

## **EXPRESSION FOR INTEREST (EOI)**

**Online Payment gateway for  
M/s Gujarat Green Revolution Company Limited**



**Fertilizernagar Township  
PO. Fertilizernagar  
Dist: Vadodara – 391 750**

**Toll Free No: 1800 233 2652  
Phone: 0265-2607480  
Fax: 0265-2241685  
Website: [www.ggrc.co.in](http://www.ggrc.co.in)**

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## **Notice Inviting Expression of Interest (EOI)**

### **Gujarat Green Revolution Company Limited**

Gujarat Green Revolution Company Limited (GGRC) invites Expression of Interest (EOI), from qualified and experienced Scheduled Commercial Banks (SCB) for Online Payment Gateway Solution. Document Fees Rs. 5,900/- (Rupees Five Thousand Nine Hundred Only)-Non Refundable in the form of A/c Payee Cheque/ Demand Draft in favor of the "Gujarat Green Revolution Company Limited," payable at Vadodara as mentioned below:

<b>Sr.</b>	<b>Particulars</b>	<b>Date</b>
<b>1</b>	<b>Issuance of EOI Document</b>	<b>04/02/2025</b>
<b>2</b>	<b>Last Date and Time for receipt of queries For Pre Bid (email ID: <a href="mailto:cfo@ggrc.co.in">cfo@ggrc.co.in</a>)</b>	<b>18/02/2025</b>
<b>3</b>	<b>Last Date, Time and Venue for Submission of EOI Response. Venue: (Gujarat Green Revolution Company Limited PO. Fertilizernagar Township, PO. Fertilizernagar, Dist: Vadodara – 391 750)</b>	<b>21/02/2025</b>
<b>4</b>	<b>Opening of offers</b>	<b>24/02/2025</b>

The detailed EOI document can be downloaded from our website: [www.ggrc.co.in](http://www.ggrc.co.in)

**Chief Financial Officer  
Gujarat Green Revolution Company Limited  
PO. Fertilizernagar,  
Dist: Vadodara – 391750. Gujarat.**

**1. Background:**

**GUJARAT GREEN REVOLUTION COMPANY LIMITED (GGRC)** is working as an implementing agency on behalf of Government of Gujarat (GOG) and Government of India (GOI) to bring second Green Revolution in consonance with the Agriculture Policy and vision of Government of Gujarat so as to save water, fertilizer and energy, besides multiple benefits to improve agricultural productivity and farmer's prosperity at large.

GGRC wants to come up with a solution for making the farmer share deposition functioning across the state efficient and real time & providing up-to date information to all stakeholders/beneficiary farmers. It wants to introduce automation and process improvement in the day-to-day functioning so that there is real time information available to the GGRC. With agricultural production set to rise in the coming years and new initiatives taken at both central and state levels, many more challenges may arise in terms of data integrity and maintenance.

In order to meet above challenges, need is for a robust Payment Gateway Solution using Information and Communication Technology (ICT) to support at operational, managerial & at strategic level.

**2. Scope of Work:**

The objective of this EOI is to identify and engage service provider having experience in payment gateway solution for our department.

The scope of work for such service provider may comprised of any or all the items but not limited to the list of items as mentioned in the sub sections below:

**Need of Payment Gateway Services to registered users of GGRC.**

- (a) The Service provider should therefore be able to offer the online payment gateway services on the GGRC website for enabling new applicants and existing applications to make online their contributions using;
  - (i) UPI / IMPS / QR Code / Internal Fund Transfer or wallet payment
  - (ii) Online NEFT / RTGS through Net Banking accounts
  - (iii) Any type of Debit or Credit Cards
  - (iv) Cash/ Cheque/ Demand Draft
- (b) Redirection of end users from GGRC website (or any other site as directed by GGRC) to the Payment Gateway Service Provider (PGSP) web page over a secure encrypted channel is the main responsibility of the PGSP, and that is done over two steps:

- Creation of the redirection string
- Redirecting end users to the PGSP and then back to GGRC website
- Payment service must offer SSL (Secure Sockets Layer) for transaction security.

