

University of Delhi
Payment Gateway – 2017

Tender Document
(e- Procurement)

For Payment Gateway
for
Admission Portal of University of Delhi, Delhi



Joint Registrar (Procurement), Room No. 4,
Administrative Block, University of Delhi, Delhi-110007
Website - www.du.ac.in

REQUEST FOR PROPOSAL

FOR PAYMENT GATEWAY

Proposal Time Frames

Tender ID	
Tender No.	
Date of release of Tender through e-procurement	20.04.2017 at 09:00 A.M.
Last date & time for submission of bid	26.04.2017 at 1500 hours
Date & time for opening of technical bid	26.04.2017 at 1600 hours
Date & time for opening of financial bid	To be announced later
Address for Communication	Jt. Registrar (Procurement), Room No. 4, Administrative Block, University of Delhi, Delhi-7

BID DATA SHEET

TERMINOLOGY USED IN THIS DOCUMENT

1. DU University of Delhi
2. RFP Request for Proposal
3. PA Permanent Account Number
4. PGSP Payment Gateway Service Provider (i.e. Bank)

TABLE OF CONTENTS

BID DATA SHEET	2
TABLE OF CONTENTS	3
ABOUT UNIVERSITY	4
1. PURPOSE OF RFP	5
2. SCOPE OF WORK	5
3. BID PROCESS	7
3.1. Technical Qualification	8
3.2. Bid Evaluation	11
4. SERVICE LEVEL AGREEMENT	11
5. ELIGIBILITY CRITERIA	13
6. AWARD OF CONTRACT	14
6.1. Award Criteria	14
6.2. Contract Period	14
6.3. Right to accept / reject any or All Proposals	14
6.4. Notification of Award	15
6.5. Signing of Contract	15
6.6. Failure to agree with the Terms & Conditions of the RFP	15
7. PAYMENT TERMS	15
8. OTHER TERMS & CONDITIONS	16
8.1. Termination for Default	16
8.2. Termination for Insolvency	16
8.3. Termination of Convenience	16
8.4. Force Majeure	17
8.5. Resolution of Disputes	17
8.6. Notices	17
8.7. Confidentiality	18
8.8. General Terms & Conditions	18
 Annexure – I: Format for Covering Letter	 19
Annexure - II :Scoring Model for Technical Evaluation	21
Annexure –III: Format for Commercial Bid	22

About University of Delhi

The University of Delhi (DU) is the premier university of the country and is known for its high standards in teaching, research and attracts eminent scholars to its faculty. It was established in 1922 as a unitary, teaching and residential university by an Act of the then Central Legislative Assembly. The President of India is the Visitor, the Vice President is the Chancellor and the Chief Justice of the Supreme Court of India is the Pro-Chancellor of the University. Ever since its inception, a strong commitment to excellence in teaching and research has made the University of Delhi a role-model and path-setter for other universities in the country. Its rich academic tradition has always attracted the most talented students who later on went on to make important contributions to their society. The University had a modest beginning with just three colleges, two faculties (Arts and Science) and about 750 students. In October 1933, the University offices and the Library shifted to the Viceregal Lodge Estate, and till today this site houses the offices of the main functionaries of the University. The University has grown into one of the largest universities in India. At present, there are 16 faculties, 86 academic departments, 77 colleges and 5 other recognized institutes spread all over the city, with 132435 regular students (UG: 114494, PG: 17941) and 261169 students (UG: 258831, PG: 2338) in non-formal education programme. The University today has 15 big libraries apart from libraries in colleges. The University Science Instrumentation Centre (USIC) which is now situated close to the Physics and Chemistry Departments houses a number of sophisticated and high-end research instruments.

