



IIMN/142/2020-21/20 dated 16.03.2021

## INDIAN INSTITUTE OF MANAGEMENT, NAGPUR



### ***Expression of Interest***

***For Empanelment of Service Providers for***

***Electronic payment gateway services for IIM Nagpur***

***(Reference No.: IIMN/142/2020-21/20 dated 16.03.2021)***

Issued by

CAO

Indian Institute of Management Nagpur - 440010

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IIMN/142/2020-21/20 dated 16.03.2021

### EOI Notice

Indian Institute of Management Nagpur invites EOI from reputed and experienced Service Providers for Empanelment for providing Electronic Payment Gateway Services.

EOI No.IIMN/142/2020-21/20

Dated 12/03/2020

1.	Name of the Service	"Providing Electronic payment gateway for IIM Nagpur."
2.	Period of issue of EOI Documents from Website	<b>16.03.2021 to 28.03.2021 up to 11.00 AM.</b>
3.	Last date of submission of EOI	<b>28.03.2021 Up to 11.00 AM.</b>
4.	Queries to be routed to <a href="mailto:purchase@iimnagpur.ac.in">purchase@iimnagpur.ac.in</a>	<b>Upto 27.03.2021 05:00 PM</b>
5.	Date of Opening of EOI	<b>28.03.2021 at 11.30 AM.</b>
6.	Address to which the EOI is to be sent	<b>Store and Purchase Department INDIAN INSTITUTE OF MANAGEMENT NAGPUR, VNIT campus, South Ambazari Road, Nagpur – 440010</b>



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## **Chapter 1**

### **Introduction**

Indian Institute of Management Nagpur started its operations in the year 2015 under the mentorship of Indian Institute of Management Ahmedabad.

At present, IIM Nagpur is located within the campus of VNIT Nagpur till it moves to its permanent campus at MIHAN, Nagpur.

IIM Nagpur, being a new generation IIM, aims to create value-driven leaders, global managers, and entrepreneurs with strong conceptual foundations and analytical approach to help them be the best in whichever field they choose. The aim is to innovatively address the needs of a modern India, and connecting aspirations and realities to attain benchmarks that are respected internationally. IIM Nagpur is gradually increasing its portfolio of activities to fulfil these objectives.

### **Invitation for Expression of Interest**

Indian Institute of Management Nagpur invites Expressions of Interest from interested and eligible authorized Service Providers for “Providing Electronic Payment Services for IIM Nagpur”. The institute plans to empanel multiple agencies for providing the services as defined under Scope of Services Chapter 2.

## Chapter 2

### Scope of Services

IIM Nagpur accepts payments from prospective and enrolled students under various heads like Registration, Fees, Caution Money, Fine etc.

To make the payment process smooth, hassle free, transparent and fast, IIM Nagpur wishes to provide multiple payment gateway options to the students on - institute website/ through Software / websites of external learning partners/ SMS & Email pay.

Experienced and eligible Service Providers (Bidders) are invited to submit their Expressions of Interest for providing the above mentioned services.

#### **The Bidder should be able to offer the following services:**

- (a) The Bidder should allow customers to make payments using (i) Visa, MasterCard or American Express or Diners Credit Cards (ii) Debit Cards (iii) Online Net Banking accounts (iv) Cash Cards (v) Wallets (vi) E challan (vii) UPI (viii) International Cards
- (b) The Bidder as an aggregator is required to provide the above services to facilitate electronic payments. The Bidder should directly have tie ups with Credit Card Payment Gateway(s) and respectively with related banks for offering the above facilities. In terms of these arrangements, the Bidder's role is to maintain tie-ups, create interface with various Banks and manage the entire backend operations of such services. These include entering into agreements with banks / movement of data and reconciliation of such data against payments.
- (c) Bidder should be able to integrate with the existing systems of Indian Institute of Management Nagpur and with new systems as and when added for different activities, and provide daily MIS as per the requirements of Indian Institute of Management Nagpur.
- (d) Bidder should deliver funds collected in the designated bank account of Indian Institute of Management Nagpur as per the process and timelines specified by RBI for Payment Collection through Aggregators.
- (e) Bidder should have direct tieups with atleast 50 banks (including major Public Sector banks).



