



PANJAB UNIVERSITY CHANDIGARH

Request for Proposals to provide online fee collection and management system

Panjab University, Chandigarh (PU) invites **Request for Proposals (RFP)** from eligible Service providers for offering online Payment Services to PU to enable its students / affiliates to make online payment transactions, needed for various purposes like payment of application fee, admission/tuition fee, Exam fee, hostel fee etc. using Net Banking facility of various banks, credit cards, debit cards, pre-paid cards, IMPS, UPI, Bharat QR Code, NEFT, RTGS, e-Wallets and various other online payment instruments with Integrated Mobile/Web application supported by real time reconciliation capabilities.

The purpose of the RFP is to have an online fee, collection and management system including Integrated Payment Gateway (PG) for providing online fee collection facility, which is to be integrated with PU back-end system, student registration system including a Non-Integrated facility. The Service provider may have to upgrade their solutions as per the requirement of P.U. to make the payment process easier and accessible to students / affiliates of PU.

This invitation for RFP does not necessarily confirm grant of work to any eligible service provider and any such decision shall be the sole discretion of the PU.

The interested eligible Service providers for online fee collection and management system are invited to submit their offers of customized solutions for PU.

A. ELIGIBILITY CRITERIA:

I) Commercial Bench Marks

1. The eligible Service Provider should either be a Nationalized bank or a scheduled bank under RBI Act, 1934.
2. The eligible Service Provider should be authorised by Reserve Bank of India to provide Electronic Payment Aggregation Services.
3. The eligible Service Provider should have a minimum of 10 years of experience in this line of activity
4. The eligible Service Provider has served the Universities or other educational institutions as its customers during the last 3 years.
5. During the last 3 financial years, i.e., 2020-21 to 2022-23, the eligible Service Provider should have at least i) a monthly average of 10 lakh transactions ii) average aggregate transaction value of Rs. 3500 crores per year.
6. The eligible Service Provider should have minimum net income of Rs. 35 crores per year in the last three financial years (2020-21 to 2022-23).
7. The eligible Service Provider should be able to provide Online Collection mechanisms / Instruments / Mode as follows:
 - Net banking Facilities of all nationalized and scheduled banks

- Credit Cards of VISA, Maestro and Master Card, Amex, Diners, RuPay and any other Card as may be approved by RBI
 - Debit Cards of at least VISA, Maestro, Master Cards, RuPay and any other Card as may be approved by RBI
 - RTGS/NEFT/IMPS
 - UPI
 - e Wallet.
 - Integrated with at least 2 of these instruments Google Pay / PhonePe / BHIM UPI / PayTM / UPI
 - Support Bharat QR as well as BHIM QR Code
8. The eligible Service Provider should be capable to settle all collections routed through the PG system as per RBI guidelines.
 9. The eligible Service Provider should be able to provide Recurring Payments facility including digital mandates.
 10. The eligible Service Provider should have valid certifications like PCIDSS (Payment Card Industry Data Security Standards), ISO-27001:2022 (Information Security Management) and Certification for Information Security like Verisign etc.
 11. Consortium is not permitted.
 12. The service provider should not have been debarred or blacklisted by any Govt. Entity. In support of this, the service provider shall submit an undertaking.

I) BASIC MINIMUM TECHNICAL REQUIREMENT:

1. Facility of payments through customized Mobile Applications (Android and iOS) and web interface.
2. Service provider to develop necessary software application or upgrade, as and when required by PU for an effective performance of the solution provided, without any additional financial burden on PU.
3. Post selection, the eligible service provider should be able to go live in 1 months time.

B. SHORT LISTING CRITERIA

1. No of years of experience in this line of activity
2. No of Universities and other educational institutions served as its customers.
3. Monthly average no of transactions during the last financial year (2022-23)
4. Monthly average aggregate transaction value during the last financial year (2022-23).
5. Overall transaction volume in the last 3 years (2020-21 to 2022-23).