- (c) Service provider as an aggregator is required to provide the above services to facilitate online payment services and may also be called up on to introduce new modes of online payments in tune with technological advancements. Service provider should directly have tie ups with Banks and Credit Card Payment Gateway(s) for offering the above facilities. In terms of these arrangements the Service provider's role is to maintain tie-ups create inter face 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
- (d) Generate authenticated receipts as proof of transactions. An automated generated receipt of the payment through e-mail and SMS should also be sent to the payer.
- (e) Providing an active message to the user / consumer indicating that a transaction has been either accepted or rejected.
- (f) Allowing the consumer to review charges before final submission. Show PGSP's transaction charges, if any, separately.
- (g) Allowing the user / consumer to try a different card number / payment mode if a transaction is rejected.
- (h) Service provider should be able to integrate with the existing GGRC architecture.
- (i) The Service provider shall provide interface (portal) to access exhaustive MIS reports towards identification and reconciliation of funds remitted by new and existing subscribers towards different Project(s).
- (j) Service provider should be able to provide reports in specified template(s) as

requested/required by GGRC at any point of point during the contract period.

- (k) Service provider should transfer the funds collected to the designated bank account of GGRC without any delay.
- (l) Any payment made with a credit or debit card or via a payment Service must first be authorized by the card issuing authority. The Service must afford a secure link between GGRC, user/consumer and credit card processor to avoid fraudulent transactions. The secure line should also ensure fast and efficient transaction processing. All guidelines issued from time to time from:

RBI upon internet banking and related security issues including transaction on Mobile, VISA, Debit Cards etc. shall be mandatory binding on the PGSP and they are supposed to keep themselves updated about them.

- The service provider shall have to necessarily debit the user/consumer's account and credit to GGRC designated accounts on instantaneous basis during such transactions. All settlement of transactions by PGSP will be as per applicable RBI guidelines in this regard.
- Financial systems shall have the ability to itemize separately PGSP fees and contributions received.
- Administrator access should be provided to the designated GGRC personnel for viewing information on all kinds of payments and relevant MIS reports.
- The PGSP would be responsible for reconciliation of the all the transactions on daily basis.

#### **Payment Options:**

*Service provider shall provide the GGRC with an online payment portal for making payments to the farmers. This portal will have integration with the GGRC servers for seamless payment mechanism. Functionality provided by the service provider in the portal will have Trader login-in using this portal. All the process of financial transaction will be captured and displayed using a dash board provided by service provider. This dashboard will be available at GGRC Head Quarter, wherein concern user will be able to see daily transaction and collection report for deposited amount.*

- *The portal will facilitate online payments through RTGS/NEFT/Inter Bank Fund Transfers / IMPS/UPI/QR Code/Debit Card/ Credit Card/Cash/Cheque/DD.*
- *Bulk upload facility to be made available for multiple transactions in the same file.*
- *Server-to-Server integration to be offered by the service provider at no extra cost.*
- *Files received from the GGRC through S2S mechanism to be processed by the*

*service provider immediately without awaiting any external approvals by the board on the portal or otherwise.*

- *Reverse files for the payments to be made available through H2H mechanism for payments reconciliation.*

### **3. Eligibility / Qualifying Criteria: Technical Criteria for the assignment:**

- The service provider should be a Scheduled Commercial Sector Bank (registered and regulated by the Reserve Bank of India, under the Banking Regulations Act, 1949 (10 of 1949) / any other enactment). Incorporation/Registration certificate along with MoA / Bylaws **(or similar legal document) should be furnished as documentary proof.**
- Service provider should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Aggregation Services as applicable. **Documentary proof should be submitted**
- Service provider should have been providing (Currently running as on date of publishing of the EOI) Payment Gateway for at least two years and to at least Three (03) institutions covering Government / Public Sector Undertakings/any renowned institution. **Documentary proof should be submitted.**
- The service provider should not be black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation as on the date of EOI submission. **An undertaking to this effect should be submitted by the service provider on its letter head.**
- Service provider must be providing Online Payment Gateway services covering acceptance of Credit Cards [Visa, Master Card, Amex & Diners], Debit Cards [Visa/ Master/ Maestro/ Rupay], Internet Banking.
- Bank should also be able to provide payment through standing instructions on bank account and credit card. **Undertaking should be submitted.**
- Bank should have the facility to intimate payment received and other related information through SMS alert. **Undertaking should be submitted.**
- The service provider should have the applicable globally accepted certification for information security like VeriSign etc. Valid Document should be submitted.

