

NATIONAL PAYMENTS CORPORATION OF INDIA

Stadium House, 6th Floor, Block-II & III, Veer Nariman Road, Mumbai - 400 020

Global Invitation for Expression of Interest (EOI) for Procurement of a Financial Switch

Objective

1. National Payments Corporation of India (NPCI) is a recently registered corporate under Section 25 of the Companies Act, 1956 with Registered Office at Stadium-House, 6th Floor, Block-II & III, Veer Nariman Road, Mumbai - 400 020, India. NPCI is promoted by Banks in India under the aegis of the Indian Banks Association with majority shareholding by Public Sector Banks. NPCI would be an operator for various retail electronic payment transactions including switching of card transactions. NPCI also plans to operate a National Card Payment Scheme under the brand “India Pay”.
2. NPCI proposes to put in place an integrated apex level Switch in the country, which will function as the ‘Switch of Switches’. The proposed Switch aims to provide switching of all retail electronic payment transactions from all possible channels like ATM, POS, Internet, mobile payments, m-commerce, e-commerce, real time electronic funds transfer, etc .
3. NPCI is inviting an Expression of Interest (EOI) from the reputed technology solution providers to make an assessment of the solutions available globally in the area of switching of electronic transactions and to shortlist the solution providers for a detailed bidding process. Eligibility criteria to participate in the EOI are given in paragraph 5 below. EOIs received in response to this invitation will be evaluated against the eligibility criteria. The eligible solution providers will be required to make presentations in respect of the technology, software & other services provided by them. Request for Proposal (RFP) will be offered only to such short-listed solution providers. EOI participants may ensure that necessary supporting documents are submitted along with the EOI responses. An invitation to make a presentation, however, does not guarantee that the solution provider would be eligible to participate in the RFP.
4. EOI does not require any pricing data since this may be required as part of the RFP. EOI response should include documentary proof of meeting the eligibility criteria.

Eligibility Criteria for bidders.

5. The eligibility criteria are given below:
 - a. Companies who own the Intellectual property Rights (IPR) / have designed / developed and maintained Switch and have their own Payment Gateway or can integrate third party payment gateway as part of their solution or their authorized distributors hereinafter called the “bidder” only can submit EOI;
 - b. The bidder should have minimum of 3 years experience in design/ implementation of switching solutions;
 - c. The bidder must have at least five ATM / POS Switch implementations;
 - d. The bidder must have Switch implementation experience with at least 1,000 ATMs and 25,000 POS;
 - e. The bidder must have a minimum turnover from switch and other payment solution business of INR 100 million or its equivalent during the last two years;
 - f. The bidder should have technical support centre in India or should provide undertaking to set up such support centre in India before executing the contract with NPCI;
 - g. The bidder should have experience of implementing switches / payment gateways which have been interfaced with international networks like VISA / MasterCard / Amex/Other EFT networks;
 - h. The bidder should not have been blacklisted by any Bank / institution in India or overseas.
 - i. The bidder should have published APIs, Data Dictionary and Standard Documents and same should be provided to NPCI for development of future Interfaces and customization

6. If any document submitted by the bidder in support of the eligibility criteria is found to be factually incorrect at any stage of evaluation, the bidder would be liable for disqualification.

Project Scope and Solution requirements

7. The detailed requirements of the proposed switch solution are given below:
 - i. The generic switch functionalities and features should support single message, dual message, ATM, POS, Mobile, internet, eCommerce, mCommerce, electronic fund transfers etc. ;
 - ii. The Switch solution would preferably be platform independent;
 - iii. The Switch solution should provide for real time, continuous or near real time clearing and settlements;
 - iv. The Switching solution should include the capabilities for Clearing and Settlements separately for each category of transactions or for all categories of transactions;
 - v. The Switch solution should be highly parameterized;

