references
5	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad.		Declaration letter from the bidder as per Annexure D
6	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.		Authorization from OEM as per Annexure I
7	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission in case the		Remittance proof or DD in favor of NPCI

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

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

B] Other than Start-ups:

Sr. No.	MSME	Other than MSME	Compliance Yes/No	Documentary proof to be attached
1.	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 3 years.</p> <p>a) In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 2 years as on date of submission of the bid.</p> <p>b) In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 2 years as on the date of submission of bid.</p>	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since last 5 years.</p> <p>a) In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of submission of the bid.</p> <p>b) In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 5 years as on the date of submission of bid.</p>		<p>1. Certificate of incorporation</p> <p>2. MSME registration certificate (if applicable)</p>

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

2.	<p>The bidder should have reported minimum annual turnover of Rs. 10 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported minimum annual turnover of Rs. 25 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in each of the last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>Standalone financial audited financial statements</p> <ol style="list-style-type: none"> 1. Balance sheets 2. Profit/ loss statement 3. Signed Statutory Auditor's Report 4. Notes to Accounts and Schedules forming part of accounts to be submitted. 5. Complete financial statements duly signed / approved by Auditor
3	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>	<p>Self-declaration to be provided by SI along with customer references</p>
4	<p>Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad</p>	<p>Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad</p>	<p>Declaration as per Annexure D on company letter head</p>

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

5	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.		Declaration from OEM (as per Annexure-1)
				Self-declaration of not being part of distribution channel
6	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission.	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission.		Remittance proof or DD in favor of NPCI
7	The Bidder has submitted along with the bid submission required EMD as mentioned in the EOI.	The Bidder has submitted along with the bid submission required EMD as mentioned in the EOI.		Remittance proof or DD/ BG/Electronic Transfer in favor of NPCI
8	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.		Self-declaration to be provided along with customer references

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

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

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To:

WHEREAS

We _____, are official manufacturers/OEM vendors of _____.
We _____ do hereby authorize M/S _____ to submit a bid the purpose of which is to provide the following Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Seal:

Dated on _____ day of _____, _____

Invitation for Expression of Interest for procurement of Privileged Access Management (PAM) solution

**ANNEXURE J - Functional details
(Bidder's Letter Head)**

Table A:

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

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

Table B:

Sr. No.	Details of complete functionalities

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

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE K Technical details

Table A:

Write up on the solution architecture (not restricted to)

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

Table B:

Sr. No.	Details of complete technical specifications

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

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE L Team Profile
(Bidder’s Letter Head)

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

- Name:
- Brief Introduction:
- Position in the firm:
- Total years of post-qualification work experience:
- Total No. of years with the firm:
- Areas of expertise and no. of years of experience in this area:

Area of Expertise	No. of years of experience

(Signature)

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

ANNEXURE M - Technical Compliance
(Bidder's Letter Head)

Indicative functionalities are mentioned below:

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

Sr No	PAM Specification	Compliance	Compliance (Yes / No)
		Good to have/Must have	
1	General Specifications		
1.1	The proposed OEM / solution for PAM should be market leader in PAM domain in all of the last 3 years Gartner PAM report.	Good to have	
1.2	The proposed solution should be 100% agent less solution for password and session management. There should not be a need to install agents on target devices.	Must have	
1.3	The proposed solution should be on many marketplace to support integrations and plugins for connecting to huge variety of target devices along with that it should provide plugin generator utility which should enable customer to build own plugins for customized target devices.	Must have	
1.4	The proposed solution should support Ad Hoc Just-in-Time Access to servers:- Only permit access when it is requested and granted, which should be governed by workflows and policies.	Must have	
1.5	The proposed solution should allow users/admins to use their native client like RDP and Putty to connect target machines onboarded in PAM.	Must have	
1.6	The proposed solution should support complete active active configuration at all infrastructure components. It should support high-availability Vault environment since this is crucial for the Vault availability.	Must have	
1.7	The proposed solution should support Disaster Recovery Vault so that department has ability to continue functioning even during severe failures. Via DR Vault, department should be able to resume operations quickly (in a matter of minutes) without losing any data as a result of the failure.	Must have	
1.8	The proposed OEM solution should have capability for securing end-points, securing cloud, workforce lifecycle management, securing devops, etc as a pre-integrated but loosely coupled solution for easy administration from future projects/ initiatives around identity security.	Must have	
2	AD Bridging		
2.1	Solution should allow you to easily link applications to the centralized AD in a secure, encrypted way.	Must have	
2.2	Solution should Centrally control access to non-Windows systems i.e. Unix and Linux servers by defining which users are permitted to log on to which systems via AD.	Must have	