The service provider shall hold certification for PCI DSS (Payment Card Industry Data Security Standard) and other mandated certifications during its engagement and shall have relevant certification for information security management. **Valid Document should be submitted.**

#### **4. Expected Service Level Agreement:**

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

The successful bidder Bank has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of services.

Note: Penalties shall not be levied on the successful bidder Bank in the following cases: The non compliance to the SLA has been solely due to reasons beyond the control of the Bank e.g. the net banking services of a given bank have been impacted all over the country / region, there is a force majeure event affecting the SLA which is beyond the control of the successful bidder Bank.

- The payment gateway provided by service provided shall be workable for at least three years on agreed terms and conditions.
- The payment gateway has to be integrated with GGRC's application in not later than 15 working days. This time would start from the date, a formal communication has been sent by GGRC to the successful bidder Bank till the time the payment gateway is integrated with the application and is ready for fund transfer.
- The payment gateway solution has to be up for at least 99.9% of the time for 24x7 periods. The measurement would be done every calendar month per application integrated with the payment gateway solution. The successful bidder Bank should share this up time report clearly stating the up time in percentage with all the departments whose applications have been integrated with the payment gateway system. This report should be shared within three working days of every calendar month through email/hard copy.
- The payment gateway service should facilitate multiple users making transactions from various locations at a single point of time.
- Service unavailability resulting from loss of network availability can be excluded from service availability calculations, if the network availability loss is caused by any factors beyond the PGSP's control, such as natural disasters, IP transit provider or end user's portion of the network failure the same shall not be counted as downtime.
- PGSP shall retain authorization logs, non-repudiation logs and transaction records for the entire period of contract.
- All records shall be kept in accordance with generally accepted accounting



procedures. All procedures shall be in accordance with central, state and local laws.

- PGSP shall certify that online financial transactions shall be based on secure data transmission and a standard public-and-private key encryption system that encrypts the user's submission of private financial data before it leaves their web browser. The data must remain encrypted throughout transmission until it's safely received at the intended server where it is decrypted and processed. The required licenses shall be the at the cost of the PGSP.
- PGSP shall ensure that appropriate security measures are put in place to protect GGRC's internal systems from intrusions and other attacks while conducting e-Payment transactions, whether internal or external, e.g. message interception, tampering, redirection or repudiation or while pulling data from or pushing data into GGRC server. PGSP shall ensure compliance with international information security standards and best practices.
- Any information and/or data obtained by the PGSP from GGRC or the contributor shall be stored in a place physically secure from access by unauthorized persons. PGSP shall take every reasonable precaution to ensure that all buildings, rooms, storage areas, and containers ("physical locations") used by PGSP in providing the product(s) and service(s) under this contract shall be secure and equipped with reasonable precautions against damage.
- Throughout the term of this contract, GGRC shall have the right at any time to inspect PGSP's transaction records for GGRC charges and associated PGSP fees. Any such inspection shall be made during regular business hours and comply with any reasonable security and confidentiality procedures of PGSP. GGRC can get audited all or any of such accounts as per their discretion.
- PGSP shall provide GGRC with the capability to securely access, via password-protected site, to transaction information.
- Payment services must offer fraud screening tools to reduce fraudulent transactions. This includes address verification, card verification value (CVV), expiry date of the card etc. to ensure that the payments made via payment service are legitimate.
- The payment service should adhere to certain standards such as VeriSign Secured/ VBV/Secure Code.
- All the contributor payment issues (including refund off ailed transactions) should be resolved within a period of 2 working days.

