

REQUEST FOR PROPOSAL
(RFP)
FOR
INTEGRATED PAYMENT
GATEWAY SOLUTION
AT
NATIONAL SCIENCE CENTRE, DELHI



Ministry of Culture
Government of India

**NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, NEAR GATE NO - 4, PRAGATI MAIDAN
NEW DELHI - 110 001**

GENERAL INFORMATION AT A GLANCE

Purpose of RFP

The objective of this Request for Proposal (RFP) is to sign an agreement with successful service provider, who would provide Integrated Payment Gateway Solution at the Ticket Counter of NSC Delhi for payment of ticket price through various prevailing online methods viz. through Debit/Credit Card, UPI/QR Code through an integrated payment gateway for convenient selling of tickets to the visitors of the Science Museum.

Structure of RFP

The Request for Proposal is broadly segregated into the following three sections:

TERMS OF REFERENCE

This section provides introduction to the project, scope of work of the proposed engagement. It further indicates the services provided by National Science Centre Delhi for which the e-payment gateway is required and corresponding process related documentation and other related information.

GENERAL TERMS & CONDITIONS

This section details the Terms & Conditions with respect to award of contract & general terms and conditions that will be the guiding principle of the contract between the awardee and NSCD.

BID PROCESS

This section provides eligibility criteria for the bidders/interested or eligible service provider, general terms & conditions with respect to eligibility criteria, management of bid process, evaluation criteria and evaluation methodology.

NATIONAL SCIENCE CENTRE,
(A Unit of National Council of Science Museums)
Near gate no – 4, Pragati Maidan,
Bhairon marg, New Delhi-110001

TENDER No. NSCD/18011/E-Tender – 24 / 2023 – 24

NOTICE INVITING E-TENDER

On-line digitally signed E-Tenders under **QCBS (Quality and Cost Based Selection)** method are invited into two Bid System from the competent and eligible agencies who satisfy the eligibility criteria enumerated in the Tender Documents for **REQUEST FOR PROPOSAL (RFP) FOR INTEGRATED PAYMENT GATEWAY SOLUTION AT NATIONAL SCIENCE CENTRE, DELHI** as per the Centre's Scope of Work. Agencies having proven experience and capability of executing the order at a time may download the Tender Papers from Central Public Procurement Portal (CPMP): <http://eprocure.gov.in/eprocure/app> or from Centre's website or www.nscd.gov.in as per the following schedule:-

Bid Document Published Date	23 rd August, 2023 (16:45)
Bid Document Download Start Date	23 rd August, 2023 (17:00)
Bid Clarification Start Date	23 rd August, 2023 (17:00)
Bid Submission Start Date	23 rd August, 2023 (17:00)
Pre Bid Meeting Date (At NSCD)	28 th August, 2023 (15:00)
Bid Clarification End Date	08 th September, 2023 (14:00)
Bid Submission End Date	11 th September, 2023 (15:00)
Technical Bid Opening Date	12 th September, 2023 (16:00)
Financial Bid Opening date	Shall be communicated later.
Earnest Money Deposit	₹50,000/-

The online bid both Technical Bid and Financial Bid, should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders. Off-line tenders shall not be accepted and no request in this regard will be entertained whatsoever. **Online Technical Bid will be opened at the first instance in National Science Centre, Delhi at 16:00 p.m. on 12th September, 2023 for Technical Evaluation as well as selection of technically acceptable offers.** In the second stage, the Financial Bids of only the selected and techno-commercially acceptable offers / system / equipment will be opened. Decision of the Centre, regarding selection of eligible and qualified vendors / firms for opening the Financial Bid shall be final and binding on the bidders. Bidders may be present during opening of tenders.

NSC, Delhi reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NSCD shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the equipment / system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the equipment / system.

