

Chaudhary Ranbir Singh University,
Jind

TENDER FOR PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES

Table of Contents

Tender: Advt.No

Sr. No	Chapters	Page No
	Document Control Sheet	2
1	Introduction	2
2	Notice inviting Tender	2
3	Eligibility Criteria	2
4	Scope of work	3
5	Terms and Conditions	4
6	Submission of Tender	7
7	General Terms and Conditions	9
	Annexure I - Profile of Tenderer	11
	Annexure II - Eligibility Criteria Checklist	12
	Annexure III -Financial Bid Format	13

Chaudhary Ranbir Singh University,
Jind

TENDER DOCUMENT

Document Control Sheet

1	Name of the Work	Tender for providing online payment Gateway and Electronic Payment Services
2	Tender document fee & e-Serving Fee	2000/- (To be paid by Cheque & Demand Draft)
3	Start date for receipt of tender document	13.07.2017
4	Date of tender opening	28.07.2017
5	The Venue of Technical Bid Opening	Conference Hall, Ground Floor, CRSU Jind
6	Submission of Tender	26.07.2017
7	Address for Opening Technical Bid	Conference Hall, Ground Floor, CRSU Jind

NOTICE INVITING TENDER

1. Introduction

Chaudhary Ranbir Singh University, Jind is taking special initiatives to offer Easy and Customer friendly modes of collection of payments in respect of the payments that are made to Registrar, Chaudhary Ranbir Singh University, Jind.

In this connection Chaudhary Ranbir Singh University, Jind requires comprehensive online payment gateway services at its website for accepting electronic Payments, using credit cards, debit cards, net banking accounts and prepaid cards/wallets.

2. Tender Notice

Chaudhary Ranbir Singh University, Jind is issuing this Tender Notice seeking proposals/bids from eligible tenderers for providing online payment gateway and electronic payment services. Online responses are invited from reputed electronic payments service provider having experience / expertise and proven credentials for the above work. Tender documents can be downloaded free of cost from the University websites or website <http://www.crsu.ac.in>

Tender

Sr. No	Description of work / Items	Bank Gaurantee (Exempted for Govt/Semi-Govt Firms)	Tender Document Fee & eService Fee (Rs.)	Start Date & Time of Bid Submission	Expiry Date & Time of Bid Submission	Tender Opening Date
1.	Online payment Gateway and Electronic Payment Services	` 100000/- (To be given by selected tenderer only)	` 2000/- (To be paid Offline & should be Attached With Technical Bid)	13-07-2017 11:30 AM	26-07-2017 05:00 PM	28-07-2017

3. Eligibility Criteria

The Tenderer should meet the following Eligibility conditions for participating in the Tender and should enclose suitable documentary evidence / self-certification in respect of having fulfilled the Eligibility Criteria as part of the Technical Bid response.

1. Tenderer should have been in operation for at least 3 years.
2. Tenders should have demonstrated experience of been providing similar services to at least five(5) Govt Institution .
3. Tenderer should have an annual turnover of Rs. 25 Crores or more in last Audited financial year. Should have declared Profits in all the last three years.
4. Tenderer should be able to provide following services:
Online Payment Gateways services covering acceptance of
 - (i) Credit Cards [Visa, MasterCard, Amex & Diners]
 - (ii) Debit Cards [Visa/Master/Maestro/Rupay]
 - (iii) Internet Banking based debit to banks accounts, covering at least Forty (40) banks of which a minimum Twenty (20) should be public sector banks
 - (iv) Prepaid Cards / Wallets;
 - (v) IMPS Payment option on internet.
 - (vi) Net Banking
5. Tenderer should be PCIDSS certified & ISO 27001 standards.
6. Tenderer shall have a PAN CARD and Service Tax registration.

7. Services are to be provided by the Tenderer; no consortiums are allowed for the Provision of the services.
8. Tenderer should provide services at zero setup charge.