**2.1. General conditions for bidders**

**2.1.1 Eligibility criteria –**

<b>Sr.</b>	<b>Minimum Eligibility Criteria</b>	<b>Supporting Document to be attached</b>		
<b>1</b>	The bidder should be a company registered under Companies Act, 1956 (or any amendment thereof) and in existence for at least 5 years in India.	A copy of Certificate of incorporation		
<b>2</b>	The bidder should be authorized by Reserve Bank of India(RBI) to provide Electronic Payment Gateway Services / Other Payment Collection services	A copy of relevant documents and authorizations.		
<b>3</b>	The bidder should have PCI DSS certification	Copy of certification to be attached		
<b>4</b>	The bidder should have at least one globally accepted certification for information security	Copy of certification to be attached		
<b>5</b>	The bidder should have registered a turnover of Rs.100 crore or more in Indian market during each of last three completed financial years. i.e. FY 2017-18, 2018-19 and 2019-20	Self-certified copies of the audited balance sheet for the last 3 completed financial years with adequate section duly marked and tagged.		
		2017-18	2018-19	2019-20
	Turnover declaration in INR			
<b>6</b>	The bidder should be earning a Net Profit/ having Positive Net worth in each of the last three completed financial years. i.e. FY 2017-18, 2018-19 and 2019-20	Self-certified copies of the profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.		
		2017-18	2018-19	2019-20
	Net profit/positive net worth declaration in INR			
<b>7</b>	The bidder should never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company	Self-Certification/declaration		
<b>8</b>	The bidder must be currently providing similar services (as mentioned in Scope of services) in at least five educational institutes like IIM / IITs/ NITs / Centrally funded institutes.			

**The bidder must fulfil the above minimum eligibility criteria to be considered for evaluation.**



**2.1.2 Broad service conditions -  
Process of Payment gateway**

- (a) The Customers access the Payment Gateway facilities on IIM Nagpur website / partner websites / software /email pay to pay fees and other charges to the institute electronically in real-time.
- (b) Upon selection of preferred payment gateway provider, the customer is guided to Online Payments page where he/she is presented with option of making the electronic payment using a Credit Card or Debit Card / NetBanking (Bank Gateway service)/ Cash Card gateway, Wallets.
- (c) The customer then selects the preferred option of making the payment (i.e. through the Credit Card / Debit Card /Net Banking / Cash Cards, Wallets).
- (d) If the customer chooses the Credit/Debit Card mode of payment, then it will open up the relevant Card Gateway section, where she/he enters the required validation details (card number, expiry date, verification number etc.).
- (e) In case the customer chooses the Net Banking Mode of payment, then it will open up the gateway section of the relevant bank where she/he enters the requisite validation details (Net banking User ID and Password etc.).
- (f) In case the customer chooses the Prepaid card /Wallet Mode of payment, then it will open up the gateway section of the relevant prepaid card/Wallet provider where she/he enters the requisite validation details (Card User ID and Password etc.).
- (g) On successful validation, the Customer's account is checked for balance availability and the transaction is either successfully processed or rejected. The customer is intimated of the same instantly and an electronic acknowledgement is displayed which will display his/her payment confirmation number. Simultaneously data is transmitted electronically to Indian Institute of Management Nagpur intimating the success/failure of the transaction.
- (h) The money collected from the successful transactions will be pooled into the designated collection account of Indian Institute of Management Nagpur maintained with the identified bank. These monies will typically be made available to Indian Institute of Management, Nagpur **within two (2)** working days of the payment by the customer, post reconciliation and aggregation.
- (i) Bidder will reconcile the money collected against the payment transactions conducted by the customers and provide consolidated payment information to Indian Institute of Management, Nagpur in a format and at a frequency desired by Indian Institute of Management Nagpur.



### **2.1.3 Important Information for Bidders, EOI submission**

- 1 Bidders should acquaint themselves with the scope of work and reach out to IIM Nagpur for any queries / clarifications they might need regarding the scope of work before submitting the EOI.
- 2 The bidder shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging presentation etc.
- 3 The EOI to be submitted will consist of this EOI document signed and stamped on each page indicating the bidder's acceptance of the terms and conditions and Annexures filled wherever required.
- 4 In addition to this document, the bidder will submit their own proposals – Company profile, Clientele, Experience, Products, Service model, response time, reconciliation systems, market share, compliances with government regulations, quality certifications etc. – which will strengthen their EOI and help the institute to select the most suited Service Provider during evaluation.
- 5 The EOI will be submitted in physical form in a sealed envelope so as to reach IIM Nagpur before the last date of submission.
- 6 Supporting documents requested should be arranged / numbered and indexed in the proposal.
- 7 To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all bidders for clarification of their offer.
- 8 The bidders may be required to make a presentation for the institute's selection committee if required.
- 9 Commercial proposal – to be submitted as per the format provided in this document Annexure II- with the EOI
- 10 The institute will empanel multiple service providers based on the scrutiny of EOI received.
- 11 Period of empanelment: Initially for a period of Three years and extendable for a further period of two years (One year at a time). A contract will be signed between the empaneled service provider/s and IIM Nagpur as per the terms of this EOI and the accepted payment charges quoted and accepted by the service provider.
- 12 Legal dispute: Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Nagpur (Maharashtra) only.