C H E C K L I S T

Check list of Tender No. **NSCD/18011/E-Tender – 24 / 2023 – 24** for
“Request for Proposal (RFP) for Integrated Payment Gateway Solution at National Science Centre, Delhi”

Sl. No.	Description	Yes	No
01	Whether E-Tender uploaded on Central Public Procurement Portal of Govt. of India (i.e. Technical & Commercial) separately.		
02	Whether Tender documents carefully studied & understood.		
03	Whether Tender documents duly signed and stamped on all pages is scanned and uploaded as Part – I of the Tender in central public procurement portal.		
04	Whether Earnest Money of ₹50,000/- submitted by online / vide Demand Draft No. dated..... and Scanned copy of DD uploaded as Part – I of the Tender. Please note that the original DD should be couriered /hand delivered to NSC Delhi / online payment details shall be sent to NSCD before the time of opening Technical Bid.		
05	Whether Declaration certifying that there is no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Declaration- I of the Tender in central public procurement portal. Annexure-C		
06	Whether Declaration regarding No-relation, duly signed and stamped, and scanned copy of the same uploaded as Declaration-II of the Tender in central public procurement portal. Annexure-C		
07	Did you visit the actual site for execution of the supply order before submitting the Tender		
08	Authorization Letter issued from OEM enclosed with the Technical Bid.		

Date:

Signature of the Tenderer

Place:

Official Seal

General Information and Instructions

1. The instruction given herein will be strictly binding on the tenderers and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the tenderer are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.
3. The instruction given in **“Annexure- A” for “Instruction for Online Bid Submission”** should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Bid should be submitted along with the **Earnest Money of ₹50,000/- (Rupees Fifty Thousand only)** through NEFT/RTGS in the account of National Science Centre as per **“Annexure-F”** or by way of crossed Demand Draft / Pay Order on any nationalized bank of India payable in favour of **“NATIONAL SCIENCE CENTRE, Payable at DELHI”**. Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the NSCD’s specification in full or part within the stipulated delivery period of the purchase order, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order. In case of non-receipt of EMD, the Tenders are liable to be rejected.
6. **Validity of Bids:** The Bids should remain valid for 90 days from the date of bid opening.
7. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
8. The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The Person signing the tender documents should be authorized for submitting the on line e-tender.
9. The Financial Bid (BOQ) shall be filled in and signed by the authorized signatory online as per Proforma **“Annexure-G”** available at Central Public Procurement Portal e-tender system website <http://eprocure.gov.in/eprocure/app>. Off line Financial Bid shall not be accepted.

10. Tender must be uploaded on-line in two separate sets – namely Set – 1 (Technical on Central Public Procurement Portal. The contents of Cover shall be as follows:-

Set – 1

- i) Tender Document uploaded with digital signature as token of acceptance of all terms and conditions and duly filled wherever applicable ('Declaration' forms duly signed with official stamp).
- ii) The Bidder must furnish details of GST Number and PAN Number (mandatory) and also upload the scanned copy of these documents in e-procure portal.
- iii) Scanned Copy of the current and valid Trade License and Dealership Certificate as applicable.
- iv) Scanned Copy of the current and valid Tax Clearance Certificate.
- v) Technical Brochures of each equipment with technical explanation for every feature of the product offered by the bidder.
- vi) Scanned copy of Demand Draft for **₹50,000/-** as Earnest Money Deposit. Please note that the original DD should be couriered /hand delivered to NSC Delhi / online payment details / Exemption Documents shall be sent to NSCD before the time of opening Technical Bid.

Set - 2

- i)** The Financial Bid (as per **“Annexure-G”**) i.e. Schedule of Price Bid in the form of attached BOQ Proforma shall be duly filled in, digitally signed and uploaded online by the bidder.

N.B. : The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC, Delhi against submission of supporting documentary evidence.

11. Order shall be placed in favour of the bidder whose technical bid is acceptable and offered lowest rate in CONSOLIDATED item(s) as per BOQ in **“Annexure – G”**
12. The authority of National Science Centre, Delhi who does not bind themselves to accept the lowest tender and reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.

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TENDER No. : NSCD/18011/E-Tender – 24/ 2023 – 24

Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of ‘**Advanced Search**’ for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS /e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders should submit the EMD as per the instructions specified in the tender document. The original instrument should be posted/couriered/given in person to the Tender processing Section at the above address, latest by the last date of bid submission. The detail of the Demand Draft / any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 4) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the Light Blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. The tenderers/bidders are requested to submit the tenders/bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock).
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the **Tender Inviting Authority (TIA) National Science Centre, Near Gate No. 04, Pragati Maidan, Bhairon Road, New Delhi-110001, Ph. 07428693712-17 Website: www.nscdelhi.org Email: so.establishment@gmail.com**
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is **1800-3070-2232**.