When the University of Delhi expanded in many directions to keep pace with a rapidly growing city, South Campus was established in 1973 to facilitate access for the residents of South Delhi. It moved to its present location on Benito Juarez Road, near DhaulaKuan, in 1984. The Campus is now spread across 69 acres of green, hilly terrain and its buildings blend attractively with the natural surroundings. The various departments are located in the Faculty of Arts and the Faculty of Inter-disciplinary and Applied Sciences. S.P. Jain Centre for Management Studies is also located at the South Delhi Campus. Besides these, the Campus has a good library, a Health Centre, a Bank, a Post Office, DTC Pass Section and administrative and examination blocks. South Campus also provides some residential quarters for faculty members and the non-teaching staff. The outstation students are offered accommodation in three hostels.

1. PURPOSE OF RFP

The objective of this RFP is to appoint a Bank to provide Payment Gateway service to the University of Delhi for Online Payment of registration and admission fee and other charges relating to admission of candidates in various Colleges/Departments/Faculties of the University of Delhi for academic session 2017-18.

Further, all the services under Finance Department, DU shall be integrating with this Payment Gateway for financial intermediation.

This RFP is to detail out the Technical and other requirements and provide General Instructions to the Banks for the said purpose.

2. SCOPE OF WORK

The objective of the RFP is to select a Bank that will provide online& offline (Challan with API integration) collection solution available for integration with all applications / services related to the admissions through the web portal in the University of Delhi. This service is for approximately 2,00,000 students who would be applying for different courses and will pay registration fees. About 60,000 students will be enrolled in affiliated colleges/institutes who will henceforth pay admission fees.

- i. The Bank will have to provide Online payment gateway services with acceptance of credit cards, internet banking, debit cards, etc. with ability to integrate with the existing / new system of DU and provide various daily or periodical MIS as per the requirement of DU. DU can add new services for various departments at any point of time. To facilitate the payment process, the bank will set up dedicated desks at each college during admission process. To ease the process for PwD (Person with Disability) or otherwise, an option of payment through cash challan. The bank should allow such candidates to make the payment in any of its branches throughout India and such payment accepted should be acknowledged and updates in DU database on real-time basis. A printed receipt should be handed over to the depositor by the bank.
- ii. The admission website of DU (or any other site as directed by DU) would facilitate e-payment by providing redirection to end-users. The user shall be redirected to the web page/URL specified by the bank and process the user's request regarding service opted by the user from among various services offered by the DU. After the process, the end user shall be redirected back to DU's website (or any other site as directed by DU) with relevant transaction details.
- iii. Redirection of end users from DU's website (or any other site as directed by DU) to the

Bank web page over a secure encrypted channel is the main responsibility of the Bank, and that is done in two steps:

- a. Creation of the redirection string based on the applicants' application number, the course & the college selected.
 - b. Redirecting end users to the Bank's webpage and then back to DU's website
 - c. The payment service must offer SSL (Secure Sockets Layer) for transaction security.
- iv. Integration between the website and Bank will be done by DU in consultation with the Bank. The Bank would provide all necessary supports in the form of API etc. for the integration.
- v. Any payment made with a credit or debit card or via a payment service must first be authorized by the card issuing authority. The Service must afford a secure link between DU, user / consumer and credit card processor to avoid fraudulent transactions. The secure line should also ensure fast and efficient transaction processing.
- vi. All guidelines issued from time to time by the RBI upon internet banking and related security issues including transaction on VISA, Debit Cards and other online collection modes etc. shall be mandatorily binding on the Bank and they are supposed to keep themselves updated about them.
- vii. The service provider shall have to necessarily debit the user's/consumer's account and credit to DU's designated accounts, immediately.
- viii. All settlement of transactions by Bank will be as per applicable RBI guidelines in this regard.
- ix. Bank's Financial systems shall have the ability to itemize separately DU fees and the Bank fees (all inclusive).
- x. The Bank would be responsible for reconciliation of the all the transactions on daily basis.
- xi. The Bank should provide transaction report to the University with the details of following :
- a. Name of student from whom fee is received
 - b. Application Number
 - c. Course
 - d. College/Institution
 - e. Type of fee (Registration Fees, Admission Fee)
 - f. Amount received and date
 - g. Payment Status (Accepted / Rejected etc.) and reason for rejection is

applicable.

