

Invitation for Expression of Interest for identifying a Hardware Platform agnostic Network Operating System (NOS) Solution



EXPRESSION OF INTEREST (EOI) FOR IDENTIFYING HARDWARE PLATFORM AGNOSTIC NETWORK OPERATING SYSTEM (NOS) SOLUTION

EOI Reference No: NPCI/EOI/2024-25/IT/01 dated 30th April 2024
National Payments Corporation of India
Unit no. 202, 2nd floor,
Raheja Titanium, CTS No. 201,
Western Express Highway,
Goregaon East, Mumbai 400 063
Website: www.npci.org.in

Invitation for Expression of Interest for identifying a Hardware Platform agnostic Network Operating System (NOS) Solution

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Disclaimer

1. National Payments Corporation of India along with its subsidiaries and divisions are hereinafter referred to as “NPCI”.
2. NPCI has prepared this document to give background information to the prospective Bidders about EOI for identifying Hardware Platform agnostic Network Operating System (NOS) Solution.
3. The information is not intended to be exhaustive. 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. Prospective Bidders are required to make their own inquiries and will be required to confirm in writing that they have done so and they do not rely only on the information provided by NPCI while submitting the response to an EOI.
4. Any clarification sought from NPCI should be sent to the designated email ids mentioned in this document. No new clarifications will be entertained after the pre-bid meeting. Any responses provided by NPCI pursuant to this EOI to the queries raised/ clarification sought by the Bidders, are non-binding on NPCI or any of its authorities or agencies or any of their respective officers, employees or advisors unless included in the final understanding between NPCI and the shortlisted Bidder.
5. NPCI reserves the right to halt/ postpone/ modify/ cancel this EOI, whole or in part, at any stage without any answerability to the Bidders. It also reserves the right to decline, discuss the matter further with any Bidder expressing interest. No reimbursement of cost of any type will be paid to Bidders expressing interest except EMD as defined further in this document.

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Checklist:

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

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

Important Note:

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

Remittance proof in favour of "National Payments Corporation of India" payable at Mumbai amounting to Rs. 11,800/- (Rs. 10,000/- plus GST @18 %) towards bid purchase cost and Rs. 5,00,000/- towards Bid Security (EMD).

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

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank Ltd

Account No: 039305002962

IFSC Code: ICIC0000393

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

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

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Abbreviations and Acronyms

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

Sr.No	Abbreviations	Description
1.	EOI	Expression of Interest
2.	NPCI	National Payments Corporation of India
3.	OEM	Original Equipment Manufacturer
4.	POC	Proof of Concept
5.	QA	Quality assurance
6.	RFP	Request for Proposal
7.	SLA	Service Level Agreement
8.	NOS	Network Operating System
9.	EMD	Earnest Money Deposit
10.	UPI	Unified Payment Interface
11.	AEPS	Adhar Enabled Payment System
12.	IMPS	Immediate Payment Service
13.	CTS	Cheque Truncation System
14.	NFS	National Financial Switch
15.	NETC	National Electronic Toll Collection
16.	NACH	National Automated Clearing House

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Notice inviting Expression of Interest (EOI) for identifying Hardware Platform agnostic Network Operating System (NOS) Solution.

NPCI invites proposals from NOS suppliers who have experience in supplying, implementing and supporting Hardware Platform agnostic Network Operating System (NOS) solution. The EOI is being floated in order to enable bidders to propose their capability in the space of Hardware Platform agnostic Network Operating System (NOS) 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 all the Bidders during the process.