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TENDER No. : NSCD/18011/E-Tender - 24 / 2023 - 24

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR REQUEST FOR PROPOSAL (RFP) FOR INTEGRATED PAYMENT GATEWAY SOLUTION AT NATIONAL SCIENCE CENTRE, DELHI.

- i.** The successful bidder shall be awarded the contract through the bidding process which has been detailed in the **Section 'A'**;
- ii.** The contract shall remain in force initially for a period of 01(one) year which can be extended for a further period of 04 (four) years on year to year basis on the consensual terms and conditions of the agreement subject to satisfactory performance of the service provider. Any modifications or additions to the terms & conditions of the agreement shall be with mutual consent of the NSCD and the Service Provider;
- iii.** NSCD reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any financial or other liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for action of NSCD.
- iv.** Prior to the expiration of the validity period (90 days from the opening date of bids), NSCD will notify the successful Bidder in writing or by E-mail, that its proposal has been accepted.
- v.** The successful bidder shall have to submit an undertaking in the form of Performance Bank Guarantee (PBG) equal to INR 10 lakhs (Rupees Ten Lakhs Only) at its own expense, within fifteen (15) working days of the date of notice of award of the contract.
- vi.** All charges and expenses whatsoever such as premium, commission etc. with respect to the performance bank guarantee shall be borne by the successful bidder;

- vii.** The performance bank guarantee shall be valid till 6 months after the completion of the contract period. The performance bank guarantee may be discharged/ returned by NSCD upon being satisfied that there has been due performance of the obligations of the successful Bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

- viii.** In the event of the successful Bidder being unable to service the contract for whatever reason, NSCD would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of NSCD under the contract in the matter, the proceeds of the PBG shall be payable to NSCD as compensation for the pre-estimated, predetermined and pre-agreed loss resulting from the failure to perform/comply its obligations under the contract by the service provider. NSCD shall notify the service provider in writing of the exercise of its right to receive such compensation within a reasonable time.

- ix.** Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NSCD may award the contract to the next best value Bidder or call for new proposals or invoke the PBG, as per discretion.

- x. Other Conditions for providing the work:**

 - a. Any failed transaction, failure in generating ticket(s) or any other payment related dispute arising thereof must be settled by the system provider with the complainant within a T+2 days and a dispute resolution report must be intimated to the concerned officer of the NSCD for reference;

 - b. An SoP for grievance redressal mechanism for settlement of any issue arising out of transaction of ticket purchasing must be sent with the Technical Bid;

 - c. The service provider should develop necessary screens/ softwares for the Mobile PoS for capturing transaction reference such as citizen identifier for easy re-conciliation. Mobile PoS should be able to print receipt for the payment.

 - d. The cash collected must be deposited in the account of NSCD within the T+1 day with a daily collection report duly signed/e-signed by an officer assigned by the service provider;

- e. Any change in the signatory from the side of the service provider must be informed to the concerned officer of NSCD well in advance;
 - f. The Service provider shall meet all the operational costs for providing the service ;
 - g. The contract of the service can be terminated by either of the parties by giving one month notice. However, before invoking this clause, both the party must strive to work out on amicable solution by negotiation;
- xi.** The Vendor will not subcontract or delegate or permit anyone other than the vendor's personnel to perform any of the work, service or other performance required of the vendor under this agreement. In the event of the vendor's transferring or assigning the order whole or part to anyone without NSCD's permission, it shall be considered as having thereby committed a breach of agreement in question and shall make the order liable to be cancelled and the PBG shall be liable to be forfeited.

Section A: BID PROCESS AND AWARD OF CONTRACT:

- The process of bidding shall be a Two Bid System, hence Financial Bids of the successful bidders shall be invited separately.
- The Bidding will be a Quality and Cost Based Selection (QCBS) where weightage of the Technical and Financial Bid shall be 70:30 and the proposal with the highest weightage combined score (Quality and Cost) shall be selected.
- The Financial Bid (as per "**Annexure-G**") i.e. Schedule of Price Bid in the form of attached BOQ Performa shall be duly filled in, digitally signed and uploaded online by the bidder.