- vi. Clearing and Settlement module should include functionalities like billing for various kinds of services, interchange accounting and necessary reporting tools;
- vii. The Clearing and Settlement module should be capable of generating multiple batch settlements during a day and should provide web enabled MIS for NPCI as well as for participating institutions to facilitate reconciliation;
- viii. The Switch solution should have exposure management / risk management tools to monitor the settlement position of participating institutions;
- ix. The Switch solution should have Fraud Management and Anti Money Laundering (AML) Tools or should have interface capabilities with such modules. The Fraud Management tools should cater to the unique needs of multiple banks to enable NPCI to provide value added services to the participating banks;
- x. As a Switch of switches the Switch solution should have the Stand-in processing capabilities and should also support features such as velocity checking, negative files etc.;
- xi. The Switch solution should support various transactions including chip based, ability to block BINS, key management, address verification, card verification, encryption features such as 3DES and should be EMV compliant;
- xii. The Switch solution should be PCIDSS complaint and PA-DSS certified;
- xiii. The Switch solution should have system security functionality in terms of user authentication, access management, audit trails and data back-up;
- xiv. The Switch solution should also support capabilities such as ATM driving, POS terminal Driving, Mobile payments, e-Commerce gateway and merchant acquiring;
- xv. The Switch solution should support standard messaging formats including ISO 8583 and XML;
- xvi. The Switch solution should provide for seamless Hardware and Firmware upgrades;
- xvii. The Switch solution should allow seamless Operating System and Middleware upgrades;
- xviii. The Switch solution should support appropriate disaster recovery plans such as active-active, active-passive, hot back up with Full site Continuity, fault tolerance, mirroring capabilities, security features etc.;
- xix. The Switch solution should be supported by a robust Dispute Resolution Management System and provide Charge Back, Representment and Debit \Credit adjustment features;
- xx. The Switch solution should also interface with the mobile payment solutions of banks and real time electronic funds transfer Applications;
- xxi. The Switch solution should also be capable of routing non card, message based electronic fund transfer transactions;
- xxii. The Switch solution should have multi-currency support apart from INR;

- xxiii. The Switch solution should provide wide range of global switching interfaces such as Visa, Master Card, Amex etc and other EFT switches;
- xxiv. The Switch solution should not impose any limitation on the number of connections to various switches;
- xxv. The customized software and technology of Switch solution would not be accessible to any third party.

System availability / Fail over / Scalability:

- 8. The Switch solution should provide for high availability both at the primary site, disaster recovery site and should support various disaster recovery modes such as active-active, active-passive, hot back up.
- 9. The Switch solution should have sufficient scalability to accommodate growth in volume of transactions in future.
- 10. The Switch solution should support online recovery of failed components without restart of the entire application.
- 11. The Switch solution should have necessary reporting tools to monitor the load and performance of the network.
- 12. The Switch solution should be capable of achieving transaction load of 500 transactions per second (TPS) at primary and DR site and scalable to appropriate TPS level as and when the other business verticals are implemented on the switch.

Submission of Responses:

- 13. Along with a soft copy, the response as per the detailed annexures I to XIV (enclosed) should be submitted in sealed covers superscribed **“EOI for Procurement of NPCI Financial Switch”** addressed to:

The Chief Executive Officer
National Payments Corporation of India
C/o. Indian Banks' Association
Stadium House, 6th Floor, Block II & III
Veer Nariman Road, Churchgate, Mumbai - 400 020,
Maharashtra, India.

- 14. NPCI may reject any or all the responses received without assigning any reason whatsoever. NPCI reserves the right to cancel the entire process at any stage.
- 15. It is agreed and understood that this EOI document shall not be reproduced by anybody in any form whatsoever, without the express consent of NPCI.
- 16. The last date and cut-off time for submitting the offer are **3.00 pm on 10th July 2009**

ANNEXURES

ANNEXURE – I

DETAILS OF THE BIDDER AND ITS ASSOCIATES (TO BE GIVEN SEPARATELY FOR THE BIDDER AND ITS MAIN ASSOCIATES)

