

**RFP for the empanelment of Payment Gateway/Payment aggregator services
Provider for Digital payments for NAI.**

Ministry of Culture

National Archives of India (NAI)

**Request for Proposal (RFP) for the empanelment of Payment Gateway/Payment
aggregator services Provider for Digital payments for National Archives of India**



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1. Notice Inviting E- Tender(NIeT)

(Domestic Competitive Bidding)

Date of issuance of NIeT:

The National Archives of India is the custodian of the records of enduring value. It is the biggest archival repository in South Asia. It has a vast corpus of records viz., public records, private papers, oriental records, cartographic records and microfilms, which constitute an invaluable source of information for scholars/administrators and other users of archives.

To facilitate the Researchers and other stakeholders for accessing the available services primarily for research and academic, NAI wishes to increase the number of payment gateway(s) to collect the prescribed fee(s) through online mode by incorporating the payment gateway(s) facility in the websites namely, www.abhilekh-patal.in and www.nationalarchives.nic.in.

Proposal(s) is /are invited from Bidders/Banks (will be considered who have their own payment gateway in place of third party) for providing payment gateway/payment aggregator services for National Archives India, Ministry of Culture, Govt. of India initially for a period of 03 years with an option of extending the same for additional 03 years period

Critical Dates:-

A	NIT No. & Date	59-4/6/2025-ComputerUnit/IT & date 11/03/2025
B	Time limit of the Work	Three(3) years
C	Date of Publication of NIT	30/05/2025 17:30 Hours
D	Brief description of Work	RFP for the empanelment of Payment Gateway/Payment aggregator services Provider for Digital payments for NAI
E	Period for Downloading of Bidding Documents	30/05/2025 at 18:00 Hours
F	Seek Clarification Start Date	03/06/2025 at 11:00 Hours (archives@nic.in)
G	Seek Clarification End Date	09/06/2025 at 11:30 Hours (archives@nic.in)
H	Pre-Bid Meeting Date, Time & Venue	NA
I	Query Response/ Corrigendum Date	11/06/2025 at 17:00 Hours
J	Bid Submission Start Date & Time	12/06/2025 at 09:00 Hours
K	Bid Submission End Date & Time	23/06/2025 at 11:00 Hours



L	Technical Bid Opening Date & Time	24/06/2025 at 11:30 Hours
M	Financial Bid Opening Date & Time	
N	Place of Opening Bids	Atrium Ground Floor, NAI, Annexe Building, Janpath, New Delhi-110001
O	Tender Fee	No Tender fee
P	Bid Security/Earnest Money Deposit (EMD)	Earnest Money Deposit of Rs 1,00,000 (Rupees One Lakhs) i.e. 2% of estimated tender value)in the form of Demand Draft / Banker's Cheque /Bank Guarantee only and the same shall be drawn in favour of "The Director General, National Archives of India, New Delhi" payable at New Delhi. Not required – in-case of MSME/NSIC/SSI
Q	Selection Process	The method of selection is QCBS Technical:70%andFinancial:30%
R	Officer Inviting Bids	Director General National Archives of India
S	Bid Validity Period	90 days from the date of opening of Technical bid
T	Mode of Tender Submission	Online (only at CPPP website: https://eprocure.gov.in/eprocure/app)
U	E-tendering	Tender documents may be downloaded from NATIONAL ARCHIVES OF INDIA website: www.nationalarchives.nic.in and CPPP site https://eprocure.gov.in/eprocure/app as per the schedule provided above in this table.

2. Other detail Can be seen from the RFP document.
3. NAI reserves the rights to cancel/withdraw this invitation for bids without assigning any reason and there shall be no liability what so ever consequent upon such a decision.

The Director General,
National Archives of India(NAI),
Ministry of Culture,
Government of India,
Janpath, New Delhi

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1. Scope of Work:

The online payments gateway solution will have to integrate with websites namely www.abhilekh-patal.in and www.nationalarchives.nic.in for providing online payment services to NAI's stakeholders.

