



NAYA RAIPUR DEVELOPMENT AUTHORITY

Inviting 'Expression of Interest' for Selection of Payment Gateway Solution Provider at Naya Raipur

EOI No: 74 /PG/EEE/CE(E)/NRDA/2017-18,Naya Raipur

Dated: 12.12.2017

Issued by: Chief Executive Officer,
Naya Raipur Development Authority
(NRDA) Paryavas Bhawan, North Block,
Sector-19 Naya Raipur- 492 002,
Chhattisgarh
Tel No: + 91 771 2512500; Fax No.: +91 771 2512400.
Website: www.nayaraipur.gov.in

Signature of Contractor.....

Signature of NRDA.....

NAYA RAIPUR DEVELOPMENT AUTHORITY (NRDA) RAIPUR, CHHATTISGARH

DETAILED EOI

EOI No.: 74 /PG/EEE/CE(E)/NRDA/2017-18,Naya Raipur

Dated: 12.12.2017

Last date and time for submission of expression of interest: 15.00 hrs on 27/12/2017

1. The detailed EOI is as under:

Name of work	"EOI for Selection of Payment Gateway Solution Provider at Naya Raipur".
Non- Refundable Processing Fee (In INR)	1,000.00
EOI to be uploaded on NRDA website to enable download	12/12/2017
Last Date of submission of pre bid queries	20/12/2017
Pre bid Clarification/ amendments	Shall be Made Available on the NRDA Website – www.nayaraipur.gov.in
Last Date and time of submission of EOI	27/12/2017 at 15.00Hrs
Date and time of opening of EOI	27/12/2017 at 16.00Hrs
Validity of Proposal	Proposals must remain valid 180 days after the submission date
Availability of EOI document	EOI document can be downloaded from www.nayaraipur.gov.in
Bid Submission	Bid submission will be at: Chief Executive Officer, NRDA Naya Raipur Development Authority (NRDA) Paryavas Bhawan, North Block, Sector- 19, Naya Raipur- 492 002, Chhattisgarh Tel No: + 91 771 2511500 Fax No.: +91 771 2511400.
Method of Selection	Lowest cost proposal (Please refer to section 9)

Signature of Contractor.....

Signature of NRDA.....

2. Eligibility Criteria

To be eligible under the contract the intending bidder should meet the following eligibility criteria:-

Sno.	Criteria	Documents to be submitted
1.	Bidder should be a registered company in India under Companies Act 2013 and should have been in operation for at least 3 years as on date of EOI.	Copy of the Certificate of Incorporation and Certificate of Commencement of Business.
2.	If the bidder is a bank, it should be included in the Second Schedule to the Reserve Bank of India Act, 1934 or Banking Company as defined in Clause (c) of Section 5 of the Banking Regulation Act, 1949 and it should respond for this tender as sole bidder. (Consortium of bidders are not allowed.)	Copy of valid RBI banking license.
3.	A registered company in India which is a payment gateway services aggregator authorized by RBI under the Payment and Settlement Systems Act, 2007 may respond to this tender as sole bidder.	Copies of Articles of Association and memorandum of understanding (MOU)
4.	Bidder should be PCI DSS and ISO 270001 Certified as on the date of submission of the bid	Copies of valid PCI-DSS and ISO 27001 certificates

5. Broad Scope of Services required by NRDA

- To offer a secure online payment solution through NRDA's portal site www.nayaraipur.gov.in and mobile apps for Naya Raipur Smart City citizen services.
- To offer an integration service with Naya Raipur citizen portal which includes following services but not limited to:-
 - Building permission services
 - RTI
 - Utility services
 - Citizen centric services(Death, Birth etc.)

Signature of Contractor.....

Signature of NRDA.....

3. To offer a user interface for initiation and completion of the online payment and real time settlement process.
4. To offer a secure & hassle-free payment gateway interface to enable Citizen to select from a wide array of choices of Banks/Credit cards/Debit Cards and make real-time payment
5. To offer an interface so that payment can be received through QR code via portal and app.
6. To offer an appropriate mechanism for consolidation and remittance of collections to NRDA from across the various Banks/Credit cards/Debit Cards/other channels.
7. To reconcile on daily basis, the various successful and unsuccessful payment transactions and deliver pre-determined MIS and data in acceptable formats and media to NRDA.
8. To provide a dashboard for viewing transaction history.
9. To offer an integrated, flexible, rule-based, proactive risk management system that supports evaluation of transaction activity.
10. To ensure recapturing of abandoned transaction through re-trying of failed transaction on merchant website for higher business volume and success rate.
11. To ensure 100% uptime acceptance.
12. To ensure scalability with provision for processing millions of transactions per month on a real time basis
13. To offer in-house dedicated helpdesk to provide support and resolve queries.
14. To offer Online Payment Gateways services covering acceptance of
 - a) Credit Cards [VISA, MasterCard, American Express (AMEX) & Diners, Rupay(once available)]
 - b) Debit Cards [VISA, MasterCard, Maestro, Rupay]
 - c) Internet Banking based debit to banks accounts, covering at least thirty (30) Banks
 - d) Prepaid Cards / Wallets
 - e) IMPS payment option on internet
 - f) Unified Payments Interface (UPI)
15. To offer POS machine (2 no's) at NRDA Paryawas Bhavan.
16. To manage cash collection (if required) from NRDA on daily basis and deposit to relevant account with in T+1 day

6. Presentation/Demonstration of capabilities by the Bidders

All the bidders will be required to make presentation/demonstration of capabilities after opening of bids/responses. NRDA shall communicate the venue, date and time of presentation/demonstration

Signature of Contractor.....