The EOI schedule is as follows:

Sr. No.	Description	Detailed Information
1.	Name of Project	Expression of Interest (EOI) for identifying Hardware Platform agnostic Network Operating System (NOS) Solution
2.	Tender Reference Number	NPCI/EOI/2024-25/01
3.	Date of release of EOI document	30 th April 2024
4.	Last date and time of receiving Bidders pre-bid clarification in writing from bidders	6 th May 2024
5.	Date and Time of Pre-Bid Meeting	9 th May 2024 (in case of change, will be intimated suitably)
6.	Last date and time for Bid Submission	14 th May 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 Adison.machado@npci.org.in saurabh.thakur@npci.org.in gundabolu.satish@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 and bid response may be segregated to adjust the maximum attachment capacity (10 MB). 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)	14 th May 2024, 6:30 PM

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9.	Date and Time of Technical Bid Response Opening (Folder B)	Eligible Bidders shall be informed over email
10.	Name and Address for Communication	Dy Chief - IT Procurement & Planning National Payments Corporation of India, Unit no. 202, 2nd Floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063
11.	Bid Related Queries	Note - All pre-bid queries and EOI bid response should be sent to designated Email ID's mentioned below: Benny.joseph@npci.org.in Adison.machado@npci.org.in saurabh.thakur@npci.org.in gundabolu.satish@npci.org.in
12.	Bid Cost	Rs. 11,800 /- (Rs.10,000/- plus GST) (Bid cost of Rs 11,800/- should be in Indian Rupees Eleven thousand eight hundred only)
13.	Earnest Money Deposit (EMD)	Rs. 5,00,000 (Rupees Five Lakhs only) (EMD should be in Indian Rupees only)

Note:

1. Bid Cost: Interested Bidders can procure/download the EOI document from NPCI's website for a non-refundable amount of Rs 11,800/- (INR Eleven thousand eight hundred only, inclusive of all applicable taxes), payable in the form of **Electronic Payment** from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.
2. EMD should be in Indian Rupees only either in the form of electronic transfer to NPCI or in the form of BG of equivalent amount.
3. The bidder shall meet the requirements of Goods & Services Tax (GST)
4. Only the bidders who have paid the cost for the EOI document in time as mentioned above would be allowed to participate in the EOI.
5. No replies shall be provided to bidders who have not procured the EOI document within the timeline mentioned in the EOI schedule.
6. Only the pre-bid queries received on or before the last date as per the above schedule would be replied.
7. NPCI Bank details for payment of the Bid Cost & EMD:

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

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank Ltd

Account No: 039305002962

IFSC Code: ICIC0000393

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

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

Benny.joseph@npci.org.in

Adison.machado@npci.org.in

saurabh.thakur@npci.org.in

gundabolu.satish@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's aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year, NPCI is moving towards its vision to be the best payments network globally. NPCI, during its journey over decade, has made a significant impact on the retail payment systems in the country. It has introduced many innovative products dealing with money transactions through the digital eco-system. Today, it holds to its credit, products like UPI, NFS (RuPay), IMPS, AEPS, NETC, CTS, NACH, etc., which have transformed digital payment eco-system. As a result, NPCI and its product family is now being recognized as pioneers of modern edge digital payment eco-system, not only in India but globally as well.

Information Technology has been the backbone of NPCI journey. NPCI has thrived to adopt modern edge technologies in all domains thereby keeping pace with the ability to meet ever increasing demand for ease of doing transactions with adequate controls. This EOI is expected to help NPCI to bring in interoperability and agile provisioning in network space.

Chapter 2 Solution Objective

The Expression of Interest (EOI) is floated in order to identify bidders who have experience in supplying, implementing and supporting Hardware Platform agnostic Network Operating System (NOS) solution. The identified bidders through this EOI shall receive the detailed and more specific RFP for subsequent process.