**5. Submission of Proposal:**

Sealed cover containing the response, super scribed with “Expression of Interest for Payment Gateway Solution for “Gujarat Green Revolution Company Limited” should be addressed to:

**Chief Financial Officer  
Gujarat Green Revolution Company Limited  
Fertilizernagar Township  
PO. Fertilizernagar. Dist: Vadodara – 391750.**

The original proposal should be submitted within the specified time frame as mentioned under “Notice Inviting EOI”. It should be submitted in original in sealed envelope with superscription along with EMD.

**6. Period of validity of Proposal:**

The Proposals submitted by Banks shall be valid for a period of “ 30 days” from the date of submission of the Proposal. On completion of the validity period of 30 days, in case required, GGRC, would solicit the Service Provider’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by email.

**7. Amendments to EOI:**

At any time prior to the deadline for submission of Proposal, GGRC may amend the EOI documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on GGRC website. To give reasonable time to the Agencies, so that they can take corrigendum into accounting preparing their Proposals, the GGRC shall extend (if necessary), the deadline for submission of Proposals.

**8. Language of Proposal:**

The Proposal, and all correspondence and documents related to the Proposal exchanged by the Service Provider and the GGRC should be in English. Supporting documents and printed literature furnished by the Service Provider may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the proposal, the English language translation shall prevail.

**9. Currency of Proposal and Payment:**

The currency(ies) of the Proposal and the payments made (commercial transactions) shall be in Indian Rupees (INR).

## **10. Proposal:**

The Proposal should contain the following information:

- Proposal Form as per Annexure-A
- Qualification of Agencies detailed in Annexure B (Service Provider Profile along with documentary evidence of services offered and all relevant enclosures.)
- Any additional information that the Service Provider may think fit but not included elsewhere in the proposal, which will help GGRC to assess the capabilities of the Service Provider.

## **11. Clarification of Proposals:**

During the evaluation of Proposals, if required, GGRC may seek clarification(s) of the Proposal from the Service Provider via email. If required clarification is not received in the specified time limit, GGRC will have rights to reject the Proposal.

## **12. Confidentiality:**

The EOI contains information proprietary to GGRC. GGRC requires the recipients of this EOI to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of GGRC.

GGRC will not return the Proposals/responses to the EOI received. The information provided by the Service Provider/s will be held in confidence and will be used for the sole purpose of evaluation of Proposals.

## **13. Reserve rights:**

- Reject any or all proposals received in response to the EOI without giving any reason whatsoever.
- Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- Extend the time for submission of proposal.
- Modify the EOI document, by an amendment that would be published on the GGRC's website.
- Independently ascertain information from other organizations to which Service Provider has already extended a service for similar assignments.

#### **14. Other Instructions:**

- The proposal should be submitted strictly in the format provided in this EOI document and should be signed by the authorized signatory with seal of the Bank.
- A signed copy of this EOI shall be submitted along with the technical proposal as a token of acceptance of EOI terms & conditions.
- The proposal should be free of overwriting / corrections / alterations.
- The proposals should be signed by the authorized representative/s of the Service Provider.
- Those banks who wish to submit responses to this EOI should note that they should abide by all the terms and conditions contained in the EOI. If the responses contain any extraneous conditions put in by the banks, such responses may be disqualified and may not be considered for the empanelment / selection process.

#### **15. Disqualification:**

**The proposal submitted by the Service Provider is liable to be disqualified if:**

- Not submitted in accordance with this document.
- Proposal received in incomplete form.
- Proposal received after due date and time.
- Proposal not accompanied by all requisite documents.
- Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- Service Provider fails to enter into a contract within 15 days of the date of issuing the notice for empanelment or within such extended period, as may be specified by GGRC.

#### **16. Modification, Substitution & Withdrawal of Proposal:**

The Service Provider may modify, substitute or withdraw its proposal after its submission, provided that written notice of the modification or withdrawal is received by GGRC prior to the deadline prescribed for submission of proposals.