Signature of NRDA.....

7. Right to Reject any Response

NRDA reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever without incurring any liability to anyone. NRDA may also cancel the entire tendering process without incurring any liability to anyone.

8. General Terms and Conditions

- I. All Proposals must be accompanied with the
 - i. **Non-refundable Processing fee** as mentioned in Section (1) above. The non-refundable processing fee shall be payable in favor of *Chief Executive Officer NRDA*, in the form of a **Bank Draft payable at Raipur drawn from a nationalized bank/ Scheduled Bank** which shall be valid for a period of 3 (Three) months from the date of submission of proposal.
- II. Documents comprising the proposal:

The proposal submitted by the bidder shall comprise the following

 - a) **Non Refundable Processing Fee**
 - b) **Signed copy of the EOI**
 - c) **Documents supporting eligibility criteria as mentioned in Section (2)**
 - d) **Undertaking (in the format as mentioned in Annexure II)**
 - e) **Financial Proposal (in the format as mentioned in Annexure III)**
- III. The bidder shall prepare one original and one copy of the documents comprising the proposal as described in II above and clearly marked ORIGINAL and COPY as appropriate.
- IV. The bidder shall seal the original and copy of the proposal in separate envelopes duly marking the envelopes as **ORIGINAL** and **COPY**. These envelopes called as inner envelopes shall be put inside one outer envelope.
- V. **The outer envelope shall be marked to:**

Chief Executive Officer, NRDA
Naya Raipur Development Authority (NRDA)
Paryavas Bhawan, North Block Sector- 19,
Naya Raipur- 492 002, Chhattisgarh

Tel No: + 91 771 2512500;
Fax No.: +91 771 2512400.
Website: www.nayaraipur.gov

Signature of Contractor.....

Signature of NRDA.....

- VI. Conditional proposals in response to the EoI are liable to be rejected
- VII. Pre bid meeting with the bidders will be held in the Office of Chief Executive Officer, NRDA, Paryavas Bhawan, North Block, Sec 19, Naya Raipur. Bidders are advised to participate in the pre-bid meeting. The intending bidders are advised to send their queries to NRDA either by post or by email to ceo@nayarapur.com and cee@nayarapur.com upto the date mentioned above.
- VIII. Clarification/ amendments, if any shall be uploaded on naya raipur website only.

9. Payment Term

- It is understood that some of the PGSP(payment gateway solution provider) may offer these services for free in lieu of no. of transactions and exposure to wide customer base . In view of the above the financial quote may be positive(charges paid by NRDA to PGSP) or negative(charges paid by PGSP to NRDA).Bidders are requested to propose their unique proposition features/ services in line with the above mentioned scope of services and /or additional services provided to NRDA.
- If more than one bidder are selected as L1 , the decision taken by NRDA shall be on basis of additional services being offered to NRDA. In such cases the decision of NRDA shall be final and binding.
- The contract shall remain valid for the period of 5years.NRDA may choose to extend the contract on mutually agreed terms.
- The payment shall be done on quarterly basis(Financial Year) after audit of invoices submitted for that quarter.
- Advance payment shall not be allowed.
- The successful service provider, upon issue of letter of acceptance/date of agreement shall also be required to furnish an irrevocable Performance Bank Guarantee (issued by a scheduled nationalized bank) equal to INR **5.0 lakh** valid for five years to the **CEO, NRDA** in the prescribed format (Annexure-), within 7 days of the issue of the letter of acceptance by NRDA. In the event of failure on the part of the successful service provider to furnish the Performance Bank Guarantee within 7 days, the earnest money will be forfeited and proposal shall be cancelled.
- The PBG should be operatable in Raipur.

Signature of Contractor.....

Signature of NRDA.....

ANNEXURE – I

**FORMAT OF PERFORMANCE GUARANTEE
(BANK GUARANTEE)**

PERFORMANCE BANK GUARANTEE OF THE COMPANY

Bank Guarantee No.: _____

Dated: _____

Issuer of Bank Guarantee:

_____ (Name of the Bank)

(Hereinafter referred to as the “**Bank**”)

Beneficiary of Bank Guarantee:

CEO, Naya Raipur Development Authority

Nature of Bank Guarantee:

Unconditional and irrevocable Bank Guarantee.

Context of Bank Guarantee

Performance in respect of Lease cum Development Agreement (hereinafter referred to as the “**Agreement**”) to be entered between the Naya Raipur Development Authority (hereinafter referred to as the “**NRDA**” or the “**Authority**”) and _____ (hereinafter referred to as the “**Company**”) for **Selection of Payment Gateway Solution Provider at Naya Raipur** “(hereinafter referred to as the “**Project**”), provided however, such context of the Bank Guarantee or reference to the Agreement in this Bank Guarantee shall in no manner be relied upon at any stage to adversely affect or dilute the unconditional and irrevocable nature of this Bank Guarantee. The title of this Guarantee i.e. “Performance Bank Guarantee” shall in no manner and at no stage be relied upon to adversely affect or dilute the unconditional and irrevocable nature of this Bank Guarantee.