The solution proposed by the Bidder should meet the following functional requirements (but not limited to):

1.1 Payments Initiation

1.1.1 The solution must have the ability to integrate with the websites and provide users/stakeholders the ability to initiate payments from the websites;

1.1.2 The solution must provide the functionality to initiate the payments using the following payment methods (but not restricted to):

a. Net Banking;

b. Debit Cards (VISA, Master Card, RuPay, and any other debit card as would be approved by RBI from time to time);

c. Credit Cards (VISA, Master Card, RuPay, AMEX, Diners, Discover, and any other credit card as would be approved by RBI from time to time);

d. Payment Wallets/ Cash Cards/ Pre-Paid Instruments (Google Pay, PhonePe, WhatsApp Pay, Amazon Pay, PayTM, etc.)

e. UPI (Intent Flow/ Collect Flow) (BHIM, GPay, PhonePe, WhatsApp Pay, etc.)

f. Bharat QR

g. International cards: The solution must provide the provision to make payments through various types of International cards seamlessly and smoothly.

1.1.3 The solution should also support additional payment methods:

a. EMI (Credit Card EMI / Debit Card EMI / Cardless EMI)

b. RTGS / NEFT / IMPS

d. Subscription / Recurring Payments (UPI Auto pay / Credit Card / Debit Card / Wallet/

e Nach/ E-Mandate)

2. Functionality:

1. The solution should have the ability to provide an automated reload of the wallet for customers on the portals/websites when the wallet balance goes below a certain threshold limit through recurring payments on cards, Net banking & UPI. This refers to reload of NAI wallet.
2. The solution must have the ability to support the entire payment lifecycle once the payment is initiated by the customer. Following payment stages must be supported by the solution:
 - a. Created
 - b. Authorized
 - c. Captured
 - d. Refunded
 - e. Failed
3. The solution must provide webhooks to allow NAI to get notified when payments move to the Authorized state. Webhooks should send a notification when the payments move to the Success state
4. The solution must display the details of charges along with applicable taxes for the selected payment methods so that stakeholder can review the charges while initiating the payments
5. The solution must provide an active message to the stakeholder indicating that the transaction has been either accepted or rejected along with the appropriate details such as transaction id, transaction details (including transaction amount) and reason for rejection, etc.
6. The solution must have the ability to redirect the customer back to the NAI's/abhilekh portal's portal/website (as the case may be) and display the success and failure messages along with the appropriate details such as transaction id, transaction details and reason for rejection, etc.
7. No Fail-to-Success Cases: In the event of late authorization, the solution should wait for authorization from the bank till the pre-defined period (No. of hours/ days should be configurable as per NAI's input) and fail the transaction post that. Any transactions not confirmed by the acquirer bank i.e. other than success status to be failed and settled to customers directly by the payment gateway/payment aggregator services provider.
8. In case the user/stakeholder's transaction is failed, the solution must allow the user/stakeholder to retry the transaction with the same payment mode or try out a different payment mode. The solution must provide the option to the

user/stakeholder to return to the payment options page and change the payment mode.

9. In the scenario where the transaction is charged on the bank page but while redirecting to payment gateway it drops due a) session time out b) connectivity issue c) user/stakeholder closes browser on bank page, the solution must provide the functionality to reverse the transaction automatically within 2 working days.

10. The solution must have an intelligent routing mechanism for detecting downtimes, scheduled maintenance, excessive load on Bank's payment gateway, and route the transaction accordingly to ensure the highest success rate.

11. The solution must have the mechanism of receiving and displaying real-time updates of bank servers experiencing downtime or fluctuations, scheduled downtime, and recovery status as intimated by the banks.

12. The solution must have the ability to allow NAI to create offers and cashback. The solution must have flexibility to run offers across all payment methods or specific banks, customers, business units, card networks, and wallets

13. The solution must allow the generation of payments link and must have the ability to share the link via channels such as email, SMS/Chatbot/WhatsApp, etc. (if required in due course);

14. The customer should be presented with all the payments method specified above to make the payments.

15. The solution must have the ability to Integrate payment links with Chatbots for a seamless user\stakeholder experience on the NAI portal. (if required in due course)

16 If the user\stakeholder enters details of any account other than selected, the system must fail the transaction and the user\stakeholder would not be able to proceed with the transaction.