Chapter 3 Ownership of this EOI

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

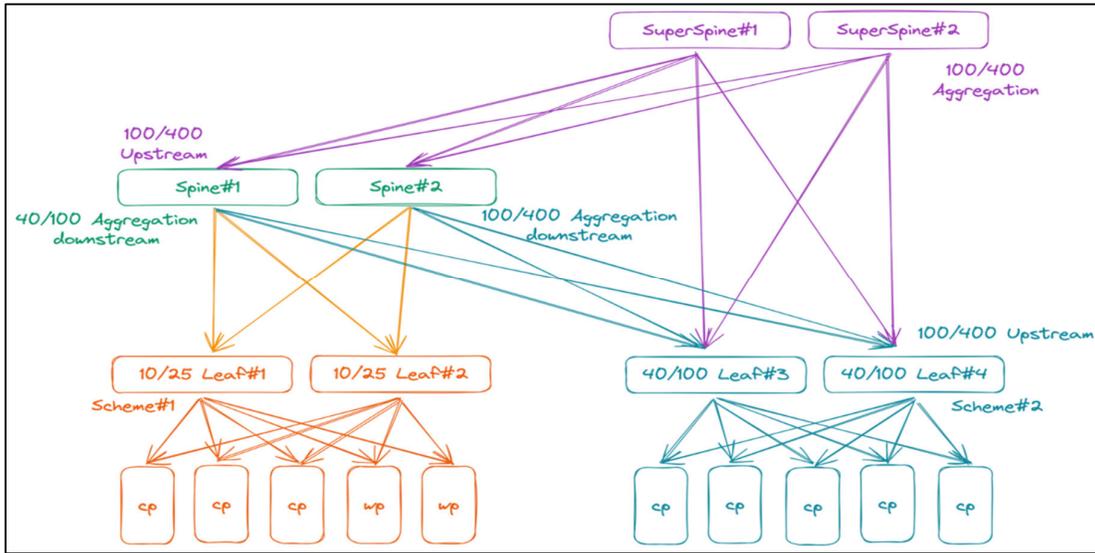
Chapter 4 Scope of work

NPCI has taken the direction towards a single SDN across the entire Data Centre Network Fabric. In order to achieve the same, first step is to decouple the Hardware and Software on the Network Devices starting with L3 Switches. The scope of work therefore will broadly include, understanding NPCI requirement, supply and implement proposed solution including adequate trainings to NPCI engineers and necessary product support for contract period post implementation.

Accordingly, NPCI intend to explore the bidders who have experience in supplying, implementing and supporting Hardware Platform agnostic Network Operating System (NOS) as a stepping stone for implementing SDN solution. The existing network design shown below is to give broad level understanding about NPCI's current network based on Spine and Leaf architecture. The Bidders are expected to propose Hardware Platform agnostic NOS solution, which is scalable and interoperable design meeting technical specifications given in **Annexure - L**.

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The existing network architecture diagram: (this is a in principal spine and leaf architecture actual quantity of the devices may vary)



Chapter 5 Definition and Eligibility Criteria for Bidders

5.1 Definition of Bidder

Only those Bidders who fulfill the following criteria (as laid down in Clause 4.2 hereto) are eligible to respond to the EOI. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

5.2 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 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	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

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		<p>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>operation for at least 5 years as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 5 years as on the date of submission of bid.</p>
2	Turnover & profitability	<p>The bidder should have reported minimum annual turnover of Rs. 60 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. 100 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>
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</p>	<p>Neither the OEM nor the Bidder should have been currently blacklisted by any</p>

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		Bank or institution in India or abroad	Bank or institution in India or abroad
5	Manufacturer authorization (MAF)	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel 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 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 as mentioned in the EOI.	The Bidder has paid or submitted along with the EOI response submission required EMD as mentioned in the EOI.
8	Bid participation	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.

Note: A deviation in the turnover and profitability will be considered only for the year 2020-21 or 2021-22 on account of Covid impact. It may be noted that only one year will be considered for deviation allowance.