h. Contact No.

i. E-mail id

- xii. All payment related issues should be directly handled by the Bank and issues should be resolved with the given SLAs. A weekly and when required MIS report should be submitted to DU on the customer issues count, pending issues and resolved issues.
- xiii. The Bank would be solely responsible for implementation of all guidelines issued from time to time by the RBI for various e-payment services.
- xiv. Such amounts received on behalf of the University shall be credited to the university's account immediately or within T+1 working day.
- xv. The Bank shall provide an emergency technical & other support to the University and appoint a dedicated nodal officer for all queries.
- xvi. Bank will provide an estimate of the amount of time needed to complete the implementation of the system and the training of the University's personnel.
- xvii. For the purpose of RTI/Court Cases, system generated reports/Logs are to be provided by the Bank, as and when required.

3. BID PROCESS

Bid system will be followed to hire a bank gateway for fee collection solution. Banker may submit the RFP before due date. Bids received after due date and time for any reason whatsoever, shall automatically stand rejected.

(a.) On-line bids are invited under two-bid system through e-procurement system from scheduled/commercial/PSU banks for Payment Gateway services to collect the Fees of candidates for admission to various courses in University of Delhi, through the online Admission for academic session 2017-18. The scope of work, timelines, information to be furnished by the banks, evaluation criteria for selection and other relevant details have been laid down in the tender document. The instructions for uploading the tender/bid/quotation may be obtained from the website of CPP portal i.e. <http://eprocure.gov.in>.

(b.) Tender form, terms & conditions and draft agreement can be downloaded from the website <http://eprocure.gov.in>, www.asrb.org.in, and www.icar.org.in. On-line bids complete in all respects should be submitted through CPP portal <http://eprocure.gov.in/eprocure/app> only on or before the last date and time i.e. 26.04.2017 at 1500 hours.

(c.) In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. The University reserves the right to accept or reject any or all the tenders without assigning any reason.

Please note that only online bids will be accepted.

3.1 Technical Qualification

The following Criteria must be met for qualification of the Bids:

1. Bank information shall include complete legal name of the Bank, number of years in online payment solution and collection.
2. Only scheduled/commercial/PSU Banks are eligible to apply.
3. The Bank should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Aggregation Services.
4. Bank has to providelist of branches in close proximity to each DU college. Preference to be given to banks with operating branches in close proximity of each DU college. Bank is supposed to share the list of branches mapped to each DU college.
5. Bank should be currently providing similar services with high transaction volumes to government/ educational institutions & universities like CBSE, AICTEetc. Bank to share key mandates.
6. Bank should be able to provide Online Payment Gateways services with acceptance of Visa, MasterCard, Rupay& Maestro for Credit Card, Debit Card andInternet banking.
7. Bank has to additionally provide the facility of fees deposition for physically challenged students through Cash Challan at branches with real time credit &updating of University of Delhi fees management system.
8. Daily Collections MIS to be shared additionally with respect to collections made on behalf of individual Colleges based on the admission data received.

9. Refunds for cancellation of admissions to be processed online based on the payment file shared by University of Delhi.
10. The bank has to automatically process and reconcile the student request for change of course and college by the end of respective cut-off list for fee adjustment.
11. Bank has to provide the facility to re-validate/ re-verify the status of each transaction completed through the online payment gateway or through the collections made through branches (Reverse query).
12. The Bank should have at least one globally accepted certification for information security like VeriSign etc.
13. The Bank should provide single integration kit for all modes.
14. The Bank should provide single MIS for all modes.
15. Even though the Banks meet the above qualifying criteria, they are subject to be disqualified in case of following conditions:
 - i. The Bank is in litigation with DU or with any Department.
 - ii. The Bank has made any false representation in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
 - iii. The Bank has a record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
 - iv. The Bank has been black listed by any Government or its organizations.
 - v. An undertaking to this effect, as mentioned above, is required from the Bank.