17. The system must provide the whitelisting functionality for net banking and UPI payment method.

18. User Experience: (1) The solution must have the ability to capture details for each payment method. Below mentioned payment details (not limited to) need to be captured: a. Card details – Number, Expiry Date, CVV, Name on Card b. Net banking – Bank selection c. UPI – PSP selection / Virtual Payment Address d. Wallet – Wallet selection

19. The solution must have the ability to perform field level validations (including syntactic/ semantic validations) on all the inputs provided by the user\stakeholder for payment details.
20. The solution should have the functionality to configure any custom validations required on the fields of payment details.
21. The solution must have the ability to auto-detect the card network when the customer inputs the card details and display the logo accordingly.
22. The solution must have the ability to display the logo of different wallet, PSP, banks, etc. on the payment screen.
23. The solution must have the functionality to enable user\stakeholder to save their payment options details securely to facilitate faster checkout. There should not be any restriction on the number of payment instruments that can be saved a. Ability to save credit/ debit card details so that only CVV/ 3-D secure password is required for next transactions b. Ability to save UPI VPA c. Ability to the link wallet / PSP
24. The solution must have the ability to fetch and display the balance of the linked wallets to the customer on the payments page.
25. The solution must provide the functionality to auto-read the OTP from the user's SMS and auto-fill the OTP on the NAI's portals.
26. The solution must have the ability to show the most used payment option to the user\stakeholder and suggest them the best payment method by evaluating all the options for the high success rate.
27. The solution must provide the functionality to customize the look and feel of the payment gateway page. The solution must allow to upload NAI's logo and modify the color scheme to create a NAI's page and provide seamless experience.
28. The solution must provide the functionality to add transaction description during payments and pass the same with each payment transaction.
29. The solution must have the ability to tag the method of payments against every transaction.



3. Back office/ admin portal

1. The solution must provide a portal for admin and back-office activities (such as transaction, settlement, refund requests, monitoring, and service queries) supported both on desktop and mobile. The portal must provide a rich dashboard equipped with analytics and real-time charts.
2. The solution must provide real-time analytics providing below functionalities (not limited to):
 - a. Transaction Summary (Based on parameters such as transaction status, payment method, time period)
 - b. Detailed statistics around payments, refunds, disputes, and settlements
3. The solution must provide the ability to perform a search on payments details, status, etc. based on various filter criteria and free text search.
4. The solution must provide the ability to customize the charts and analytics dashboards.
5. The solution must also provide alerts or notifications on recent activities such as disputes, settlement hold, etc. which might require action. Auto-generation and trigger of the exception reports in emails to the NAI team.
6. The solution must provide the ability to generate customized MIS and the following reports (not limited to):
 - a. Transaction summary - Details of transactions (payments, refunds, adjustments, and transfers) and settlements
 - b. Failed transactions along with reasons of failure
 - c. Payment's summary
 - d. Settlement and reconciliation
 - e. Disputes and chargebacks
 - f. Refunds
 - g. Pending transactions (user aborted, user cancelled, only initiated, etc.)
7. The solution must provide the data which can either be downloaded as a PDF, CSV, XLS, or XLSX file or sent as email notifications to the required recipients.
8. The solution should have the ability to generate various reports as per regulators / statutory requirements.

9. The solution must provide the ability to create unique access and views for different team members based on roles.

10. PG/PA Service provider must provide data on Success / Failed / Deemed Success status of the transaction details along with error codes in line with NPCI codes.