Description	Response
Name of the Company	
Postal Address	
Address of Registered Office	
Telephone, Fax, Mobile numbers of key Executives/Directors	
E-mail address	
Year of commencement of business	
Sales Tax registration Number, if any	
Service Tax registration Number, if any	
Income Tax PAN, if any	
Line of business with brief description	
Experience of the Company in EFT Switch business And Payment Gateway	
Indicate commitment to participate in reverse auction, if technically qualified.	
Whether Company has been blacklisted for service deficiency in the last three years	
Name, Designation, Tel No, email of the authorised official submitting the EOI	

ANNEXURE – II**DETAILS OF KEY / SENIOR OFFICIALS / DIRECTORS
(TO BE GIVEN SEPARATELY FOR THE BIDDER AND ITS MAIN ASSOCIATES)**

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

ANNEXURE – III**FINANCIAL INDICATORS (INR in Millions)
(TO BE GIVEN SEPARATELY FOR THE BIDDER AND ITS MAIN ASSOCIATES)**

Item	2007-08	2008-09
Sales/Turnover – Switch / PG related		
Sales (Others)		
Profit after Tax		
Capital and Reserves		

ANNEXURE – IV:**DETAILS OF SWITCH IMPLEMENTATIONS**

Description	Details
No of Implementations	
Names of Banks /Institutions	

ANNEXURE – V**DETAILS OF PAYMENT GATEWAY IMPLEMENTATIONS**

Description	Details
No of Implementations	
Names of Banks /Institutions	

ANNEXURE VI**TECHNICAL DETAILS OF SWITCH**

Description	Details
1. Hardware systems on which ported	
2. Operating Systems supported	
3. Switch Software details	
4. Databases supported	
5. Middleware	
6. Functionalities managed	

7. Functionalities supported	
Additional Information, if any	

ANNEXURE VII**TECHNICAL DETAILS OF PAYMENT GATEWAY**

Description	Details
1. Hardware systems on which ported	
2. Operating Systems supported	
3. Payment Gateway Software	
4. Databases supported	
5. Functionalities managed	
6. Functionalities supported	
Additional Information, if any	

ANNEXURE – VIII**DETAILS OF SWITCH : LARGEST LIVE SITE**

Description	Details
Highest Transactions handled	
1. Per day	
2. Peak Per Second	
Details of the installation including hardware and software. No of ATMs/POS supported. SLA offered for Availability.	

ANNEXURE – IX**TPS DETAILS OF SWITCH : BENCHMARK, IF DONE**

Description	Details
Highest Transactions Per Second	
Details of the benchmark including HW & SW used	

Note : In case benchmark has not been done, please indicate the date by which the same can be done.

ANNEXURE – X**DETAILS OF PAYMENT GATEWAY : LARGEST LIVE SITE**

Description	Details
Highest Transactions handled	
1. Per day	
1. Peak Per Second	
Details of the installation including hardware and software. No of Merchants supported. SLA offered for Availability.	

ANNEXURE – XI**TPS DETAILS OF PAYMENT GATEWAY: BENCHMARK, IF DONE**

Description	Details
Highest Transactions Per Second	
Details of the benchmark including HW & SW used	

Note : In case benchmark has not been done, please indicate the date by which the same can be done.

ANNEXURE – XII**EXISTING /PROPOSED SUPPORT CENTRES: FOR SW & HW SEPARATELY**

Indicate whether through authorized distributor /partner /agent

Sl. No.	Location	Address, Phone No.	Area of Operation	No. of engineers and other personnel

ANNEXURE – XIII**LICENSING MODEL**

Description	Details
INDICATE SW LICENSING MODEL FOR	
1. EFT SWITCH	
2. PAYMENT GATEWAY	

ANNEXURE – XIV**CUSTOMER REFERENCES:**

(Please furnish details of at least 2 Reference customers – separately for Switch and Payment Gateway)

Sl. No.	Name	Designation	Bank	Address for communication	Phone / Fax/ Mobile nos.