Documentary proof for all the above criteria has to be invariably enclosed failing which the bid shall be liable for rejection.

3.1.1 Right to Terminate the Process

- i. DU may terminate the bidding process at any time without assigning any reason. DU makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by DU. DU may invite the Bank for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by DU to execute a contract or to continue negotiations. DU may terminate negotiations at any time without assigning any reason.

3.1.2. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers, DU may, at his discretion, ask some or all Banks for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

3.1.3. Cost & Currency

The offer must be made in Indian Rupees only which shall include all taxes and levies.

3.1.4. Language of Bids

The bids and all correspondence and documents shall be written in English. All bids and accompanying documentation will become the property of DU and will not be returned.

3.1.5. Rejection

- i. The bids is liable to be rejected in the following cases or in case Bank fails to meet the bidding requirements as indicated in this RFP:
 - a) Proposal not submitted in accordance with this document.
 - b) During validity of the proposal, or its extended period, whichever the case, the Bank increases his quoted prices.
 - c) Proposal is received in incomplete form.
 - d) Proposal is not accompanied by all requisite documents.
 - f) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
 - g) Bank tries to influence the proposal evaluation process by unlawful means at any point of time during the bid process.
 - h) In case any one party submits multiple proposals or if common interests are found in two or more Banks, the Banks are likely to be disqualified, unless additional proposals/Banks are withdrawn upon notice immediately.
- ii. Banks may specifically note that while evaluating the proposals, if it comes to DU's knowledge expressly or implied, that some Banks may have compounded in DU, any manner whatsoever or otherwise joined to form an alliance / cartel then the Banks so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by DU.

3.2. Bid Evaluation

The committee constituted by University for the purpose will review proposals.

The details of evaluation have been explained below.

Technical Evaluation

- i. Technical evaluation against qualification criteria: The evaluation would involve examination of the bid documents of each of Banks against the qualification criteria set out. This is to ensure that the technical skill base, experience and financial capacity and other Bank attributes claimed therein are consistent with the needs of this project. Technical evaluation of the bank is of utmost importance. Technical details must be submitted as per Annexure –II.

Financial Evaluation

- i. The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.
- ii. The Financial Bids shall be opened for eligible Bidders. Financial details must be submitted as per Annexure - III.

Evaluation and Comparison of Bids

- i. Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 points, as per the Scoring Model provided in Annexure - II. Banks that qualify the Eligibility Criteria as laid down in Section 5, and have a Technical score of 60 points out of 100 would only be considered suitable.
- ii. The Commercial scores would be based on the lowest rates computed by summing the weighted rates in each category as per Annexure – III.

4. SERVICE LEVEL AGREEMENT

The purpose of this service level agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful Bank to DU for the duration of this contract. SLA defines the terms of the successful Bank's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various service level Indicators which will be considered by DU in the SLA with successful Bank.

The successful Bank has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of services. Penalties shall not be levied on the successful Bank in the following cases:

The non-compliance to the SLA has been solely due to reasons beyond the control of the

Bank. e.g. the net-banking services of a given bank have been impacted all over the country / region, there is a force majeure event affecting the SLA which is beyond the control of the successful Bank.