4 Reconciliation

1. The Bidder should be responsible for the daily reconciliation of the payment gateway transactions

2. Reconciliation should be comprehensive to handle interchange, settlement, chargebacks, etc.

3. The solution must provide files of the required format compatible with the NAI's reconciliation system

4. The solution must have the ability to provide daily reports as per the specific requirements and the ability to upload them on SFTP server/ URL as required by NAI for auto-reconciliation activities

5. The solution must provide an automatic reconciliation mechanism to reconcile the funds received on the bank account with the payment gateway transactions. The exceptions should be highlighted and presented in a report to the NAI team for further investigation.

6. No transactions should be in pending status after T+1. Any transactions pending status after T+1, PG/PA service provider should take action to refund amount to user/stakeholder's account immediately.

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Settlement

7. The bidder must ensure that all the domestic payments are settled in T+1 Business working days. The payment has to be credited in NAI's account/Bharat Kosh within 24 hours of settlement

8. The bidder must ensure all the money collected through the online payment gateway are to be directly credited automatically to the designated destination account of NAI, Bharat Kosh or any other respective bank account (as the case may be).

9. All settlements of monies collected online will be as per applicable RBI guidelines in this regard. The selected bidder would be solely responsible for the implementation of all guidelines issued from time to time from RBI for various e-payment/ remittance services.

10. The solution must have the ability to provide settlement status via email / SMS notification customized reports and via the dashboard on the back-office/ admin portal. The notification should be provided for successful settlement, failed settlement, and any settlement put on hold along with the details of the settlement amount, breakdown of fees and taxes, reasons for failure, and reason of hold on settlement.

11. The solution must have the ability to notify the customer via email/ SMS of the below events:

a. Refund Initiated

b. Refund accepted and processed

c. The bidder must not charge any fees for processing the refunds.

d. The solution must provide the functionality of initiating a manual refund for a payment from the back office/ admin portal. The solution must support either a full or partial refund of the payment. The solution must provide an option of configuring an approval workflow for the refunds initiated manually. 15 6. The solution should facilitate the NAI to upload refunds /reversal files online and facilitate reconciliation mechanisms.

e. The solution must have the ability to provide refund status via email/SMS notification and via the dashboard on the back office/ admin portal.

f. The bidder must stage the refund with Acquiring bank within a maximum of 24 hours.

- g. The solution must have the ability to publish Acquirer Reference Number (ARN) for the refund within 4 days' time.

5 Disputes and Chargebacks

1. The solution must have the ability to handle disputes and chargeback in case user/stakeholder or issuing bank questions the validity of the payments.
2. The solution must notify the disputes via email and on the back-office/admin portal with transaction details and reason for dispute.
3. The solution must provide the functionality where a dispute can be accepted, and the solution must initiate an automatic refund of the amount.
4. The solution must provide the functionality for contesting the dispute by submitting the required documents to prove the correctness of the transaction.
5. The bidder must have a robust process to resolve disputes/chargebacks and should represent the disputes once all the required document is shared.
6. The bidder should provide a dedicated team to manage chargeback queries from all banks for all merchants.
7. The solution must ensure that chargeback is updated online in the system and refund processing should be blocked once a chargeback is received on a transaction.
8. The solution must provide online viewing and upload option for the chargeback cases.
9. The solution must have the ability to generate daily reminder for active chargeback cases and sent through e-mail.
10. The chargeback mechanism must adhere to the rules and regulations of the respective card associations (VISA, MasterCard, RuPay, etc.).

6 Risk and Fraud Monitoring

1. The solution must have following real time risk and fraud monitoring capabilities (not limited to):
 - a. Real-time transaction monitoring through an automated rule engine.
 - b. Capability to configure various rules such as velocity checks, no. of transactions, per day limit, volume, blacklist controls.
 - c. Capability to hold the suspicious payments.

d. Capability to deploy various fraud detection mechanisms such as Card Verification Value (CVV), Device Identification, Payer authentication (3-D secure), block list support, etc.

e. Capability in the creation of rules and implementing the same with minimum false positive ratios.

f. Alert backend management team with 24*7 presences.

g. Expertise in the identification of changes in market trends, merchant Behavior patterns.