2.3	solution should attain consistent configuration by extending native group policy management tools to include settings for Unix, Linux servers.	Must have	
2.4	solution should able to Audit logs of multiple Active Directory events in real time, report on exceptions, and provide easy access to results.	Must have	
3	Access Control		
3.1	The solution should be able to restrict usage of critical commands over a SSH based console based on any combination of target account, group or target system and end-user.	Must have	
3.2	The solution should restrict privileged activities on a server (e.g. host to host jumps, cmd/telnet access, application access, tab restrictions) from session initiated with PAM.	Must have	
3.3	The solution should provide for inbuilt database management utility to enable granular control on database access for Sql, my Sql, DB2, Oracle etc.	Must Have	
3.4	solution enables an administrator to restrict a group of commands using a library and define custom commands for any combination of target account, group or target system and end user.	Must have	
3.5	solution should provide secure mechanism for blacklisting/whitelisting of commands for any combination of target account, group or target system and end user.	Must have	
3.6	The solution should have workflow control built- in for critical administrative functions over SSH including databases (example user creation, password change etc) and should be able to request for approval on the fly for those commands which are critical.	Must have	
3.7	solution should provide for a script manager to help in access controlling scripts and allow to run the scripts on multiple devices at the same time.	Good to Have	
4	Remote Access, Mobile Support, and Notification Engine		
4.1	The proposed solution should support capability for Remote users to be given access to target machines without need of VPN, Agent and corporate laptops.	Must have	
4.2	The proposed solution should support Just-In-Time provisioning and Password less authentication.	Must have	
4.3	The proposed solution should support Offline PAM Access (Password Retrieval via mobile app in case of emergency purpose or Break Glass Scenario).	Must have	
5	Password Management		
5.1	The solution shall perform password change options which is parameter driven and should set password options every x days, months, years and compliance options via the use of a policy.	Must have	
5.2	The solution should be able to authenticate and trust the application requesting the privileged password based on various authentication methods.	Must have	

5.3	The solution should be able to manage SSH Keys and for Linux/Unix servers, the solution should have an option to generate the SSH key pair directly from tool.	Must have	
5.4	The solution should automatically reconcile passwords that are detected 'out of sync' or lost without using external restore utilities	Must have	
5.5	Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM users with an option to expire the share after defined period of time (in days).	Must have	
5.6	solution should enable an administrator to define different password formation rules for target accounts on different target systems and supports the full character set that can be used for passwords on each target system.	Must have	
6	Threat Analytics		
6.1	The proposed solution should have User Based Analytics so that it can trigger a real-time alerts in case of any unusual behaviour of user or anomalous activities. For example, alert in case any admin tries to access target machine during irregular hours, irregular IP, Dormant user, Anomalous access to multiple machines, unusual geographical region etc.	Must have	
6.2	The proposed solution should have detection, alert and automatic real-time response capabilities so that it can trigger immediate alert as soon as users tries to execute any risky commands or malicious activities and as responsive action, solution should be able to suspend or terminate the session immediately. Solution must allow customer to amend the suspicious commands or activity list as per their organization need.	Must have	
6.3	The proposed solution must detect and alert immediately in case of any credential theft and can able to take immediate response actions by triggering immediate password change for theft account.	Must have	
6.4	The proposed solution must able to control backdoor access, it must alert in case any user tries to connect target machines after bypassing PAM tool. And as responsive action, it should trigger password change for the account and block backdoor access.	Must have	
6.5	The proposed solution should be able to detect and alert backdoor access even for unmanaged accounts (which are not onboarded in PAM solution) and as responsive action, solution should be having capability to onboard and trigger password change immediately.	Must have	
6.6	The proposed solution must raise immediate alert in case of suspicious password change, like request to change or reset a password after bypassing the Password Manager. Automatic Remediation by rotating credentials.	Must have	
6.7	The proposed solution must detect and raise alert immediately in case any service accounts gets logged in interactively.	Must have	

6.8	The proposed solution must able to identify Risky SPN(service principal name). Privileged accounts with SPN configuration can be vulnerable to offline brute-forcing and dictionary attacks, allowing a malicious insider to recover the account's clear-text password.	Must have	
7	PAM Security and Administrator		
7.1	The solutions should use minimum FIPS 140-2 validated cryptography for all data encryption.	Must have	
7.2	The Solution should be TLS 1.2 and SHA-2 compliant for PCI-DSS compliance and Administrator user cannot see the data (passwords) that are controlled by the solution.	Must have	
7.3	All communication between the client endpoints and the target server should be completely encrypted using secured gateway. (Example: a telnet session is encrypted from the client PC through the secured gateway).	Must have	
7.4	All communication between system components, including components residing on the same server should be encrypted.	Must have	
7.5	The solution should provide feature for user governance on the target devices i.e. autodetect users and schedule a governance workflow and user certification process with adequate review process.	Must have	

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE N Business and Technical SLA FOR POC
(Bidder’s Letter Head)

Table A

Write up should cover the Business SLAs that the Bidder plan to offer.
--

(Signature)

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