5.3 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 11,800/- (INR Eleven thousand eight hundred only inclusive of GST @18 %), payable in the form of **Electronic transfer** from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

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

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

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

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Contents and Response

5.4 Contents

- This chapter contains the table of contents for the proposal response. In order to facilitate evaluation and comparison of proposal responses, Bidders shall submit their response in this format. Any failure to do so may result in the EOI being eliminated at the examination stage as unresponsive.
- Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end.
- The bid must be prepared and submitted in two Folders: Folder A and Folder B. Both the Folder should be put in an outer Folder marked “EOI - Software Defined Network Solution”.
- Folder A must be super scribed as “Eligibility Criteria”. The following documents duly placed in a file must be inserted inside Folder A:
 1. Bid Cost - Proof of Remittance of Bid Cost (Rs. 11,800/-)
 2. Bid Earnest Money in the form of Bank Guarantee - Annexure A2 **OR** documentary proof for electronic fund transfer- Proof of Remittance of EMD (Rs.5,00,000/-)
 3. Bid Offer form (without price) - Annexure B
 4. Bidder Information - Annexure C
 5. Declaration of Clean Track Record - Annexure D
 6. Declaration of Acceptance of Terms and Conditions - Annexure E
 7. Declaration of Acceptance of Scope of Work - Annexure F
 8. Power of Attorney for signing of bid - Annexure G
 9. Eligibility criteria Compliance-Annexure-H
 10. OEM/Manufacturer Authorization Letter - Annexure I
 11. Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years
 12. CA Certificate that the total turnover has never crossed Rs. 100 Cr since incorporation/ registration (if more than 3 years) (only in case of Start-ups)
 13. EOI document duly sealed and signed by the authorized signatory on each page
All necessary supporting documents
- Folder B must be super scribed as “Technical Bid”. The following documents duly placed in a file must be inserted inside Folder B:
 - 1) Technical details (Annexure J)
 - 2) Service Level Agreement (Annexure K)
 - 3) Technical Specifications (Annexure L)
 - 4) Client Reference Details (Annexure M)

5.5 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.

Bids shall be opened in 2 stages:

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

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

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

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

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

5.6 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**. The subject of the email for pre-bid queries should be titled "**Pre-bid queries - Invitation For Expression Of Interest (EOI) - for identifying a Hardware Platform agnostic Network Operating System (NOS) Solution, EOI# NPCI/EOI/2024-25/IT/01 dated 30th April 2024**".

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

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

Chapter 6 General Terms and Conditions

6.1 Terms

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

6.2 EMD

Return of EMD

EMDs furnished by all unsuccessful Bidders will be returned on shortlisting of successful Bidders at the end of EOI process.

6.3 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

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

6.4 Acceptance or Rejection of Bid:

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

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

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

6.5 Adherence to terms and conditions:

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

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

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- ✓ 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.

6.6 Confidentiality:

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

6.7 Design Ownership:

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

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

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

Chapter 7 Evaluation Process

7.1 Preliminary Examination of Bids

NPCI will examine the bids to determine whether they are complete containing required information as mentioned in this bid document, duly signed and arranged in order. Bidder shall provide all Annexures on it's company letterhead signed by a person authorized to do so.

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

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

7.2 Evaluation and Comparison of Bids

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

NPCI will adjudge the Bidder capabilities and NPCI reserve rights to shortlist the Bidders for participation in further technical evaluation process on the basis of response submitted in the support of various requirements including adequate documents submitted by the Bidders for supporting each of requirements, wherever required. NPCI reserves the right to condone the delay in submission of bid documents within scheduled time depending on merits of such cases. Subject to sole discretion of NPCI, any document deficiency observed during the evaluation process and fulfilled by the Bidder within stipulated time will not result into any violation of time allotted for bid submission. The decision of NPCI is final and binding on all the bidders.

7.3 Technical Bid Evaluation:

Bidders who are qualified during eligibility evaluation will be considered for Technical Evaluation. The parameters to be used for technical evaluation will be based on:

- 1) Domain expertise and knowledge in handling such projects of similar magnitude and nature.
- 2) Continuous availability of appropriate support system in terms of resources with relevant technical proficiency and adherence to service level arrangements.
- 3) Execution methodology and delivery timeframe
- 4) Adherence to industry standards
- 5) Understanding of NPCI network design
- 6) Scalability
- 7) Hardware platform agnostic (minimum 2 certified hardware suppliers to be shared by the Bidder)
- 8) Interoperability with existing network solution
- 9) Roadmap for seamless SDN implementation
- 10) Observability with integration wherever required.
- 11) Security compliance.