14. System Availability The solution must support load balancing to enable high availability in an intelligent non-sticky / stateless configuration and should allow seamless scaling of additional nodes without the need for downtime

15. System Availability Bidder must provide monthly system availability report to demonstrate SLA adherence

16. Security The solution must offer SSL (Secure Socket Layers) for the transaction security and use at least 128bit SSL/TLS certification for data encryption and tokenization

17. Security The solution should check for URL tampering while the request is sent for and other relevant information

18. Security The solution must support session time-outs, connection time-outs, account locking after a number of failed attempts

19. Security The solution must have the Support Protection methods such as encryption, truncation, masking, and hashing to safeguard sensitive data while on storage/ transmission and display to users

20. Security Bidder should provide a security certificate, at least once a year, confirming they have undergone security assessment for the offered services;

7. Compliance and Certification Bidder should comply with 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 mandatorily binding on the selected bidder and they are supposed to keep themselves updated about them

8. The solution should be capable of facilitating various security features such as Verified by Visa, MasterCard Secure Code, Pay Secure, OTP, etc. as per the guidelines issued from time to time by regulatory bodies and interchanges, etc.

9. Accessibility The solution must allow the administrator to set trusted IP ranges from which the admin screens/ system can be accessed
10. The payment gateway page should be automatically optimized for any device such as smartphones, tablets, desktops, or laptops
11. Test Environment The solution must provide a sandbox environment to facilitate testing of the integrations before production go-live
12. Audit The solution must provide a complete audit trail and log for various activities such as transaction processing, reporting, admin, etc. at various stages of the transaction flow
13. The solution must maintain audit logs for all transactions, data changes, configuration changes, error events, and integration failures. (Duration for which audit logs are to be maintained on the solution will be shared later)
14. Configuration & Customization: The solution must accept configuration changes without downtime or technical deployment activities
 - (a) The solution must allow authorized users to define workflow rules and actions without the need for coding
15. Backup and Recovery The solution must support a comprehensive and easy-to-use back-up process for daily, monthly, and yearly backup schedules onto dedicated backup hardware
16. The solution must support real-time data replication between production and the disaster recovery sites to enable fault tolerance
17. The solution must have the ability to recover all data stored up to the last completed transaction before a system failure occurs
18. Data Integrity: The solution must preserve message/ data integrity and provide evidence that transaction data has not been accidentally or maliciously modified, altered, tampered with, or destroyed while in transit or storage
19. Data Archival The solution must enable archival and purging methodologies. Details on the archival and purging policy will be shared with the successful bidder. The solution must allow scheduling of batch jobs to process records as per pre-defined rules
20. Support Bidder must provide a dedicated team of experts to support and respond to queries using email, chat, and telephone – 24X7.
21. Minimum Eligibility Criteria:

The Bidders should have the following and enclose a self-attested copy of each document/proof:

- a) Only Nationalized /Scheduled /Commercial /Private Banks are eligible.
- b) Copy of valid PAN/GSTIN registration should be submitted.
- c) The bidder should be included in Second Schedule to the Reserve Bank of India Act, 1934 or a Banking Company as defined in Clause (c) of Section 5 of the Banking Regulation Act, 1949 Or Bidder should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Aggregation Services. Copy of valid RBI banking license or A Copy of valid RBI authorizations must be submitted.
- d) The proposed payment gateway/ aggregation solution should have been successfully implemented by bidder in at least one government organisation of Central government/ State Govt./ Autonomous Body or Educational Institute/ PSU in India in last 3 years (as on last date of submission of bid).
- e) The bidder should have achieved a Minimum Average Annual Financial Turnover of Rs. 15 Cr per annum as per the Audited Financial Statements (including Balance sheet and Profit and Loss Account), during the last three consecutive accounting years Bidder to submit documents in support of their claim: Audited Balance Sheets and Profit & Loss accounts of the bidder for the previously available three consecutive accounting years prior to the due date of bid submission (English language only).
- f) Single Point of Contact: The Successful Bidder/Bank should nominate and intimate to NAI, the Contact person for Single Point of Contact (SPOC), who should be responsible for effective delivery of work complying with all the terms and conditions. The Successful Bidder/banks should ensure that the Person Manager fully familiarizes with the Conditions, Scope of Work and deliverables.