I. Qualification / Eligibility Criteria

Following are the qualification criteria for the Bidders to the RFP and all the criteria, shall be required to be fulfilled by the bidders on the date of submission of bid. The qualification criteria must be fulfilled for being eligible for opening of the financial bids.

- Bidder should be an RBI Approved/Authorized Payment Gateway Aggregator which have its own integrated payment gateway system;

- Bidder should have at least 10 years of experience in providing Payment Gateway Solution services in India;
 - The bidder should have an annual turnover (Payment Gateway Services) of Rs.20 Crores or more in the last successive three Audited Financial years and should be in profits in the last three years.
 - Bidder should have been providing (Currently running as on date of publishing of the RFP) similar services for at least three years to at least Five (05) large institutions covering Government/Public Sector Undertakings out of which a minimum two (02) should be Government organizations/Trusts set up by the Govt. / Govt. Autonomous organizations/ Govt. Departments through the Payment Gateway.
- Bidder must be providing Online Payment Gateways services covering acceptance of
- a) Credit Cards [Visa, Master Card, Rupay etc.]
 - b) Debit Cards [Visa/ Master/ Maestro/ Rupay etc.]
 - c) Internet Banking
 - d) UPI.

Even though the Bidders meet the above qualifying criteria, they are subject to be disqualified at any stage, in case of following conditions:

- If the Bidder makes any false representation in the forms, statements and attachments submitted in the Technical Bid.
- If the Bidder records of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
- If the Bidder has been black listed by any Government or its organizations. An undertaking to this effect is required to be submitted by the Bidder. If at a later stage it is found that any Bidder has not divulged the same, it shall be liable for action under the Criminal law.

NOTE:-

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

- II.** Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the Bank has been done after their careful study and examination of the RFP documents with full understanding to its implications.

III. NSCD may terminate the bidding process at any time without assigning any reason. NSCD makes no commitments, express or implied, that this process will result in a business transaction with anyone.

IV. A pre-bid meeting shall be scheduled by NSCD after advertising the RFP inviting all the interested bidders for clarifying doubts and better understanding the project details and scope of work;

V. Evaluation

The technical proposal will be evaluated only for those vendors who fulfil the minimum eligibility criteria as given Para I of Clause 'C' under 'Qualification Criteria' in this offer. Failure to meet any of these criteria specified will disqualify the vendor and it will be eliminated from further process.

➤ Evaluation:

Stage 1: Technical evaluation will be of 100 Marks

Stage 2: Financial evaluation will be done for all those agencies who qualify the Technical evaluation –100 Marks (**Refer Annexure-II**)

Stage 3: The final combined score will be calculated based on Quality cum Cost based selection (QCBS) method. Under QCBS, the Technical Proposals will be allotted weightage of 70% while the Financial Proposals will be allotted weightage of 30% of total score out of 100 as obtained in Stage 1 and Stage 2 detailed above. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

VI. Award of Work: Highest points basis:

On the basis of the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

VII. Points Distribution in Technical Evaluation:

The Functional & Technical Specifications for the RFP are given in Annexure-I, vendors are requested to give their response to each of the items. Points will be awarded on the following basis as against the required Functional & Technical Compliance Template (**Annexure-I**).

S.N. Compliance Maximum Marks out of 100

- i. Latest technology & user-friendly interface 25 Marks
- ii. No. of integration 20 Marks
- iii. Wallet Integration 20 Marks
- iv. Transaction Success Rate – 15
- v. Experience in the field in India above 10 years – 10

VIII. Commercial Bid Opening/Evaluation:

The Commercial proposal of all those agencies who qualify the Technical evaluation will be opened. However, NSCD is not bound to accept the lowest commercial or any commercial and reserve the right to accept any proposal, whole, or in part.

The evaluation process shall consider the cost per transaction for the period of contract and shall be calculated as per the details/process provided in the (**Annexure -II**).

Selected Proposals shall be considered, as they may be called for negotiation, if required. NSCD's Decision in respect to evaluation methodology and short-listing the vendors shall be final and binding to all the bidders.

IX. Proposal Format:

- a) The Bidders shall prepare electronic copies of the technical and financial e-bid/Proposals separately.
- b) Bidders should provide all the information as per the RFP and in the specified formats. Authority reserves the right to reject any Proposal that is not in the specified formats.
- c) In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.
- d) Along with the submission of technical and financial e-bids/Proposals on e-procurement website mentioned in this RFP.