- i. The payment gateway has to be integrated with DU's application in not later than 3 working days. This time would start from the date, a formal communication has been sent by DU to the successful Bank till the time the payment gateway is integrated with the application and is ready for fund transfer.
- ii. The payment gateway solution has to be up for at least 99.8% of the time for 24 x7 period. The measurement would be done every week per application integrated with the payment gateway solution. The successful Bank should share this uptime report clearly stating the uptime in percentage with all the departments whose applications have been integrated with the payment gateway system. This report should be shared within the first 3 working days of every week through email and subsequently every week.
- iii. The payment gateway service should facilitate multiple users making transactions from various locations at a single point of time.
- iv. Service unavailability resulting from loss of network availability can be excluded from service availability calculations, if the network availability loss is caused by any factors beyond the PGSP's control, such as natural disasters, IP transit provider or end user's portion of the network failure the same shall not be counted as downtime.
- v. The Bank shall retain authorization logs, non-repudiation logs and transaction records for the entire period of contract.
- vi. All records shall be kept in accordance with generally accepted accounting procedures. All procedures shall be in accordance with central, state and local laws.
- vii. The Bank shall certify that online financial transactions shall be based on secure data transmission and a standard public-and-private key encryption system that encrypts the user's submission of private financial data before it leaves their web browser. The data must remain encrypted throughout transmission until it's safely received at the intended server where it is decrypted and processed.
- viii. The Bank shall ensure that appropriate security measures are put in place to protect DU's internal systems from intrusions and other attacks while conducting e-Payment transactions, whether internal or external e.g., message interception, tampering, redirection, or repudiation or while pulling data from or pushing data into DU server.
- ix. The Bank shall ensure compliance with international information security standards and best practices.

- x. Throughout the term of this contract, DU shall have the right at any time to inspect Bank's transaction records for DU charges and associated bank fees. Any such inspection shall be made during regular business hours and comply with any reasonable security and confidentiality procedures of the Bank. DU can get audited all or any of such accounts as per their discretion.
- xi. The Bank shall provide DU with the capability to securely access, via password-protected site, to transaction information.
- xii. Payment services must offer fraud screening tools to reduce fraudulent transactions. This includes address verification, card code value (CVV) verification, expiry date of the card, date of birth etc. to ensure that the payments made via payment service are legitimate.
- xiii. The payment service should adhere to certain standards such as VeriSign Secured/ VBV/ Secure Code.
- xiv. All the student payment issues (including refund of failed transactions) should be resolved within a period of 2 days (irrespective of weekends or public holidays).
- xv. The Bank will warrant the system to be free from defects in material and workmanship from the date of final acceptance by the University as long as the contract is in force. In the event the system proves defective or is unable to meet specified performance criteria, the Bank shall modify the system to resolve the problem or meet the performance criteria at no cost to the University.
- xvi. During the contract period it is the Bank's responsibility to provide technical response within three hours and resolution to problem or performance issue within twenty-four hours of the time the problem/issue is reported. Technical support shall be available 24x7.

5. Eligibility Criteria

- i. The bidder should be a minimum 10 years old company/firm registered in India. The registered bidder should be operating in India with experience of offering relevant Payment Gateway Solutions and Services that are the subject matter of this tender, for a minimum of 3 years.
- ii. The bidder shall be single point of contact with University of Delhi and shall be solely responsible for the execution and delivery of work. The Bidder will provide the necessary software to be integrated with the Admission portal for glitch free payment.

- iii. The proposed solution should encompass online and offline collection of fee through pool account, reconciliation and customized MIS as per University requirement, processing, refund to the students based on the selection of courses/colleges and disbursement of proportionate fee to the respective colleges.
- iv. System should have the capability of Server toServer Integration (between payment gateway server and University portal Server) for intimating the success/failure of the transaction in real-time basis.
- v. The payment gateway should be compatible with Online Web Portal of DU.
- vi. Payment Gateway should provide Data Validation while collecting fees.
- vii. Net Banking facility provided by the vendor should be associated with leading banks and should be certified for PADSS. (Payment private and public sector (minimum 30 Banks)).
- viii. Application Data Security Standard should be followed.
- ix. The vendor should possess ISO- 27001 Certification (for Information Security Management System).
- x. The selected bank should set up a technical team in DU, headed by a relationship manager.

6. AWARD OF CONTRACT

6.1. Award Criteria

This Request for Proposal is not an offer to enter into an agreement or contract with responding Banks. Only the execution of a written contract will obligate the University in accordance with the terms and conditions in such contract. This represents the University's request to receive proposals from Banks that are interested in providing a solution. DU will award the Contract to the successful Bank.