### **2.1.4 General information for selected Service Provider**

- a. The contract shall remain in force from the date of entering into contract but it can be terminated at any time and any stage by the IIM NAGPUR during the validity of the contract without assigning any reason. No claim or damage on account of such termination of the contract shall be entertained.



- b. The service provider shall bear the cost of setting up the services, integration with IIM Nagpur setup, integration with partner websites and software, maintenance and other necessary work **at no cost to the institute.**
- c. Authorization and Manpower deployment: The Service provider shall inform the institute in writing the names with contact details of the persons authorized at various levels who will be responsible for the services at IIM Nagpur.
- d. The empaneled service provider will be responsible to provide complete documentation of the solution which includes but not limited to the following:
  - i. User Manuals; including Error Messages, their meanings and action steps
  - ii. Technical Integration Documents
- e. There will not be any change in the quoted rates for transaction charges at any point of time during the contract period. Any version upgrades of the system shall be provided to IIM Nagpur.
- f. Empaneled service provider shall be responsible for Post implementation/live Support / Call center services for any errors or issues arising during payment process.
- g. Payment gateway services integration with IIM NAGPUR site / learning partner site should be completed in 2 weeks from the date of receipt of empanelment letter from IIM Nagpur.
- h. In case of any reduction in transaction charges than the current quoted rates due to regulatory guidelines or government directions, the benefit is to be passed on to IIM NAGPUR.
- i. All guidelines issued by RBI from time to time with respect to online payment transaction (including net banking, credit/debit/cash card etc.) shall be mandatorily binding on the service provider. The service provider should keep themselves updated on them and ensure necessary up-gradations/ enhancements for complying with the guidelines. A Compliance Certificate to be issued by service provider each half year in January and July.
- j. The service provider would be responsible for maintaining all security compliances necessary for enabling online transactions.
- k. The Vendor shall be responsible for security/upkeep of data maintained on portal located in its owned/hired data center through proper security devices like Firewall protection, IDS, IPS etc. Any variations against the prescribed norms interpolation/tempering made by foreign elements shall be detected and reported to IIM NAGPUR immediately who will then decide about the offence, if at all any, committed and take such action as deemed necessary for investigation and prosecution of the person(s) responsible for such offence under the Information Technology Act 2000 / prevalent government rules and its amendments or such other relevant provisions applicable to the cyber offences.
- l. Integration between the IIM NAGPUR Portal and service provider's site shall be done by the vendor in consultation with IIM NAGPUR team.
- m. Unsatisfactory performance of the System may result in rejection of part or all of the system under Acceptance testing. Acceptance testing will run for one week. Acceptance test will end when the performance of the system meets the Functional &





Technical requirement. At the end of the successful completion of the acceptance test, the System shall be accepted.

- n. The vendor shall be responsible for reconciliation of all the transactions on a daily basis.
- o. Vendor shall respond to systems failure in timely manner; they must diagnose, respond and solve issues related to payment services in accordance with the contract terms.
- p. The vendor shall not display any content like advertisement etc on payment page.
- q. The vendor shall not store/use/share any of the candidate information (like membership number, name, date of birth, phone number, card details etc.) for any purpose.
- r. If the Vendor fails to transfer the collected amount within prescribed period as specified in their proposal and in contract or within any extended time allowed on account of delay due to unforeseen reasons beyond control, the vendor shall pay 1.5% per month interest on the delayed amount for the number of days delayed. The penalty shall have to be deposited by the vendor in the form of electronic payment to the IIM NAGPUR within five (5) days.
- s. In case it is found that the service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then IIM NAGPUR retains the right to terminate the Contract with the selected service provider and in such case, the service provider will not be entitled to claim any damages from IIM NAGPUR.
- t. The institute reserves the right to utilize one or multiple payment gateways for any payment activity.