X. Submission of e-bid/Proposal

- a) The bid submission module of e-procurement website <https://eprocure.gov.in/eprocure/app> enables the Bidders to submit the Proposal online in response to this RFP published by the Authority. Submission can be done till the Proposal Due Date specified in the RFP. Bidders should start the process well in advance so that they can submit their Proposal in time. The Bidder should submit their Proposal considering the server time displayed in the e-procurement website. This server time is the time by which the submission activity will be allowed on the Proposal Due Date indicated in the RFP schedule. Once the submission date and time has passed, the Bidders cannot submit their Proposals. For delay in submission of Proposal due to any reasons, the Bidders shall only be held responsible.

XI. Verification and Disqualification

- a) The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents and the Bidder shall, when so required by the Authority, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.
- b) The Authority reserves the right to reject any Bid and appropriate the Bid Security if:
- at any time, a material misrepresentation is made or uncovered, or
 - the Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Bid.
- c) Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium and each Member may be disqualified / rejected. If such disqualification / rejection occurs after the Bids have been opened and the Highest Bidder gets disqualified / rejected, then the Authority reserves the right to take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.

XII. Selection of the Bidder

From the time the Proposals are opened to the time the contract is awarded, if any Bidder wishes to contact the Authority, on any matter related to their Proposal it should do so in writing. Any effort by the Bidders to influence any officer or bearer of the Authority in the Proposal evaluation or contract award decisions may result in the rejection of the Bidder's Proposal.

XIII. Signing of the Document:

The proposal is liable to be rejected if complete information is not given therein. Please note that conditions given in the proposal documents shall govern the contract. It may be noted carefully that till such time that a fresh agreement is drawn up embodying the agreed conditions, the conditions given in the proposal document shall govern the contract.

XIV. Technical Proposal should include the following:

1. A Letter by a duly authorized officer of the Firm/Company on the firms/Company's letterhead and duly signed by an authorized officer with name, title and seal. The Letter shall include:
 - A Statement that proprietary information is included, if applicable.
 - Table of Contents (List of documents enclosed as requested)
 - Minimum Eligibility Criteria supporting documents.
 - Functional & Technical specifications as per Annexure I duly filled (blank response line item will be considered as noncompliance and 0 marks will be awarded for the related item.)
 - Experience format duly filled in with supporting documents (**Annexure - III**)
 - Indicative SLAs along with their Technical Proposal. UPAVP may discuss the SLAs with the shortlisted bidders and finalize the SLAs to be incorporated in the contract. Non-agreement on the SLAs as proposed by UPAVP may render the bid liable for rejection;
 - Details of Licences required for product/software;
 - Technical proposal should not indicate any cost aspect directly or indirectly;
 - Vendor shall furnish an Earnest Money Deposit (EMD) of Rs. 50,000.00 (Rupees Fifty thousand Only) to be submitted in form of RTGS/NEFT from a Scheduled Bank along with the Technical Bid (refundable) (**Annexure - IV**);

XV. Commercial Proposal

- a. The Commercial proposal should give all relevant price information and should not contradict the Technical proposal in any manner. All prices should be quoted in Indian Rupees only.
- b. Tax/levies etc. if applicable, at present rate should be quoted. Tax ruling at the time of delivery of material and the resultant billing will be paid at actual.
- c. Prices should be valid for 180 days from the date of submission. All increases in price will be to vendor's account.

XVI. System Acceptance Testing:

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

XVII. OTHER TERMS:-

1. The authorities of the National Science Centre, Delhi have the right to amend, alter or modify the terms & condition mentioned above, if necessary, from time to time.
2. The authorities of National Science Centre, who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.
3. The agencies participating in the tenders & bidding may obtain on specific request, details about the outcome of the Tender and other related details, if any.
4. All disputes and differences between the successful bidder and the Centre of any kind except quality of workmanship and materials whatever arising out of or in connection with the order on carrying out the supply (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the Terms & conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Museums, whose decision in this regard will be final and binding on both the successful bidder and the Centre.

The provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration's proceedings under this Clause.