#### **17. Process of empanelment**

- Based on pre-defined criteria, technical capabilities, security standards and experience service provider will be short listed after complete evaluation process.

## **18. Submission of Earnest Money Deposit (EMD)**

The Service Provider shall furnish, as part of its Proposal, a refundable EMD of INR 10,000/- Rupees Ten Thousand only by NEFT/RTGS in Company's Bank account details tabulated below:

Name of beneficiary	Gujarat Green Revolution Company Limited
Name of Bank	Bank of Baroda
Branch	Fertilizernagar Branch
Account No.	02090200000334
IFSC Code	BARB0FERTIL (In middle mentioned ZERO)

The proposal will be disqualified if the EMD is not submitted along with the proposal. EMD of unsuccessful Banks will be released as promptly as possible.

The EMD may be forfeited If any Service Provider withdraws his Proposal during the period of Proposal validity or its extended period.

## **19. Termination by Default:**

GGRC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Service Provider, terminate the Contract in whole or part.

If the Successful Service Provider fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Service Provider fails to perform any other obligation(s) under the Contract.

In the event that GGRC terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Service Provider shall be liable to pay GGRC for any excess costs for such similar systems or services. However, the Successful Service Provider shall continue the performance of the Contract to the extent not terminated.

**20. Force Majeure:**

Notwithstanding the provisions of conditions of contract the Successful Service Provider shall not be liable for forfeiture of its security deposit, liquidated damages or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purpose of this Clause, Force Majeure means an event beyond the control of the Successful Service Provider and not involving the Successful Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of Government either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises the Successful Service Provider shall promptly notify GGRC in writing of such conditions and the cause thereof. Unless otherwise directed by GGRC in writing, the Successful Service Provider 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.

**21. Termination for Insolvency:**

GGRC may at any time terminate the Contract by giving written notice to the Successful Service Provider, if the successful Service Provider becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Successful Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to GGRC.

**22. Termination for Inconvenience:**

GGRC, by written notice sent to the Successful Service Provider may terminate the Contract, in whole or in part, at any time for its inconvenience. The notice of termination shall specify that termination is for GGRC's inconvenience, the extent to which performance of the Successful Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

**23. Disputes and Arbitration:**

If any dispute of any kind whatsoever shall arise between GGRC and the Successful Service Provider in connection with or arising out of the Contract, including without

prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, the dispute can be resolved as per the Arbitration & Conciliation Act 1996 or as per the notification thereof.

Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Vadodara only.

## **24. Proposal Form (Annexure-A)**

**(To be included in Technical Proposal Envelope)**

Date: \_\_\_\_/\_\_\_\_/2025

To,  
The Chief Financial Officer  
Gujarat Green Revolution Company Limited  
PO. Fertilzernagar,  
Dist: Vadodara – 391 750.

**Sub: Proposal for “Online Payment Gateway for Gujarat Green Revolution Company Limited”**

**Dear Sir,**

Having examined the Proposal Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for “Online Payment Gateway Solution for Gujarat Green Revolution Company Limited” and to meet such requirements & provide such services as are set out in the Proposal Document.

We hereby attach the Proposal as per the requirements of the EOI document.

We undertake, if our Proposal is accepted, to adhere to the implementation plan (Key Events / Activities and dates of the project) put forward in the EOI or such adjusted plan as may subsequently be mutually agreed between us and GGRC or its appointed representatives.

We agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the Proposal Response without assigning any reason whatsoever.

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

**Yours faithfully,**

**For** \_\_\_\_\_

**Authorised Signatory**

**(Name of the Service Provider)**

**(Stamp/Seal of the Service Provider)**



**25. Qualification Criteria of the Service Provider Bank (Annexure-B)****a) Service Provider Information:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Details</b>	<b>Page No. (for attachment)</b>
<b>1</b>	Name of the Service Provider		
<b>2</b>	Registered Office Address with Telephone Number, Fax and e-mail		
<b>3</b>	Communication Address		
<b>4</b>	Details of the Contact Person (Name, Designation, Address) Telephone No. Fax No & E-mail		
<b>5</b>	Details of the offices available in Vadodara, Gujarat, if any		