### Chapter 3

#### EOI evaluation and empanelment of service provider

- EOI received will be scrutinized by the institute appointed committee:
  - for fulfilling the eligibility criteria defined in Chapter 2 -2.1.1
  - for any shortfall of documents
  - for assessment and scoring of EOI
- Failure to meet any of the minimum eligibility criteria will disqualify the bidder and it will be eliminated from further process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the bidder.
- If at a later stage it is found that bidder has provided false information or has wrongly certified the conditions stated in the eligibility criteria the vendor shall be liable for legal action and cancellation of contract

#### **Parameters for technical evaluation (of qualified bidders only):**

Sr.	Parameter for Marking	Supporting Documents	Maximum Marks
1	Number of years of operations	Copy of Certificate of incorporation to be submitted (for the electronic payment services)	10
2	Experience of providing similar services to top ranking education institutions and other organizations.	Client list and experience certificates	15
3	Annual turnover in each of the last three years	Extracts of Audited Financial Accounts to be provided.	10
4	Products and services offered, Company profile, market share, client list, regulatory compliances, etc	Supporting documents	25
5	Relevant certifications for quality of services , Information security compliances and certifications	Copies of certificates	10
8	Proposal / Presentation on the Services offered to IIM Nagpur	Proposal	10
9	Commercial proposal		20
		Total	100 marks



## ANNEXURE- I

## CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Sr.	Minimum Eligibility Criteria	Supporting Document			Compliance Yes/No
1	The vendor should be a company registered under Companies Act, 1956 and in existence for at least 5 years.	Photo copy of Certificate of incorporation			
2	The vendor should be authorized by Reserve Bank of India(RBI) to provide Electronic Payment Gateway Services / Other Payment Collection services	Photo copy of relevant documents			
3	The vendor should have registered a turnover of Rs.100 crore or more in Indian market during each of last three completed financial years. i.e. FY 2017-18, 2018-19 and 2019-20	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.			
		2017-18	2018-19	2019-20	
	Turnover declaration in INR				
4	The vendor should be earning a Net Profit/ having Positive Net worth in each of the last three completed financial years. i.e. FY 2017-18, 2018-19 and 2019-20	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.			
		2017-18	2018-19	2019-20	
	Net profit/positive net worth declaration in INR				
5	The Vendor has never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company	Self-Certification/declaration			
6	Bidders should have demonstrated experience of been providing similar services to at least three Education Institutions IIM/IIT/NIT/CFTI.	Self-certified client list / experience certificates			
7	Proposal of the bidder as detailed in clause 2.1.1				
8	Complete EOI document filled, signed and stamped on each page				
10	PAN , GST and other registrations				



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11	Not blacklisted by any organization	Self-certificate	
12	Services are to be provided by the Bidder; no consortiums are allowed for the provision of the services.	Self-certificate from Bidder attesting the same.	
13	Services are to be provided at zero setup charge.	Self-certificate from Bidder attesting the same.	

**PARTICULARS OF BIDDER**

1	Name of the Bidder	
	a. Trade name	
	b. Status of the bidder (Proprietorship/Partnership/LLP/Limited Co.)	
2	Postal address for communication	
3.	Telephone numbers	
4	Email address	
5	PAN No. (Enclose self-attested copy)	
6	GST No. (Enclose self-attested copy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this enquiry/ as stipulated in the enquiry No. IIMN/142/2020-21/020 dated 16.03.2021. I/ we accept the terms and conditions and hereby submit EOI and offer the rates for the services specified in this document in Annexure II.

Name of the BIDDER

Signature of authorized person

Official seal of BIDDER

**Annexure-II****Commercial proposal****EOI FOR PROVIDING ELECTRONIC PAYMENT GATEWAY SERVICES FOR IIM NAGPUR**

No	Particulars	Type	Unit	% Rate (A)
	<b>Transaction Charges</b>			
1.	Per credit card Transaction	Visa	%	
		MasterCard	%	
		American Express	%	
		Diners	%	
2.	Per Debit Card Transaction	Visa	%	
		MasterCard	%	
		Maestro Cards	%	
		Rupay	%	
3	Per Cash Card / Wallet Transaction		%	
4	Per Net Banking Transaction		Rs	
5	IMPS/NEFT/RTGS		Rs	
6	International Cards		%	
7	UPI		%	

GST will be extra and will be borne by payee.

Name of the BIDDER

Signature of authorized person

Official seal of BIDDER