

**Tender No: IT002/CIT/TDB dated 20.04.2017**

**Request for Proposal  
for**

**“Online Payment Gateway Services to Implement e-Payment System at Travancore  
Devaswom Board for Total Computerisation of Temples and Offices”**

# **TENDER DOCUMENT**



## **TRAVANCORE DEVASWOM BOARD**

**NANTHANCODE, KOWDIAR-PO,  
THIRUVANANTHAPURAM- 695003, KERALA.**

**Tel: 0471-2314288**

**Email: [dcotdb@gmail.com](mailto:dcotdb@gmail.com)**

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## Document Control Sheet

Name of the work: **EXPRESSION OF INTEREST  
FOR PROVIDING ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES**

Tender Reference	Tender No: IT002/CIT/TDB dated 20.04.2017
Date of issue	20.04.2017
Uploading of Eol	20.04.2017 <a href="http://etenders.kerala.gov.in">http://etenders.kerala.gov.in</a>
Last Date of Submission of Eol	Eol should be submitted online in "etenders.kerala.gov.in" Date and Time: 29.04.2017, 3 P.M
Opening of Eol	Date and Time: 02.05.2017, 3 P.M
Contact Address	The Devaswom Commissioner, Travancore Devaswom Board, Nanthancode, Kowdiar- P.O., Thiruvananthapuram-695003, Kerala. Tel: 0471-2314288 Email: <a href="mailto:dcotdb@gmail.com">dcotdb@gmail.com</a>
Contract Period	Five years
Document Fee	Rs.2000/-

## NOTICE INVITING TENDER

Ref: Tender No. IT002/CIT/TDB dated 20.04.2017

The Travancore Devaswom Board invites **EoI for Providing Online Payment Gateway and Electronics Payment Services to “Implement e-Payment System for Total Computerisation of Temples and Offices Project”**

The Tenderers shall have to fulfill the following minimum criteria.

### **Prequalification Criteria:**

1. Tenderer should be operating as a registered public limited company in India for a minimum period of five years.
2. Tenderer should have a local office establishment preferably in Kerala region.
3. Tenderer should have demonstrated experience of managing electronic payments and online payments services with large institutions, particularly within the Government/Public Sector Institutions
4. Tenderer should have installations at least twenty five large institutions out of which a minimum of five should be in the Government/Public Sector Organisations.
5. Tenderer should be **PCIDSS** and **ISO 27000** Certified.
6. Tender should be in respect of:
  - a. Online payment gateways services - be able to provide acceptance of (i) All type of Debit / Credit Cards (ii) online debit to banks accounts of more than **75** net banking banks (of which a minimum **25** should be public sector banks) (iii) online debit to banks accounts of at least **30** banks through debit cards. (iv) e- chellan facility through NEFT/RTGS.
7. Tenderer should have positive net worth (Audited) for the last three financial years, ie 2013-14, 2014-15 and 2015-16.

The EoI document should be submitted as per the formats along with all relevant documents in support of qualifications and experience.

EoI Documents shall be available only on the Internet and shall not be available for sales elsewhere.

The Travancore Devaswom Board reserves the right to amend or cancel the EoI in part or in full without prior notice at any point of time.

The Special Instructions to the Contractors/Bidders for the e-submission of the bids are given under "Help to Contractors" in website <http://etenders.kerala.gov.in/nicgep/app>

**Contact Address:**

The Devaswom Commissioner,  
Travancore Devaswom Board,  
Nanthancode, Kowdiar- P.O.,  
Thiruvananthapuram-695003, Kerala.  
Tel: 0471-2314288  
Email: [dcotdb@gmail.com](mailto:dcotdb@gmail.com)

TENDER FOR PROVIDING  
**ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES**

**1. Introduction**

**1.1. Background**

The Travancore Devaswom Board wishes to offer easy and devotee friendly mode of collecting payments and requires online payment gateway services at its website for accepting electronic payments, both through Credit or Debit cards and online banking facilities.

1	Online Payment Gateway Services	Should allow citizens/customers to make payments using any Debit / Credit Cards, or Online Net Banking accounts.
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**1.2. Description of Work**

The services will enable the devotee to make payments electronically and he/she would receive aggregated payments with reconciled information.

1	Online Payment Gateway Services	Should allow devotees to make payments using any Debit / Credit Cards, or Online Net Banking accounts.
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The Vendor should 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 Vendor's role is to manage the entire back end operations of such services. These include entering into agreements with Banks / movement of data and reconciliation of such data against payments.