**b) Technical Criteria of the Service Provider Bank:**

<b>Sr. No.</b>	<b>Eligibility Criteria</b>	<b>Documents Required</b>	<b>Submitted (Yes/No)</b>	<b>Page No. (for attachment)</b>
<b>1</b>	The service provider should be a Scheduled Commercial Bank (registered and regulated by the Reserve Bank of India, under the Banking Regulations Act, 1949 (10 of 1949) / any other enactment).	Service Provider should submit the following: ➤ Copy of CIN ➤ Copy of GST Registration Certificate. ➤ Copy of PAN ➤ Copy of TAN		
<b>2</b>	The Service Provider shall not be under a Declaration of ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of the bid.	Undertaking in this regard by the authorized signatory of the bidder.		
<b>3</b>	The service provider should have an annual turnover (Online Payment Gateway Services) of Rs. 50 Crores or more in last two successive Financial years and should have positive net-worth.	Service Provider should submit any of the following: a) Copies of Certified audited Balance sheet/ Profit & Loss statement. and b) Certificate from the		

		statutory auditor/ Certificate from Chartered Accountant, clearly indicating turnover from Online Payment Gateway Services.		
4	Service provider should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Aggregation Services as applicable.	Valid Documentary proof should be submitted.		
5	Service provider must be providing Online Payment Gateways services covering acceptance of Credit Cards [Visa, Master Card, Amex & Diners], Debit Cards [Visa/ Master/ Maestro/ Rupay], Internet Banking.	Valid Documentary proof should be submitted.		
6	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last two financial years.	Extracts from the Audited Balance Sheet and Profit & Loss Account; OR Certificate from the statutory auditor.		
7	The service provider should have been providing similar services for at least two financial years and to at least three Government / Public Sector Undertakings / any renowned institutions.	Service Provider should submit the following: i. Service Agreement mentioning project value.  ii. Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for Evaluation.		
8	Service Provider should also be able to provide payment through standing instructions on bank account and credit Card.	Undertaking from Competent Authority should be submitted.		
9	Service provider should have the facility to intimate payment received and other related information through SMS alert.	Valid Documentary Proof should be submitted		
10	The service provider should have the applicable globally accepted certification for information security like	Valid Documentary Proof should be submitted		

	VeriSign etc			
11	The service provider shall hold certification for PCI DSS (Payment Card Industry Data Security Standard) and other mandated certifications during its engagement and shall have relevant certification for Information security management.	Valid document should be submitted.		
12	Authorization from RBI for offering payment gateway services	Valid Document Proof should be submitted.		

**c) Financial Criteria of Service Provider Bank:**

➤ **Financial parameters in terms of Fees, Charges and Payments:**

- Charging of fees per transaction including payment processing.
- Charging of Setup fees for payment gateway.
- Annual maintenance charges for payment gateway.
- Terms for settlement of transaction, including timeline and method of payment for payment gateway.
- Percentage of reserve amount / holding amount in bank account towards credited transactions.

<b>Solutions/Set up</b>	<b>Charges/Rates</b>
Installation/ Set up Fee/Integration Cost	
Annual Maintenance Charges	
Security Deposits	
UPI	
Credit Card	
Debit Card	
Rupay Debit Cards	
Net Banking	
NEFT/RTGS	
Commercial / Business Cards	
International Cards	

**d) Additional information required from Service Provider Bank:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Documents</b>	<b>Attachment (Ref. No. for details)</b>
<b>1</b>	Tie up with Banks – Total number of tie-ups and number of bank's branch. (Details of Banks to be provided in annexure giving particulars of tie up, date of agreement and date of expiry of agreement)	Valid Document Proof of the same.	
<b>2</b>	Brief write-up (not exceeding four pages) describing the integration with GGRC architecture towards implementation of the project.	Required Documentation from Service Provider	

**e) Customer support:**

- Availability of support through phone, email or chat and number of hours for customer support.
- Submission of resolution report for query raised by consumer.