4. Scope of Work

The Tenderer should therefore be able to offer the followings services:

- (a) Should allow customers to make payments using any (i) Visa, MasterCard or American Express or Diners Credit Cards (ii) Debit Cards (iii) Online Net Banking accounts or (iv) Cash Cards
- (b) The Tenderer as an aggregator is required to provide the above services to facilitate electronic payment services. The Tenderer 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 Tenderer'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) Tenderer should be able to integrate with the existing systems of Chaudhary Ranbir Singh University, Jind and provide daily MIS as per the requirements of Chaudhary Ranbir Singh University, Jind.
- (d) Tenderer should provide funds collected in the designated bank account of Chaudhary Ranbir Singh University, Jind as per the process and timelines specified by RBI for Payment Collection through Aggregators.
- (e) The Customers logs into and accesses the Payment Gateway facilities to pay online, real-time. The Customers can view his payment amount at the website and then proceed to make the payment.
- (f) Upon successful completion of the process the customer is then guided to Online Payments page where he is presented with option of making an Online Payment using a Credit Card or a Debit Card / Bank Gateway service/ Cash Card gateway.
- (g) The customer then selects his preferred option of making the payment (i.e. through the Credit Card / Debit Card /Net Banking / Cash Cards, Wallets).
- (h) If the customer chooses the Credit/Debit Card mode of payment, then it will open up the relevant Card Gateway section, where he enters the required validation details (card number, expiry date, verification number etc).
- (i) In case the customer chooses the Net Banking Mode of payment, then it will open up the gateway section of the relevant bank where he enters the requisite validation details (Net banking User ID and Password etc).
- (j) 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 he enters the requisite validation details (Card User ID and Password etc).
- (k) 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 payment confirmation number. Simultaneously data is transmitted electronically to Chaudhary Ranbir Singh University, Jind intimating the success/failure of the transaction.
- (l) The money collected from the successful transactions will be pooled into the designated collection account of Chaudhary Ranbir Singh University, Jind

maintained with the identified bank. These monies will typically be made available to Chaudhary Ranbir Singh University, Jind within (2) working days of the payment by the customer, post reconciliation and aggregation

- (m) Tenderer will reconcile the money collected against the payment transactions conducted by the customers and provide consolidated payment information to Chaudhary Ranbir Singh University, Jind in a format/ frequency desired by Chaudhary Ranbir Singh University, Jind

TERMS AND CONDITIONS

5. The following terms and conditions are intended to sensitize the Tenderer to various clauses, which may be reflected in the final Contract.

5.1. Tender for Proposal

The Tenderer is expected to examine all instructions, forms, terms and specifications contained in this document. The proposal should be precise, complete and in the prescribed format as per the requirements of this tender document. Failure to furnish all information required by this tender document or submission of applications not responsive to this tender document in every respect will be at the applicant's risk and may result in rejection.

5.2. Content of Tender document

This document as to be read in its entirety. The terms and conditions for the tender encompasses all the terms and conditions mentioned in this document. However Chaudhary Ranbir Singh University, Jind reserves the right to alter any of the above-mentioned dates at a short notice. The same will be intimated to the University official website only. Before submitting the proposal due diligence can be undertaken by Tenderer at its own cost.

5.3. Clarification & Amendment on Tender document

A prospective Tenderer requiring any clarification on the tender document may notify Chaudhary Ranbir Singh University, Jind in writing to the Registrar, Chaudhary Ranbir Singh University, Jind.

At any time after the publish of the Tender documents and before the opening of the tender, Chaudhary Ranbir Singh University, Jind may make any changes, modifications or amendments to the tender documents and shall send intimation of such change to University official website only.

5.4 Period of Tender validity

The tenders shall be valid minimum for a period of "90 days", from the date of opening of tenders. On completion of the validity period, unless the Tenderer withdraws his tender in writing, it will be deemed to be valid until such time that the Tenderer formally (in writing) withdraws his tender.

5.5 Evaluation of Technical Bids

Evaluation will be based on prequalification criteria and shall qualify the Tenderer for further processing. If necessary, a committee may also be formed to evaluate and recommend the tender for further processing

5.6 Financial Bids from technically Short listed tenderers

The financial Bids of the technically short listed tenderers only shall be opened in the

presence of their representatives on the specified date and time. There shall be no negotiations regarding the Financial Bidding, except with the Tenderer who has quoted the lowest amount.