- g) The bidder bank will furnish on its letterhead that the bank is having its own payment gateway not the third party.



22. Terms and conditions:

- i. If a Bidder fails to enclose the documentary proof for eligibility, their bid will be summarily rejected.
- ii. Successful bank shall undertake to sign the Memorandum of Agreement within 21 (Twenty-One) Days from the issue of the letter of acceptance /order.
- iii. Bid Currency Price should be quoted in Indian Rupees (INR) only.
- iv. Settlement of disputes in Delhi Courts – Director General, NAI or his/her authorized representative shall be the final authority in all disputes and decision will be accepted to all concerned.
- v. In case, any dispute/course case arises by any of the stakeholder, all the documents/ proofs need to be provided by the bank before the court as well as NAI.
- vi. The validity of quoted rates/ charges for six months from the date of opening the bids.
- vii. The successful bidder(s) shall have to furnish a Security Deposit (SD) for an amount of Rs. 1,00,000/- (Rs. One Lakhs Only) by way of demand draft or banker's cheque payable at New Delhi or in the form of unconditional irrevocable Bank Guarantee valid for a period of 39 months from the date of acceptance of the offer on receipt of confirmation from NAI. The SD shall be paid within 21 days from the date of issue Letter of Acceptance (LOA). The SD furnished by the Successful Bidder(s) in respect of the tender will be returned to them after the after 2 months from the completion of contract period.
- viii. In the event wherein the Empanelment is extended by NAI beyond 36 months, the selected bidder/bank shall ensure submission of a renewed/ fresh Security Deposit for the period of extension plus three months, within 21 days of issuance of letter for extension of Empanelment by NAI.
- ix. The Security Deposit will be forfeited if the Successful Bidder fails to provide the desired services.
- x. The bidder must submit the quotation/rates of the abovementioned services as per **Annexure- A** along with self-attested or on the letterhead of bidder/bank documents and submit the same on CPP Portal as per the tender document.



- xi. In addition to above, bidder must submit an undertaking in a format annexed at **Annexure- B** on the letterhead of bidder/bank.

23. Force majeure

The parties to this Memorandum of Agreement shall not be liable to each other for failure or delay in the performance of any of its obligations under this MoA for the time and to the extent such failure or delay is caused by Riots, Civil Commotion, Wars, Hostilities between Nations, Government, Laws, Orders, Regulations, Embargos, Action by the Government(s) or any agency thereof act of GOD, Storms, Fires, Accidents, Sabotages, Explosions or other similar or different categories beyond the reasonable control of the respective parties to this MoA.

In the event that either party is wholly or in part, prevented from or hindered in carrying out or observing any of the terms or conditions of this MoA for any cause set forth herein above, such party shall give written notice to the other party by most expeditious means days within 15 days after the occurrence of the cause relied on, giving full particulars of the reason for such prevention or hindrances, and the party shall in good faith consult each other and take necessary measures for the resolution of the affairs so prevented or hindered.

24. Termination of Contract

1. NAI may without prejudice to any other remedy for breach of agreement, by written notice of default with a notice period of 30 days, sent to the Bidders/Bank, terminate the agreement in whole or part;
2. If the Successful Banks/Bidders fail to deliver any or all of the service within the time period(s) specified in the Agreement
3. If the Successful Bidders/Banks fail to perform any of the obligation(s) under the agreement
4. If the Successful bidders/banks, in the judgment of NAI, have engaged in fraudulent and corrupt practices in competing for or in executing the agreement.
5. In the event NAI terminates the agreement in whole or in part, NAI may procure, upon terms and in such manner as it deems appropriate;
6. The services similar to those delivered and the Successful Bidders/banks shall be liable to NAI for any additional costs for such similar service. However, the Successful Bidders/Banks shall continue the performance of the agreement to the extent not terminated.
7. Termination for Insolvency: NAI may at any time terminate the Contract by giving written notice with a notice period of 30 days to the Successful Bidders/NAI, if the Successful Bidders becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidders/Bank, provided that such termination will not

prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NAI

8. Termination for Convenience NAI may by written notice, with a notice period of 30 days sent to the Successful Bidder/Banks;
9. Services rendered by the successful bidders, as assessed by NAI would be paid for.
10. On termination, the successful Bidder is not entitled to any compensation whatsoever.