5. **FORCE MAJEURE**

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after signing of the present contract. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

NATIONAL SCIENCE CENTRE
(A Unit of National Council of Science Museums)
Bhairon Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/E-Tender – 24 / 2023 – 24

DECLARATION -I

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for “**Request for Proposal (RFP) for Integrated Payment Gateway Solution at National Science Centre, Delhi**” and also undertake to supply the said materials at National Science Centre, Delhi strictly as per the technical specifications of National Science Centre as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted
Attorney

DECLARATION -II

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/director and like.

Signature of the tenderer

Address:
Official seal with date

SCOPE OF WORK

- i.** National Science Centre, Delhi is one of the National Level Units of National Council of Science Museums which is an Autonomous organization under Ministry of Culture, Govt. of India and engages in popularizing science among the mass through Science Museums;
- ii.** Science Museum at National Science Centre, Delhi remains operational for the public throughout the year with minimum 02 nos. of ticket counters;
- iii.** NSC Delhi envisages to introduce e-ticketing with integrated payment gateway system which enables the public to choose payment methods as per their convenience;
- iv.** Therefore this Request for Proposal is issued for inviting service provider for :
 1. Developing a Payment Gateway solution for sale of Museum's tickets using various prevailing online methods e.g. Debit/Credit Card, UPI/QR Code Payment, Net Banking etc;
 2. Developing ticketing software for booking and selling of tickets using website of NSCD, Mobile Application & through ticket counter;
 3. Developing Self-Operating ticketing kiosk at NSCD;
 4. Checking and verification mechanism of booked ticket at the Centre;
 5. Module for printing of various reports e.g. Daily Sale Report, Ticket wise report etc.
 6. Maintenance of ticketing software for the period of 05 years keeping in view of the minimum downtime as 30 min. on all working days except Holi and Diwali;
- v.** The Internet Ticketing system must have success rate indicator for ease of choice for the public;
- vi.** The Service Provider shall nominate a Senior Executive supported by competent team to provide all services under this RFP, for effective co-ordination and attending to the requirements informed from time to time by NSCD.
- vii.** In case of any changes in RBI regulations etc. the service provider shall bring to the notice of NSCD for effecting changes in the terms & conditions of the agreement with mutual consent.

Annexure - I
Technical Qualification

Sr. no.	Particular	Compliance (Yes/ No) / Detail / Deviations	Essential/ Desirable	Supporting Document
1	Bidder should have at least 10 years of experience in providing Payment Gateway Solution services in India		Essential	Satisfactory project completion certification in support
2	Bidder should be an RBI Approved/Authorized Payment Gateway Aggregator which have its own integrated payment gateway system		Essential	Approval of RBI
3	The bidder should have an annual turnover (Payment Gateway Services) of Rs.20 Crores or more in the last successive three Audited Financial years and should be in profits in the last three years.		Essential	Financial report/Audit report to such effect
4	The payment gateway should be compatible with web and smart device like mobile / tablet etc.		Essential	List devices and OS supported
5	The vendor should comply to serve with Multiple modes of payment Services but not limited to as given			List to be provided
	a. Credit Card: Visa/ Master Card / Rupay etc.		Essential	List to be provided
	b. Debit Card: Visa/MasterCard/Maestro/RuPay,etc.		Essential	List to be provided
	c. Net Banking: associated with minimum 10 different leading organizations		Essential	List to be provided
	d. Any other available mode allowing candidates/members to make online payments through web.		Essential	Attach detail specification, workflow etc.
	e. For all online payment transactions, the payment gateway should provide a minimum of 128-bit SSL encryption, with real time authorization and capturing the transaction details.		Essential	Copy of Certificate to be attached
6	The vendor should provide the proof of accreditation to Quality Management Systems like ISO 9001:2008		Essential	Copy of Certificate to be attached
7	The vendor should be certified for PCI DSS. (Payment Card Industry Data Security Standard)		Essential	Documentary Evidence
8	The Vendor should be certified for PADSS. (Payment Application Data Security Standard)		Essential	Documentary Evidence