## **2. SCOPE OF WORK**

The scope of work will include but not limited to the following,-

1. Studying the services and developing the back end integration for various modules.
2. The successful Tenderer has to update the contents at least weekly as per the directions of the Travancore Devaswom Board.
3. The data shall be accessed from the Server by the Travancore Devaswom Board,
4. The successful Tenderer has to develop / customize software as per the requirements of the Travancore Devaswom Board.
5. The software to be provided by the successful tenderer has to be integrated with the existing network of the Travancore Devaswom Board.

Provision of Payment Gateway services to enable Online Payments through Credit Card as well as through a Net Banking Account. Using the Payment Gateway, any person / organization can accept payments over the Internet in an online real-time environment. All Credit Card transactions from the payment to provide a minimum of 128-bit SSL encryption, with real time authorization and capture of transactions and can process both domestic and international credit cards - Visa and Master Card.

The payment transactions should be used using secure servers that encrypt all credit card / banking / personal information throughout. These servers should operate behind security firewalls to ensure maximum protection of the customer's information and use industry-standard SSL (Standard Sockets Layer) Technology, for this data encryption.

The proposed Payment Gateway will give access to multiple Banks and credit card interface, to reduce the time and effort required to tie up directly with the Banks or a credit card gateway.

## 2.1 Service Description

The desired workflow for the various services is broadly described below:

### 2.1.1. Payment Gateway

- a) The Devotee logs into website and accesses the Payment Gateway facilities to pay online, real-time. The Customer can view his payment amount at the website and then proceed to make the payment.
- b) Upon successful completion of the process, the Devotee is then guided to an Online Payments page where he is presented with the option of making a **Direct Online Payment** using a **Credit Card** or a **Debit Card / Bank Gateway** service.
- c) The Devotee then selects his preferred option of making the payment (i.e through the Credit Gateway where he needs to use a VISA/MasterCard/Diners/American Express Credit Card or the Debit Gateway where he needs to use acceptable debit cards or net banking accounts).
- d) If the Devotee chooses the Credit Card mode of payment, then it will open up the Credit Card Gateway section, where he enters the required validation details (card number, expiry date, verification number etc)
- e) In case the Devotee chooses the Debit mode of payment, then it will open up the Debit Payment Gateway section of the relevant Bank where he enters the requisite validation details (Debit Card Number / Net banking User ID and Password etc)
- f) On successful validation, the Devotee'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, the data is transmitted electronically to the Travancore Devaswom Board intimating the success/failure of the transaction.
- g) The payment collected from the successful transactions will be pooled into the designated collection account of the Travancore Devaswom Board maintained with the identified Bank. These Payment will typically be made available to the Travancore Devaswom Board by three working days of the payment.
- h) The Tenderer will reconcile the Payment collected against the payment Instructions issued and provide consolidated payment Information to the Travancore Devaswom Board in a format/ frequency desired by the Travancore Devaswom Board.

## 3. TERMS AND CONDITIONS

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



### **3.1. Eol 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 Eol document. Failure to furnish all information required by this Eol document or submission of applications not responsive to this Eol document in every respect will be at the applicant's risk and may result in rejection.

### **3.2. Content of Eol document**

This document has to be read in its entirety. The terms and conditions for the tender encompass all the terms and conditions mentioned in this document. However, the Travancore Devaswom Board reserves the right to alter any of the above-mentioned dates at a short notice. The same will be intimated to all the concerned parties concerned.

### **3.3. Clarification & Amendment on Eol document**

A prospective tenderer requiring any clarification on the Eol document may notify the Travancore Devaswom Board in writing to the Devaswom Commissioner, Travancore Devaswom Board, Nanthancode, Kowdiar-PO, Thiruvananthapuram-695003, Kerala, Tel: 0471-2314288, e-mail: [dcotdb@gmail.com](mailto:dcotdb@gmail.com)

## **4. General instructions and Information**

4.1 Eol must reach the tendering authority on or before the last date and time specified. Eol received after the specified time will be rejected.