6.2. Contract Period

The contract shall remain in force for the current year from the date of issue of work order.

6.3. Right to accept / reject any or All Proposals

This Request for Proposal does not commit the University to award a contract, to pay any costs incurred in the preparation of a proposal in response to this request, or to procure or contract services or supplies. The University reserves the right to accept or reject any or all proposals, to modify the timeline, to waive eligibility criteria, to negotiate with all Listed Banks, or to cancel in part or in whole the RFP if it is in the best interest of the University to do so.

6.4. Notification of Award

Prior to the expiration of the validity period, DU will notify the successful Bank in writing or by fax, to be confirmed in writing, that the proposal has been accepted. The notification of award will constitute the formation of the contract.

6.5. Signing of Contract

After DU notifies the successful Bank that its proposal has been accepted, DU shall enter into a separate contract.

6.6. Failure to agree with the Terms & Conditions of the RFP

Failure of the successful Bank to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DU may award the contract to the next best value Bank or call for new proposals.

7. PAYMENT TERMS

- i. Any fluctuation in prices due to inflation, tax regulations, will be borne by the Bank and not be passed on to the customer or DU.
- ii. For the payment purposes, price reduction shall be applied on pro rata basis on all head, sub heads and items of the financial bid.

8. OTHER TERMS & CONDITIONS

8.1. Termination for Default

Default is said to have occurred:

- i. If the selected Bank fails to deliver any or all contracted services as per service standards specified in the Contract.
- ii. If the selected Bank fails to perform any other obligation(s) under the Contract.
- iii. If the selected Bank in the judgment of DU has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

If the bank, in either of the above circumstances, does not take remedial steps within a period of 7 days after receipt of the default notice from DU (or takes longer period in spite of what DU may authorize in writing), DU may terminate the contract / work order in whole or in part. In addition to above, DU may at its discretion also take the subsequent actions.

In the event DU terminates the Contract in whole or in part, DU may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the selected Bank shall be liable to DU for any excess costs for such similar services. However, the Bank shall continue performance of the Contract to the extent not terminated. Alternately, DU would be free to fully take over the assets and operations earlier being undertaken by the Bank on mutually agreed terms, without prejudice to any other action as contemplated in the Contract.

8.2. Termination for Insolvency

DU may at any time terminate the contract by giving 7 days written notice to the selected Bank if the latter becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bank, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DU.

8.3. Termination for Convenience

Contract can be terminated by either of the party for their convenience without any cost to any party by giving a notice period of three months.

8.4. Force Majeure

- i. The successful Bank shall not be liable for termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful Bank and not involving the successful Bank's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of DU in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- iii. If a Force Majeure situation arises, the successful Bank shall promptly notify DU in writing of such condition and the cause thereof. Unless otherwise directed by DU in writing, the Bank shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.5. Resolution of Disputes

- i. DU and the selected Bank shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- ii. If, after 7 days from the commencement of such informal negotiations, DU and the selected Bank/ have been unable to resolve the dispute amicably, either party may require that the dispute be resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The dispute may be referred for resolution to Vice Chancellor, DU.
- iii. All Arbitration proceedings shall be held at Delhi, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

8.6. Notices

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

8.7. Confidentiality

- i. The selected Bank shall not, without DU's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample of information furnished by or on behalf of DU in connection therewith, to any person other than a person employed by the Bank in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

8.8. General Terms & Conditions

- i. The Bank shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry. The Bank shall always act, in respect of any matter relating to this Contract, as faithful advisors to DU and shall, at all times, support and safeguard DU's legitimate interests in any dealings with Third parties.
- ii. DU reserves the right to assess the performance of the Bank prior to commencement or in between the work progress.
- iii. The selected Bank shall indemnify DU against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.
- iv. If the selected Bank is not able to fulfill its obligations under the contract, which includes non-completion of the work, DU reserves the right to select another Bank to accomplish the work.
- v. The selected Bank shall not outsource the works assigned to any other party except their direct franchisees/aggregator approved by Reserve Bank of India. The University shall not be liable for any default caused by aggregator. This violation will attract towards cancellation of the work order.
- vi. The selected bank has to appoint a nodal officer of the branch nearest to each College of the Delhi University.
- vii. The selected bank should notify the downtime for maintenance purposes during ongoing admission process at least six hours in advance. The downtime should be preferably during night hours and not more than 4 hours.