A handwritten signature in blue ink, consisting of a stylized 'M' followed by a horizontal line.

Letter head

Date:

To,

The Director General,
National Archives of India
Ministry of Culture,
Govt Of India,
Janpath, New Delhi-110001

Subject: Regarding Quotation for empanelment as Payment Gateway/Aggregator for period of 3 years.

Sir/Madam,

With reference to NIQ File No: 59-4/6/2025-Computer Unit/IT dated on the above Subject; I/We hereby quote the rates for the same:

Sr. No.	Payment Option / Method	Per Transaction Charges Charges: GST: Any other applicable taxes, if any: Total Charges:*	Remarks
1	Net Banking from the same Bank		
2	Net Banking (From other Bank)		
3	Credit Card		
4	Debit Card (for transaction below Rs.2,000/-)		
5	Debit Card (for transaction above Rs.2,000/-)		
6	Debit Card for other Banks (for transaction below Rs.2,000/-)		
7	Debit Card for other banks (for transaction above Rs.2,000/-)		

8	International cards		
9	QR Code		
10	Any other method		

☐

- Rates will be submitted in this Format (Breakup wise)s

Note: Any other charges, if any, please be mentioned.

I hereby declare that I am the authorized person to quote the rates for the above services and have gone through the terms and conditions for the above said services issued vide the notification no cited above and are acceptable to the bank.

Yours faithfully,

Place:

Date: Signature:

Seal of Bank: Name in

block letters:

Designation:

Note: - Prices should be quoted and filled in the BOQ only.



Letter head

To,

The Director General,
National Archives of India
Ministry of Culture,
Govt Of India,
Janpath, New Delhi-11001

Subject: Undertaking for participating for empanelment as Payment Gateway/Aggregator for period of 3 years.

Sir/Madam,

I/We have examined the details of the NIQ File No: 59-4/6/2025-Computer Unit/IT dated and have carefully noted the conditions and specifications of Agreement, the stipulations of which I/We agree to comply with. I/We hereby undertake to complete the assigned tasks mentioned in the NIQ from the date of communication of acceptance of my/our quotation.

I/We further agree that the acceptance of this tender shall result in a valid and concluded agreement binding on me/us the terms whereof shall be taken to be those mentioned in the form of agreement hereby notwithstanding the non-execution of the said agreement. I/We ----- hereby was/were confirm that our bank is not blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years. We also hereby confirm that our meeting all the eligibility conditions. All charges of the Third party for attestations and verification shall be borne by the me/us.

Signature with Seal

8. QCBS Scoring table.

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical evaluation:

S. N.	Parameter	Technical Points	Maximum Technical Points	Documents to be Submitted
	The proposed bank is having own payment gateway/ aggregation.	50	50	Relevant Documents as a proof
	The proposed bank is using third party payment gateway/ aggregation.	30		
	The proposed bank is having implemented payment gateway/ aggregation more than or equal to 10 Govt./PSU/Govt. Autonomous Organizations.	If > = 10 Then 10 Marks If < 10 or >= 5 Then 7 Marks If = < 5 Then 3 Marks	10	Relevant Documents as a proof
	Dashboard Facility	If yes then 10 Marks Otherwise 'Nil'	10	Relevant Documents as a proof
	Successful Transactions	If > = 98% Then 30 Marks If < 98% or = > 90% Then 20 Marks If = < 90% Then 10 Marks	30	Relevant Documents as a proof

Note: In case of tie in marks, the turnover criteria will be taken into account. The bank which is having more turnover, that may be considered. The minimum technical qualifying marks is 60 out of 100.