5.7 Price Quotation

Tenderer has to quote the rates for the items as per the format provided. Any deviations from the format provided shall be treated as invalid. The Tenderer must quote the prices both in figures and words. In case of any dispute in the prices quoted, the lowest will be considered. All quotes shall be in Indian Rupees. The rates shall be exclusive of all charges. Only one rate shall be quoted for each item. If more than one rate is quoted for a single item the tender shall be rejected. The rates shall be quoted unconditionally and Conditional tenders shall be rejected. Rates once fixed shall be valid for the Tender period or till the end of the contract.

5.8 Demonstration

If felt necessary, the eligible Tenderer who has quoted the lowest amount (L-1 Tenderer) shall be called for the demonstration of the proposed services and separate information for date, time & venue will be intimated to that Tenderer. The Tenderer should be able to demonstrate the system with the specified functions and features. All the major system features of this tender shall have to be demonstrated. If the need arises, a Committee may also be formed to visit the installation and services to finalize the tender process. The Tenderer shall provide all the necessary assistance to arrange the same. If the lowest Tenderer's demonstration is not satisfied and he is not able to fulfill the requirements of Chaudhary Ranbir Singh University, Jind, the second lowest Tenderer will be called for the demonstration.

5.9 Contract Period

The finalized rate of this Proposal shall be valid for the entire Contract Period, i.e., 5 (Five) years from the date of commencement.

5.10 Award of work

Award of work shall be placed on the finally selected Tenderer after only the successful and satisfied demonstration of the service by the Tenderer.

5.11 Signing of Contract.

The Successful Tenderer shall be required to enter into an agreement with the Chaudhary Ranbir Singh University, Jind within 14 (fourteen only) days from the date of receipt of the award of the work from Chaudhary Ranbir Singh University, Jind. This contract shall be on the basis of this document, the proposals of the Tenderer, applicable guidelines of Visa /Master/American Express and the Reserve bank of India, and other terms and conditions as may be mutually determined by the Registrar, Chaudhary Ranbir Singh University, Jind to be necessary for the due performance of the work.

5.12 Readiness of Service

This service should be installed, customized, made available and ready for full-fledged service within 3 weeks from the date of Agreement.

5.13 Delay in Service

Any delay in launch of service beyond 3 weeks period shall invite penalty clause and if it is beyond 6 weeks the Order on the tender shall be cancelled.

5.14 Contract Period

This contract will hold good for Five years. Further extension will be based on mutual consent.

5.15 Termination of Contract

Chaudhary Ranbir Singh University, Jind may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the tenderer, terminate this contract in whole or in part,

- a. if the Tenderer fails to satisfy all the tender conditions within the time period(s) specified in the contract, or any extension thereof granted by the Chaudhary Ranbir Singh University, Jind,
- b. If the Tenderer fails to perform any other obligation(s) under the Contract.
- c. If the Tenderer, in either of the above circumstances, does not remedy his failure within a period of 3 days (or such longer period as the Chaudhary Ranbir Singh University, Jind may authorize in writing) after receipt of the default notice from the Chaudhary Ranbir Singh University, Jind
- d. If the Electronic Payment Collection System does not function more than 5 days in a month, 12 days in quarter, 21 days in six month and 30 days in a Year.

In the event the Chaudhary Ranbir Singh University, Jind terminates the contract in whole or in part the Chaudhary Ranbir Singh University, Jind may procure the services upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Tenderer shall be liable to the Chaudhary Ranbir Singh University, Jind for any excess cost for such similar services. However the Tenderer shall continue the performance of the contract to the extent not terminated.

The Chaudhary Ranbir Singh University, Jind may at any time terminate the Contract by giving written notice to the Tenderer, without compensation to the Tenderer. If the Tenderer becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Chaudhary Ranbir Singh University, Jind.