Format Covering Letter

To
The Registrar
UNIVERSITY OF DELHI

Ref: Request for Proposal for Payment Gateway

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP. To meet such requirements and provide such services as required are set out in the RFP.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and DU.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to DU is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part

misledDU as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company / corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of _____)

[Seal / Stamp of Bank]

Annexure- II

Scoring Model for Technical Evaluation*

Sr. No.	Criteria	Score
1.	No. of institutes/ organizations where the bank have set-up Payment Gateway successfully (minimum 10 institution/ organization) Please share the copy of the mandate	20
2.	Types of Credit Cards accepted (minimum VISA/ MASTER/MAESTRO/ RUPAY)	5
3.	Types of Debit Cards accepted (minimum VISA/ MASTER/ MAESTRO/ RUPAY)	5
4.	Provision for payment of fee through cash challan with API Integration	5
5.	Any other e-payment modes like UPI (Unified Payment Interface) etc	5
6.	No. of Branches in NCR (Delhi, Faridabad, Gaziabad, Noida, Greater Noida, Gurgaon, Sonapat)	
	>=50upto100	4
	>100upto200	8
	>200	10
7.	No. of Branches all over India	
	>=1000upto2000	4
	>2000upto3000	6
	>3000upto4000	8
	>4000	10
8.	Financial Capability	
	Average annual turnover for student related services for the period 2013-14; 2014-15, 2015-16.	
	<=50 Crore INR	2
	>50upto100 Crore INR	5
	> 100 Crore	10
9.	Experience of similar work with Academic Institutions in India in the past 3 years (with more than 15,000 candidates) (Repeat assignment per financial year will be counted as separate entity)	
	<=5	4
	>5upto10	8
	>10	10
10.	Maximum no. of transactions handled in a cycle in such a single assignment handled in the past 3 years.	
	<=40000	4
	>40000upto80000	6
	>80000upto140000	8
	>140000	10
11.	Maximum no. of transactions handled in 24 hours in such an assignment in the past 3 years.	
	<=5000	4
	>5000upto10000	8
	>10000	10
	Please provide the mandate for each item	

*The Technical Committee reserves the right to use additional criteria during technical evaluation to ensure better services.

Comment [Rev1]: Can we write this?

Annexure - III

Format for Commercial Bid

To
The Registrar
UNIVERSITY OF DELHI

Dear Sir,

Ref: Request for Proposal for Payment Gateway Service- Commercial Bid

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the said Project and to meet such requirements and provide such services as are set out in the Bid Document.

The detailed breakup of our Financial Proposal is shown below:

Transaction Charges

Sr. No.	Particular	Weightage	Transaction Charges (Rs./%)
1	Net Banking/IMPS	0.40	
2	Debit Card (Visa, Master, Maestro, RuPay etc.)	0.40	
3	Credit Card (Visa, Master, Maestro, etc.)	0.18	
4	UPI (Unified Payment Interface)	0.01	
5	Cash Challan (API Integrated) for physically challenged students.	0.01	

Note –

- The rates quoted above are firm.
- Neither the University nor the applicant candidate will be liable to pay any other charges other than those mentioned above.
- The transaction charges quoted above include our fees towards providing the online payment service to DU. This transaction charge is inclusive of the local taxes, service taxes, income tax, insurance, bank charges, payment channel charges etc.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our bank and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated:

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and address of Bank)

(Seal/Stamp of Bank)