Bidders are expected to provide necessary details on the above parameters in the technical bids submitted by them to enable assessment of technical capabilities. The Bidders shall also be required to do a technical presentation to showcase their capabilities covering above parameters.

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7.4 Evaluation Outcome

1. Technical Evaluation would include the following:

Sr No	Scoring weightage	Weightage
1	Domain expertise and knowledge in handling such projects of similar magnitude and nature.	10%
2	Execution methodology and delivery timeframe, Adherence to industry standards	10%
3	Understanding of NPCI network design, Scalability, Interoperability with existing network solution, Security compliance, roadmap for seamless SDN implementation, hardware platform agnostic (minimum 2 certified hardware suppliers to be shared by the Bidder)	30%
4	Continuous availability of appropriate support system in terms of resources with relevant technical proficiency and adherence to service level arrangements.	20%
5	Observability with integration wherever required.	10%
6	Presentation	20%

2. Criteria 2: Bidders shall score equal to or more than 70% (minimum) in Technical evaluation.
3. Shortlisted Bidders will be eligible for subsequent RFP process. However, even if only one bidder qualifies after the above processes, NPCI reserves the right to proceed with the RFP process with the single bid.

Chapter 8 ANNEXURES

ANNEXURE A1- Bidder's Letter for EMD

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

Subject: EOI No. NPCI/EOI/2024-25/___ dated _____ - EOI for _____.

We have enclosed an EMD in the form of electronic transfer UTR no. / BG # ___ issued by the branch of the _____ Bank, for the sum of Rs. _____ (Rupees _____) as per instructions to Bidders of the above referred EOI.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Annexure A2 - Bid Security (Bank Guarantee)

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

National Payments Corporation of India: _____

Date: _____

BID GUARANTEE No.: _____

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

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

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

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

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

This guarantee will expire:

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

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

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

[Signature]

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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/___ dated _____ - EOI for _____.

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 identifying a Hardware Platform agnostic Network Operating System (NOS) 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 identifying a Hardware Platform agnostic Network Operating System (NOS) 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:

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

To

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

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the **EOI No. NPCI/EOI/2024-25/___ dated _____ for "EOI for _____"**. I declare that all the provisions of this EOI document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

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**Annexure F - Declaration for Acceptance of Scope of Work
(Bidder's Letter Head)**

To

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

Sir,

I have carefully gone through the Scope of Work contained in the **EOI No. NPCI/EOI/2024-25/_**
dated _____ for "EOI for _____". I confirm that
the proposed solution in response to this EOI complies with the expected scope of work, technical
criteria in terms of scalability, interoperability and required support commitments as per
Annexure - K. I also confirm that the proposed solution meets technical specifications as defined
in this EOI.

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 identifying a Hardware Platform agnostic Network Operating System (NOS) 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. _____ dated _____ - “EOI for _____”** in response to the EOI document by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2024.
For _____.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for identifying a Hardware Platform agnostic Network Operating System (NOS) 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 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 in any other capacity once he is eligible for price discussion.		Authorization from OEM as per Annexure I
7	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted		Remittance proof or DD in favor of NPCI

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

B] Other than Start-ups:

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

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2.	<p>The bidder should have reported minimum annual turnover of Rs. 60 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. 100 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in last 3 financial years (2020-21, 2021-22 and 2022-23).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>		<p>Standalone financial audited financial statements</p> <ol style="list-style-type: none"> 1. Balance sheets 2. Profit/ loss statement 3. Signed Statutory Auditor's Report 4. Notes to Accounts and Schedules forming part of accounts to be submitted. 5. Complete financial statements duly signed / approved by Auditor
3	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>	<p>There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.</p>		<p>Self-declaration to be provided by SI along with customer references</p>
4	<p>Neither the OEM nor the Bidder should have been</p>	<p>Neither the OEM nor the Bidder should have been</p>		<p>Declaration as per Annexure D on</p>