5.16 Arbitration

Chaudhary Ranbir Singh University, Jind and the successful Tenderer shall make every effort to resolve amicably by direct negotiation any disagreement or dispute or misunderstanding arising between them in connection with this service. If any dispute shall arise between Chaudhary Ranbir Singh University, Jind and the successful Tenderer on aspects not covered by this tender document or work order, or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making

and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration Act or its later modifications and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Haryana, India.

5.17 Force majeure

The successful Tenderer shall not be liable for Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Tenderer and not involving the successful Tenderer/ fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Chaudhary Ranbir Singh University, Jind in its capacity as a buyer, wars or revolutions, terrorist attacks, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Tenderer shall promptly notify the Chaudhary Ranbir Singh University, Jind in writing of such condition and the cause thereof. Unless otherwise directed by the the Chaudhary Ranbir Singh University, Jind in writing, the Tenderer 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.

5.18 Attachment of Documents in the Proposal (Checklist)

The following documents shall be enclosed along-with the Technical Bid, failing which the tender shall be rejected. No request on this aspect shall be entertained from the rejected tenderers at a later day:

1. Profile of Tenderer as per Annexure 1.
2. Details in support of ful fillment of eligibility criteria as per Annexure 2.
3. Necessary detailed technical write-up highlighting the features of the proposed solution as per this tender document.
4. Documents that the Tenderer feels necessary to support the system, if any

Note:- It is inform to all bidders that send the hard copy to Registrar Chaudhary Ranbir Singh University Jind with Proper order as per mention annexures with proper indexing.

5.19 Governing Law and Jurisdiction

This tender shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Jind, Haryana, India shall have jurisdiction over all matters arising out of or relating to this Agreement.

- 5.20** The Bank Guarantees/fees amount of selected of tender will be released after Successful completion of the project

6. Submission of the Tender

On behalf of Registrar items wise rate Tenders through tendering for below mentioned work are hereby invited from eligible dealer/disibutor/firms under appropriate class/ category. The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website <http://www.crsu.ac.in>

Under this process, the Pre-qualification/ Technical offline bid Application as well as offline Price Bid shall be invited at single stage under two covers i.e. Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted offline under first cover (Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

- a. **The payment for Tender Document Fee shall be made by eligible bidders offline directly through Demand Draft and must be send in technical Envelope.**
- b. The Bank guarantee will be selected tenderer only & it will be exempted for Govt/Semi-Govt Organization/Firms

The Bidders can submit their tender documents (Offline) for the dates mentioned in the key dates:-

Key Dates

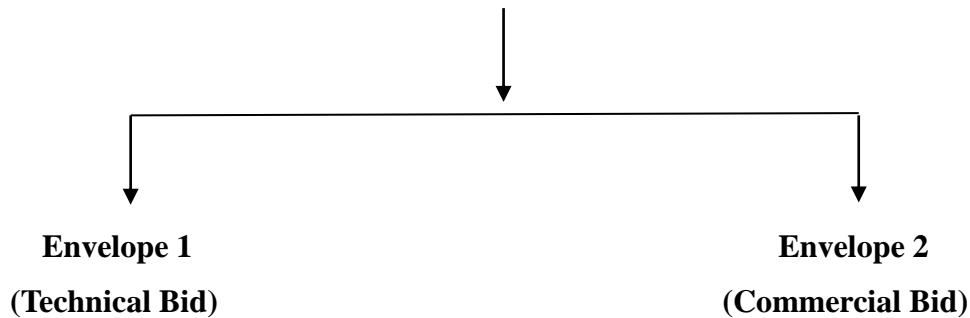
Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Submission	13-07-2017 11:00 AM	26-07-2017 05:00 PM
2	Technical Bid Opening			28-07-2017
3	Financial Bid Opening			28-07-2016

Important Note:

- 1) The Applicants/bidders have to complete ‘Application / Bid Preparation & Submission’ stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated time schedule for this stage, his / her Application/bid status will be considered as ‘Applications / bids not submitted’.