4.2. Documents to be submitted

- a. Certificate of Registration of the Firm.
- b. Service Tax Registration / Clearance Certificate.
- c. Permanent Account Number.
- d. Power of Attorney authorizing the person to sign all the documents pertaining to this Eol
- e. Financial Documents
- f. Necessary detailed technical write-up highlighting the features of the proposed assignment as per this tender document.
- g. Document if any that the tenderer feels necessary to support the system.
- h. ANNEXURE-I
- i. The details of previous experience must be submitted in the format given in ANNEXURE-II.
- j. Bio Data of the key personnel of the Tenderer who will be available for the proposed work. (Separate sheet has to be produced for each personnel in the format given in ANNEXURE-III.)
- k. Details of offices in India

- 4.3. Bidders who are black listed by the State / Central Government Departments and organizations are not eligible to participate in this EoI and such bids will be summarily rejected
- 4.4 The Bidder is expected to examine all instructions, forms, terms and specifications in the EoI Documents. Failure to furnish all information required as per the Bid Documents or submission of bids non-responsive to the EoI Documents in every respect will result in rejection of the bid.
- 4.5. At any time, prior to the date of submission of bids, the Buyer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EoI documents by amendments.
- 4.6. The amendments shall be notified and published in the location from where the original EoI documents were made available for download as notified in the EoI Notification.
- 4.7 The EoI will be opened on the date and time of opening notified, the shortlisted bidders will be intimated later.
- 4.8. The Courts at Thiruvananthapuram alone will have jurisdiction on the Contract.
- 4.9. The language of the EoI should be English and the corrections, if any, should be attested under seal.
- 4.10. The EoI should be submitted by the authorized signatory. Power of Attorney authorizing the person to sign all the documents pertaining to this EoI to be provided.
- 4.11 The final Agreement will be executed between the successful Tenderer and the Travancore Devaswom Board.

**ANNEXURE-I**

**Tender No.IT002/CIT/TDB dated 20.04.2017**

<p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7</p>	<p>Name of the Applicant/Firm</p> <p>Nationality of the Applicant/Firm Head Office address</p> <p>Fax Number Telephone Number E – Mail</p> <p>Year and place of the establishment of the company</p> <p>Former name of the company, if any.</p> <p>The Applicant is</p> <ul style="list-style-type: none"><li>a) a proprietary firm</li><li>b) a limited company or limited corporation</li><li>c) a member of a group of companies</li><li>d) a subsidiary of a large corporation</li><li>e) Joint venture consortia</li></ul> <p>Are you registered with any Government/Department/Public Sector Undertaking in India, (if yes, give details)</p> <p>How many years have your organisation been in business under your present name?</p>	
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<p>8.</p> <p>9.</p> <p>10.</p> <p>11.</p>	<p>Have you in any capacity ever not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)</p> <p>In how many projects you were imposed penalties for delay? Please give details.</p> <p>Do you intend to associate with any other organisation for the works for which you are bidding? If so please give full particulars of that organisation separately.</p> <p>Have you ever been denied tendering facilities by any Government/Department/Public sector Undertaking? (Give details)</p> <p>Information regarding any current litigation in which the tenderer is involved</p>	
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Signature of the Authorized Signatory of the  
Applicant/Firm

**ANNEXURE – II**

**Tender No.IT002/CIT/TDB dated 20.04.2017**

**Similar Project Experience Record**

SI No	Name of the work	Name of the client

Signature of the Authorized Signatory of the  
Applicant/Firm

**ANNEXURE – III**

**Tender No.IT002/CIT/TDB    dated 20.04.2017**

**BIO-DATA OF PERSONNEL OF THE TENDERER WHO WILL BE AVAILABLE FOR THE PROPOSED CONTRACT**

- a) Name :
- b) Designation :
- c) Qualifications :
- d) Duration of employment  
with the tenderer :
- e) Years of professional  
experience :
- f) Experience on works of  
similar nature during employment  
with the tenderer, and previous  
employment, if any :
- g) Position & Responsibility  
for the proposed work  
of this tender :

Signature of the Authorized Signatory of the  
Applicant/Firm

**ANNEXURE –IV**

**Tender No.IT002/CIT/TDB dated 20.04.2017**

**LETTER OF TENDER**

Date:

From

To

Address

Sirs,

Sub:- TRAVANCORE DEVASWOM BOARD EoI for " TENDER FOR PROVIDING  
ONLINE PAYMENT GATEWAY AND ELECTRONIC PAYMENT SERVICES"

Ref:-

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After reading and understanding the EoI conditions and draft agreement format and schedule and specifications to the EoI document, I/We do hereby submit my/our EoI unconditionally.

Signature of the Authorized Signatory of the  
Applicant/Firm