Invitation for Expression of Interest for identifying a Hardware Platform agnostic Network Operating System (NOS) Solution

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

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

Invitation for Expression of Interest for identifying a Hardware Platform agnostic Network Operating System (NOS) 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 _____, _____

ANNEXURE J TECHNICAL DETAILS

Sr. No.	Area	Provide details in brief and attach necessary supporting documents	Supporting documents
1	Domain expertise and knowledge in handling such projects of similar magnitude and nature.		<ul style="list-style-type: none"> • Number of certified resources • Number of projects executed of similar magnitude and nature • Customer reference as per Annexure - M.
2	Execution methodology and delivery timeframe, Adherence to industry standards		Project plan along with schedule and industry standards if any
3	Understanding of NPCI network design, Scalability, Interoperability with existing network solution, roadmap for seamless SDN implementation, Security compliance		Solution blueprint along with approach to comply required features as per Annexure - L.
4	Hardware platform agnostic (minimum 2 certified hardware suppliers to be shared by the Bidder)		Detailed hardware configuration meeting specifications mentioned in Annexure- L of minimum 2 certified hardware suppliers
5	Continuous availability of appropriate support system in terms of resources with relevant technical proficiency and adherence to service level arrangements.		SLA declaration as per Annexure - K.
6	Observability with integration wherever required.		Solution blueprint along with approach to comply required features as per Annexure - L.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE K Service Level Agreement
(Bidder's Letter Head)

Sr. No.	SLA parameter	Details of SLA					Frequency	Penalty
1	99.999% uptime	Solution uptime along with underlying device/Hardware that are reported by NPCI to the Supplier with an issue on a given date shall be repaired / replaced with identical or higher fix/ configuration at no extra cost to NPCI so as to ensure minimum downtime					Monthly	Rs. 50,000/- or 0.10% of the total value of the PO whichever is lower for every reduction of 0.10% in uptime.
		24 * 7 Support for warranty						
		Unlimited number of support requests						
		Telephonic/ Fax / online or email support						
2	Response & Resolution as per severity mentioned in the Description	Incident severity	Impact	Description	Response Time	Resolution Time	Frequency	
		P1	Critical	System Down - Unable to perform any business operation	2 Hrs	4 Hrs	Monthly	Rs. 3,000/- or 0.10% of the value of the PO whichever is lower per incidence, separately for response and resolution
		P2		Major Disruption - Significant impact on business applications	2 Hrs	6 Hrs		Monthly
		P3	Minor	Minor Disruption - Low impact on business applications, may be enhancement	4 Hrs	Same day	Monthly	Rs. 1,000/- or 0.10% of the value of the PO whichever is lower per incidence, separately for response and resolution

		P4	Low	Question / request for information / administrative queries	Same business day	Next business day	Monthly	Not Applicable
3	Part replacement	Within 4 Hrs from the time OEM authorized issuance of Return Merchandise Authorization					Monthly	Rs. 3,000/- or 0.10% of the PO value whichever is lower for every incidence of non-compliance

Note: Overall SLA penalty shall not exceed 10% of the PO value for each year of support.

ANNEXURE L - Technical Specifications
(Bidder's Letter Head)

Indicative functionalities are mentioned below:

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

A. NOS Features:

Sr.no	NOS required features		Complied (Yes/No) (To be filled in by the bidder)
	Functionality	Description	
1	Operating System	<ul style="list-style-type: none"> ▪ Open source (Linux preferred) 	
2	Hardware Layer Management	<ul style="list-style-type: none"> ▪ Hardware adaptation layer to support different merchant-silicon SDKs and a variety of Board Support Packages (BSP) from a collection of ODMs 	
3	Layer 2 Features	<ul style="list-style-type: none"> ▪ Spanning Tree Protocol (STP) ▪ L2/L3 port channel, LACP ▪ L2 security: Bridge isolation, BDU guard, storm control ▪ VRRP ▪ DHCP relay 	
4	IP / Layer 3 Features	<ul style="list-style-type: none"> ▪ IPv4/IPv6 routing: Static, IS-IS, IS-IS-MT, OSPF ▪ BGP (iBGP, eBGP, L3VPN, LS-SPF, LSVR underlay PIC Edge, next hop tracking, 4-byte ASN, BGP Aggregate...), VRF support. ▪ BFD IPv4/IPv6 for BGP, IS-IS, connected, and static ▪ Micro-BFD for L3 LAG (RFC 7130) ▪ 128-way ECMP and resilient hashing ▪ IPv4 over IPv6 and IPv6 over IPv4 ▪ VXLAN 	
5	Overlay / VPN Features	<ul style="list-style-type: none"> ▪ EVPN/VXLAN ▪ EVPN/MPLS ▪ L3VPN over SRv6 ▪ L3VPN over MPLS 	
6	Resiliency	<ul style="list-style-type: none"> ▪ Process restart ability (support for BGP, RIB, FIB, IS-IS, OSPF, RPOL) Graceful Restart (BGP, IS-IS) ▪ BGP graceful shutdown ▪ Non-stop forwarding (NSF) ▪ Maintenance Mode (BGP, IS-IS, OSPF) ▪ Rapid Software Upgrade (RSU) 	
7	QoS and Security	<ul style="list-style-type: none"> ▪ Queuing/Scheduling (DWRR, WRED, ECN, strict priority), shaping BGP MD5 auth, TTL ▪ BGP Flow spec ▪ ACL: L2, IPv4, IPv6, TCP flags, UDF- based CoPP, Control-Plane ACL ▪ DSCP/MPLS EXP based classification and marking Policer 1r2c (Actions: Tx, Drop) Ingress/Egress 	
8	Network Management and Monitoring	<ul style="list-style-type: none"> ▪ LLDP ▪ Management over IPv4 and IPv6 ▪ SSHv2 ▪ Port Mirroring ▪ Packet Mirroring to CPU w/ filtering ▪ Syslog 	

		<ul style="list-style-type: none"> ▪ AAA ▪ SNMP ▪ SNMP MIBs ▪ SNMP walk, get ▪ 3rd-party integrations - Ansible - Prometheus 	
9	Telemetry	<ul style="list-style-type: none"> ▪ sFlow® gNMI ▪ Streaming platform: Kafka ▪ Data format: JSON ▪ Platform hardware state ▪ Resource utilization events Control plane state (RIB, BGP, etc.) and statistics ACL, interface statistics ▪ SRv6 statistics ▪ Prometheus 	
10	Programmable Frameworks	<ul style="list-style-type: none"> ▪ REST API ▪ RESTCONF ▪ NETCONF ▪ Open Config YANG models 	
11	Timing/Synchronization	<ul style="list-style-type: none"> ▪ PTP/1588 • T-BC, T-TC 	

B. Broad network hardware configuration:

Sr. No.	Network hardware configuration features (To be provided by network team)	Complied (Yes/ No) (To be filled in by the bidder along with sharing exact part code wise configuration for at least 2 certified network hardware suppliers)
1	<ul style="list-style-type: none"> • Leaf Switch - 10/25 Gig 48 access ports + 100 Gig uplink ports (6 to 8 no's) and 1 Gig management port • Dual power source 	
2	<ul style="list-style-type: none"> • Spine / Supper Spine switch - 100/400 Gig 32 ports or more and 1 Gig management port • Dual power source 	

C. Software: Open-source operating system (Linux preferred)

D. Other required features:

- The Solution should be scalable and interoperable.
- The solution should be hardware independent in future.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Annexure M - Client Reference Details (For Similar Solution Deployment)
(Bidder's Letter Head)

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	
5	Brief on the similar solution deployment done	

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)