Envelope

(Title – Tender for Providing Online Payment Gateway and Electronic Payment Services)



The bids shall be submitted Offline in two separate envelopes into a single Envelope with title of tender.

Envelope 1: Technical Bid

The bidders shall submit the required eligibility & technical documents offline in the University under the Technical Bid.

Envelope 2: Commercial Bid

The bidders shall quote the prices in price bid format under Commercial Bid.

6 ASSISTANCE TO THE BIDDERS:-

In case of any query regarding tender document the bidders may Contact to followings
Landline Number & Email Id : 01681-241003, 01681-241008
(Email Address: webcrsujind@gmail.com)

7. GENERAL TERMS AND CONDITIONS

- 7.1.** The validity period of the tender will be 90 days (Ninety days) from the date of submission of the tender.
- 7.2.** Right to reject any or all the tenders without assigning any reason will be the discretion of the Chaudhary Ranbir Singh University, Jind.
- 7.3.** The, Chaudhary Ranbir Singh University, Jind reserves the right of rejecting / canceling of any Part of our whole tender without assigning any reason.
- 7.4.** Successful Tenderer shall execute an agreement with Chaudhary Ranbir Singh University, Jind duly accepting the terms and conditions for carrying the work.
- 7.5.** The Chaudhary Ranbir Singh University, Jind has right to call for negotiation from the lowest Tenderer and for live demonstration.

ANNEXURE - I:
Profile of Tenderer

1		Name of Company	
2		Year of incorporation	
3	a)	Registered office	
		Telegraphic Address Office Telephone Number Fax Number	
	b)	Contact Person	
		Name Personal Telephone Number Email Address	
4	a)	Local Contact at Haryana	
		Name Personal Telephone Number Email Address	
5		Registration Details	
		Permanent Account Number :- Service Tax Registration Number:-	
6		Banker's Name, Address and Account Number	

ANNEXURE - II
ELIGIBILITY CRITERIA CHECKLIST

Sr. No	Eligibility Condition	Criteria Met (Y/N)	Please submit proof document's
1	Bidder should be a Registered Company in India operating for at least 3 years		Copy of Certificate of incorporation should be submitted
2	Tenders should have demonstrated experience of been providing similar services to at least five (5) Education Govt Institutions.		(a) Self certificate listing names of the 5 institutions should be Provided. (b) Proof of Work Order / Agreement of 5 Educational Institutions to be provided
3	Tenderer should have an annual Turn-over of Rs. 25 Crores or more in the last year Audited Financial year		Extracts of Audited Financial Accounts of last year to be provided
4	Tenderer should be able to provide following service: Online Payment Gateways services covering acceptance of (i) Credit Cards [Visa, MasterCard, Amex & Diners] (ii) Debit Cards[Visa/Master/Maestro/Rupay] (iii) Internet Banking based debit to banks accounts, covering at least Forty (40) banks of which a minimum Twenty (20) should be public sector banks (iv) Prepaid Cards / Wallets;(v) IMPS payment option on internet and without internet		(a) Self certificate confirming the list of coverage under the Online Payment Gateway and EBPP Service
5	Tenderer should be PCIDSS certified & ISO 27001 standards.		Copies of PCI certificate & ISO 27001 Certificate to be provided
6	Tenderer shall have a PAN CARD and Service Tax registration.		Proof of registration to be provided
7	Services are to be provided by the Tenderer; no consortiums are allowed for the provision of the services		Self certificate from Tenderer attesting the same.
8	Services are to be provided at zero setup charge.		Self certificate from Tenderer attesting the same.

Annexure III
B - FINANCIAL BID - TENDER FOR

PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC
PAYMENT SERVICES

No	Particulars	Type	Unit	Rate	Amount in words
A	Transaction Charges				
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				
5	IMPS				

- a) The rates shall be exclusive of all charges. Service tax and VAT at applicable rates will be paid in addition as per applicable rates. .
- b) Only one rate shall be quoted. If more than one rate is quoted for a single item the tender shall be rejected.
- c) The rates to be quoted in figure and words. The rates shall be quoted unconditionally and Conditional tenders shall be rejected