C. SELECTION CRITERIA

1. Charges for online fee collection
2. Any specific value added services to PU to be provided by service provider.

D. SCOPE OF WORK:

Scope of work broadly covers the following things:

1. The bank will provide online payment gateway services via various mode of online payments, such as
 - i. Debit cards (Visa, Mastercard, RuPay, Maestro etc.),
 - ii. Credit cards (Visa, Mastercard, RuPay etc.)
 - iii. Internet Banking (with multiple banks)
 - iv. Prepaid Cash Cards
 - v. e-Wallets

- vi. Bharat Interface for Money (BHIM)
 - vii. Unified Payment Interface (UPI)
 - viii. Newer systems that may be adopted by PU.
2. The bank will provide regular MIS reports (Daily/Weekly/Monthly/Yearly) as per the requirement of PU. PU can add new services at any point of time. The successful eligible service provider will provide payment gateway for all such added services at no extra cost to PU and transaction charges for all such added services have to be mutually agreed by PU and the PGA / bank.
 3. The bank will credit the collected payments in a day to the PU's designated accounts as per RBI guidelines.
 4. The payment service must offer at least 128-bit encryption or higher SSL (Secure Socket Layer) for security of data and information.
 5. The bank will provide all necessary technical and operational support in the form of API etc. for the integration with PU online billing system.
 6. If a transaction is rejected, consumer should be allowed to try a same / different payment mode.
 7. Unsuccessful Transactions and its Refund and Reconciliation:
 - i. Failed Transaction: Failed transaction status should be updated to PU Online System within mutually agreed specified time.
 - ii. Requested Transaction: Online Payment successful by user's end but could not be received by bank. Requested transaction status should be updated to PU Online System within mutually agreed specified time and refund process should be initiated by bank to User's Payment Mode within mutually specified time.
 - iii. Pending Transaction: Online Payment received by bank but failed to receive by PU Online System or PU Online System response fails to communicate with bank. In this scenario there are two cases possible:
 - a. The bank will communicate with PU Online System for mutually specified time limit regarding the transaction to ensure that the transaction is successfully updated to PU and make it a successful transaction.
 - b. If point "a" fails, bank will initiate the refund of the user and will update transaction status to Failed Transaction.
 8. Reconciliation of Unsuccessful Transactions should also follow standard reconciliation procedures prevalent in the industry.
 9. All guidelines issued by RBI from time to time regarding online payment facilities such as Internet Banking, Credit Card, Debit Card, e-Wallets, UPI etc must be fully complied and implemented by bank.
 10. All settlement of payment by bank will be as per RBI guidelines in this regard.
 11. Financial system and reports shall have the ability to itemize separately the PU Bill Amount, the bank fees and taxes.
 12. The bank will provide Administrator access to the designated PU personal for viewing information on payments and relevant MIS reports.
 13. The bank will be responsible for reconciliation of the all the transactions on daily basis and submit reconciliation report to PU's designated office in soft / hard copy as may be required.
 14. The report on each transaction should clearly state

- i. Registration / Unique ID of the Student / Affiliate
- ii. Amount received towards payment
- iii. Purpose of Transaction
- iv. Date of Transaction
- v. Payment Status (Fail / Success / Requested etc.) and reason for rejection if applicable.
- vi. Payment Mode
- vii. Transaction Charges
- viii. Taxes on Transaction Charges

15. The bank would provide a 24x7 help desk support to the users for online payments.
16. All payment related problems will be handled by the bank and should be resolved with the given SLAs. A monthly MIS report should be submitted to the PU on the customer issues count, pending issues and resolved issues.

E. IMPORTANT INSTRUCTIONS FOR BIDDERS:

1. Interested banks, meeting the above criteria, should submit their detailed proposal clearly and legibly printed in English language, without any cuttings / over-writings covering all requirements along with clearly defining any additional facilities that they may provide.
2. **The proposal must contain relevant documents w.r.t each of the Eligibility and Short listing criteria. The supporting document w.r.t number of year of experience, no of transactions, no of Universities/Education Institute as customer, value of transactions, turnover, income, customers, experience, etc must be issued by a practicing CA firm under a certificate, without which the proposal shall not considered.**
3. The proposal must reach to the following address on **11th Feb, 2024 by/before 4.00 PM in the**
O/o Finance and Development Officer
Room No.63, 1st Floor,
Administrative Block
Panjab University, Sec-14,
Chandigarh 160014
4. Eligible and top 05(five) Short listed service providers shall be called for making a presentation, which will be limited to 30 minutes, the date, time and venue of which shall be notified separately.
5. Please note that the above requirements are approximate and may vary after presentation with mutual discussion.