Operative part of the Bank Guarantee:

a) At the request of the Company, we _____, _____ (name and address of the bank), having its branch at Raipur, hereinafter referred to as the (“**Bank**”), do hereby Conditionally and irrevocably affirm and undertake that we are the Guarantor and are responsible to the NRDA i.e. the beneficiary on behalf of the Company, up to a total sum of Rs. **5.0 lakh**, such sum being payable by us to NRDA immediately upon receipt of first written demand from the NRDA.

b) We unconditionally and irrevocably undertake to pay to the NRDA on an immediate basis, upon receipt of first written demand from the NRDA and without any cavil or argument or delaying tactics or reference by us to Company and without any need for the NRDA to convey to us any reasons for

Signature of Contractor.....

Signature of NRDA.....

invocation of the Guarantee or to prove the failure to perform on the part of the Company or to show grounds or reasons for the demand or the sum specified therein, the entire sum or sums within the limits of **Rs 5.0 lakh.**

- c) We hereby waive the necessity of the NRDA demanding the said amount from Company prior to serving the Demand Notice upon us.
- d) We further agree and affirm that no change or addition to or other modification to the terms of the Agreement, shall in any way release us from any liability under this unconditional and irrevocable Guarantee and we hereby waive notice of any such change, addition or modification. We further agree with the NRDA that the NRDA shall be the sole and the exclusive judge to determine that whether or not any sum or sums are due and payable to him by Company, which are recoverable by the NRDA by invocation of this Guarantee.
- e) This Guarantee will not be discharged due to the change in constitution of the Bank or the Company. We undertake not to withdraw or revoke this Guarantee during its currency / validity period, except with the previous written consent of the NRDA.
- f) We unconditionally and irrevocably undertake to pay to the NRDA, any amount so demanded not exceeding Rs. **5.0 lakh.** notwithstanding any dispute or disputes raised by Company or anyone else in any suit or proceedings before any dispute review expert, arbitrator, court, tribunal or other authority, our liability under this Guarantee being absolute, unconditional and unequivocal. The payment so made by us under this Guarantee to the NRDA, shall be a valid discharge of our liability for payment under this Guarantee and the Company shall have no claim against us for making such payment.
- g) This unconditional and irrevocable Guarantee shall remain in full force and effect and shall remain valid until _____

Notwithstanding anything contained herein:

- 1. Our liability under this Bank Guarantee shall not exceed Indian Rs.5.0 lakh.
- 2. This unconditional and irrevocable Bank Guarantee shall be valid w.e.f. _____ to _____.
- 3. We are liable to pay the guaranteed amount or any part thereof under this unconditional and irrevocable Bank Guarantee only and only if the NRDA serves upon us a written claim or demand on or before _____.

Authorized Signatory for Bank

Signature of Contractor.....

Signature of NRDA.....

ANNEXURE-II

UNDERTAKING

To,
The Chief Executive Officer,
Naya Raipur Development Authority (NRDA),
Naya Raipur – 492 002

With reference to the documents submitted to NRDA, we hereby undertake that other than the details provided under proposal submission, we have no dispute/ litigation/ legal proceedings against any of our clients, in any of our projects other than the listed.

All documents and information submitted in Proposal (including this undertaking) are certified to be accurate, correct and final. In the event that any of the documents or information submitted by us is found to be in-accurate/ incorrect/ misleading, we understand that our proposal is liable to be cancelled or if contract is awarded, lease agreement is liable to be terminated, without prejudice to any of the rights of NRDA, which otherwise may be accruable to NRDA.

I also undertake that I will furnish all other documents required under the EOI document or contract, after signing the agreement during execution of work.

Signature of Tenderer

Date: _____

Signature of Contractor.....

Signature of NRDA.....

ANNEXURE III

Financial Proposal Format

EoI No.

To,
The Chief Executive Officer,
Naya Raipur Development Authority (NRDA)
Paryavas Bhawan, North Block, Sector-19
Naya Raipur- 492 002, Chhattisgarh

Sir,

I/We hereby submit our Proposal for the “**Selection of Payment Gateway Solution Provider at Naya Raipur**” mentioned in the EoI document within the time specified and in accordance with the Scope of Work and general terms and conditions mentioned in the document. The rates are quoted as below:

Sno.	Component	Price(%)*	+ve/-ve (To be filled by the bidder)**

* All quoted prices should be inclusive of all taxes and duties prevailing on the date of proposal submission.

** +ve =charges paid by NRDA to PGSP, -ve= charges paid by PGSP to NRDA

Sno.	Additional services	Price(%)*	+ve/-ve (To be filled by the bidder)**

Note:- Bidders can add an annexure to fill the details of services, if space provided is not sufficient.

Signature of Contractor.....

Signature of NRDA.....