Sr. no.	Particular	Compliance (Yes/ No) / Detail / Deviations	Essential/ Desirable	Supporting Document
9	The vendor should possess ISO-27001 Certification. (for information Security Management System)		Essential	Documentary Evidence
10	Vendor should have remote 24 X 7 service delivery infrastructure to ensure immediate response and faster resolution.		Essential	Detailed address of support offices /liaisoning officer
11	Provision for RuPay card acceptance		Essential	Self-certification to be provided
12	Average Success rate for online Transactions. (Success rate %)		Essential	Self-certification to be provided
13	Payment Gateway's transaction processing capacity per day. (Average number of transactions per day)		Essential	Self-certification to be provided
14	Peak load processing capacity (Number of transaction per second, i.e. TPS)		Essential	Certificate/ if not available Self certification to be provided
15	The cash collected must be deposited in the account of NSCD within the T+1 day with a daily collection report duly signed/e-signed by an officer assigned by the service provider		Essential	Self-certification to be provided
16	Any failed transaction or failure in generating ticket(s) or any other payment related dispute arising thereof must be settled by the system provider with the complainant within a T+2 days and a dispute resolution report must be intimated to the concerned officer of the NSCD for reference;		Essential	Self-certification to be provided
17	Response time per Transaction (in seconds)		Essential	Self-certification to be provided
18	Average time taken for processing refund of payment to candidate/cardholder. (Data of last 6 months)		Essential	Self-certification to be provided
19	SoP for Grievance Redressal Mechanism		Essential	Self-certification to be provided

Annexure – II

Commercial Template

Please read carefully the explanations given at the bottom of this commercial template before quoting the rates.

Three Years Rate - I) For Transactions with Amounts less than /equal to ₹300/-

Sr. No.	Particulars/Channel (as mentioned below, but not limited to)	Per Transaction Charges in % /or Rs. (INR)	Marks
		(A)	(B)
1	Net Banking/IMPS		5 marks
2	Debit Card (Visa, Master, Maestro, RuPay etc.)		5 marks
3	Credit Card (Visa, Master, Maestro, Rupay etc.)		5 marks
4	NEFT / RTGS		5 marks
5	Wallet		5 marks
6	UPI		10 marks
7	Any other		5 marks
	Total		40

Three Years Rate - II) For Transactions with Amounts greater than ₹ 300/-

Sr. No.	Particulars/Channel (as mentioned below, but not limited to)	Per Transaction Charges in % /or Rs. (INR)	Marks
		(A)	(B)
1	Net Banking/IMPS		6 marks
2	Debit Card (Visa, Master, Maestro, RuPay etc.)		6 marks
3	Credit Card (Visa, Master, Maestro, Rupay etc.)		10 marks
4	NEFT / RTGS		6 marks
5	Wallet		12 marks
6	UPI		15 marks
7	Any other		5 marks
	Total		60

NOTE:

- 1. Proposal with Lowest Quote Per Transaction Charges in % / or Rs. (INR) will be given the highest marks and other proposals shall be given a financial score that are inversely proportional to their quoted prices.**
- 2. Total Marks (out of 100) as obtained by adding marks from above two categories will be considered for the purpose of evaluation under QCBS as detailed under Section VI (Evaluation) of this RFP.**

Annexure – III

Experience Format

I/We have successfully completed Integration and Implementation of Internet Payment Gateway Services work to various organizations given below to their satisfaction.

I/We also enclose true copies of certificates of our experience. (Project completion Certificate and Performance Certificate)

Sr. No.	Name of the Organization, contact person and phone no.	Details of Work	Order No and Date	Value

Seal & Signature

Date:

NAME

DESIGNATION

ON BEHALFOF

Annexure – IV

EMD Format

Sr. No.	Particulars.	Information to be filled by the Tenderer
1	<i>Name of the Organization:</i>	
	Type of Organization (Proprietor/ Partner/Company under company law etc)	
	Address for Correspondence for this proposal	
	Name and phone no of contact person regarding any enquires about this proposal	
	Contact Person E-mail	
	Website	
	Authorized Signatory Name	
	Authorized Signatory Designation	
	Authorized Signatory Email	
2	Earnest Money DD/Pay Order in ₹ favours of National Science Centre, Delhi payable at Delhi	
	EMD Valid up-to	
	Name of the Bank	

I/We deposit here with as earnest money ₹.....(Rupees as specified in terms and conditions of this tender.

Seal & Signature Date:

NAME

DESIGNATION

ON BEHALF OF

BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST No.	07AAAAN2541C1Z5