Kerala Institute for Entrepreneurship Development (KIED)
Department of Industries & Commerce
Government of Kerala,
Rockwell Road, HMT Colony, PO,
Kalamassery, Kochi, Kerala 683503

Expression of Interest (EoI) for Selection of Payment Gateway

EoI Number: **KIED/EOI/2023/001**

EOI Reference Number: **KIED/46/2022-A**

Dated: **06/06/2023**

Key Events	Timelines for completion	
Mode of bid submission	Offline	
Type of proposal required	The proposals should be submitted in in hardcopy to KIED office in accordance with the instructions given in this document.	
Date of issue of EoI Notice	*06/06/2023*	
Submission start date	*07/06/2023, 11.00 AM*	
Submission end date	*15/06/2023, 02.00 PM*	
Proposal opening date	*15/06/2023, 04.00 PM*	
Evaluation of the proposals	Officials designated for this purpose	
Contact Person – KIED for Procurement Queries	Mr. Allen Jeoffrey A Deputy Manager (Practice) dm.practice@kied.in Cell No: 9995091240	Mr. Reji Assistant Manager (Projects) Cell No: 9846099295
Address where queries/ correspondence concerning this RFP is to be sent	KIED, Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503, 0484 255 0322	

Note:

a) The EoI document is the property of KIED and is not transferable.

b) If a holiday is declared on the dates mentioned above, the bids shall be received/ opened on the next working day.

c) No queries will be entertained after the date and time mentioned in this schedule.

d) **Amendment of EoI Document**: At any time prior to the deadline for submission of the proposal, KIED may for any reason, modify the EoI document. The amendment document shall be made applicable on the KIED website and will be notified through the website www.kied.info and www.edckerala.org and such amendments shall be binding on all the bidders

e) KIED reserves the right to accept or reject any or all Proposals without incurring any obligation to inform the effected applicant/s of the reasons.

f) Submission of proposals does not create any obligation on the part of KIED in terms of providing business or in any other area.

1.   Notice :

Kerala Institute for Entrepreneurship Development (KIED) is currently in the process of selecting a payment gateway to facilitate secure and efficient online transactions for our customers. We are seeking proposals from experienced and reputable payment gateway providers to meet our organization's requirements.

2.   About KIED:

Kerala Institute for Entrepreneurship Development (KIED) is an institute that focuses on promoting and supporting entrepreneurship and the development of entrepreneurs. It is a government organization under the Department of Industries and Commerce, Government of Kerala. The primary objective of KIED is to foster a culture of entrepreneurship in Kerala and provide aspiring entrepreneurs and existing entrepreneurs with the necessary knowledge, skills, and support to start and grow their businesses. The institute offers various programs, training courses, workshops, and mentoring services to help individuals develop entrepreneurial competencies. KIED provides guidance and assistance to entrepreneurs in various aspects such as business planning, market research, financial management, technology adoption, and access to funding opportunities. It also facilitates networking and collaboration among entrepreneurs, industry experts, and other stakeholders in the entrepreneurial ecosystem. Through its initiatives, KIED aims to create a conducive environment for entrepreneurship, encourage innovation, and contribute to the economic growth of the region. The institute plays a crucial role in identifying and nurturing entrepreneurial talent, empowering individuals to turn their business ideas into successful ventures, and supporting the overall development of the entrepreneurial ecosystem in Kerala.

3.   Payment Gateway (PG) Requirements:

i.   **Secure Payment Processing:** The payment gateway should ensure secure and encrypted transactions to protect the sensitive financial information of KIED customers. The PG shall have a Strong encryption and data security measures to protect sensitive customer information. Compliance with industry standards and regulations is mandatory.

ii.   **Multiple Payment Options:** The Payment Gateway should support various payment options to cater to the preferences of your customers. This may include credit/debit cards, net banking, digital wallets, UPI payments and other popular payment methods. Support for recurring billing and subscription-based services are required.

iii.   **Integration with Website/Platform:** The payment gateway should be compatible with KIED's website/platform, allowing seamless integration and smooth payment processing for our customers. The same should be mobile friendly and responsive, ensuring a smooth payment experience for customers accessing KIED's services through smartphones or tablets.

iv. **Reporting and Analytics:** Should have access to comprehensive reporting and analytics features. Comprehensive reporting tools and analytics to track transaction data, sales trends, and customer behaviour. Customizable reporting features to generate tailored reports based on specific metrics.

v. **Customer Support:** The payment gateway provides reliable customer support to address any issues or concerns related to payment processing promptly. Responsive and reliable customer support services to address any technical or operational issues. Availability of support channels such as phone, email, and live chat during business hours.

vi. **Compliance and Regulations:** The payment gateway should adhere to relevant industry standards and compliance regulations to ensure the security and legality of transactions.

vii. **Settlement Period and Payouts:** The settlement and payout period shall be minimal.

viii. **Cost and Fees:** The pricing structure, transaction fees, setup costs, and any additional charges associated with the payment gateway shall be mentioned and be kept minimal.

ix. **User Experience:** Smooth and user-friendly checkout process, minimizing friction and cart abandonment. Mobile responsiveness and optimization for a seamless experience across devices. Multi-language and multi-currency support, catering to our diverse customer base.

x. **Refund:** There should be options for full or partial refund of amount by KIED to the customers.

4. Selection Process and Timeline:

i. **Expression of Interest (EOI) Submission**: Interested payment gateway providers are requested to submit their EOI, highlighting their experience, expertise, and proposed solutions in accordance with our requirements outlined above before **15/06/2023, 02.00 PM.** The proposals shall be addressed to **"Chief Executive Officer and Executive Director, Kerala Institute for Entrepreneurship Development (KIED), Rockwell Road, HMT Colony P. O., Kalamassery, Ernakulam – 683503"** and the hardcopies should reach KIED office the latest by **15/06/2023, 02.00 PM.** The Proposals shall be sent in sealed covers superscribed "**Expression of Interest (EoI) for Selection of Payment Gateway**" with the name of the organization and contact number of the promisor in the cover.

ii. **Evaluation and Shortlisting:** Our selection committee formed for this purpose will review all submitted EOIs and shortlist potential providers based on their comprehensive proposal, including technical details, pricing, implementation timelines, suitability and alignment with our requirements, which may include a detailed presentation by the promisor.

iii. **Evaluation and Final Selection:** The selection committee will evaluate the received proposals. Based on the evaluation, a final decision will be made to select the most suitable payment gateway which aligns with the requirement of KIED.

iv. **Contract Negotiation:** The selected provider will enter into contract negotiations with KIED to finalize the terms and conditions, pricing, and service level agreements.

5. **Submission Checklist**

Please include the following information in your EOI:

i. Company profile and background
ii. Relevant experience in providing payment gateway services
iii. Description of your proposed solution and how it aligns with our requirements
iv. Pricing. (Charges for: One time Merchant Website Integration Fees, Monthly Maintenance Fees, Transactions using Domestic Credit cards, Domestic Debit cards, International cards, Commercial Credit cards, Multiple Net Banking, Rupay Debit Cards, UPI Transactions and any other charges associated with the payment gateway, etc)
v. Settlement of Payments timelines
vi. Refund options
vii. References from previous clients or organizations

If your organization meets the requirements outlined above and is interested in being considered for our payment gateway provider, please submit your Expression of Interest not later than **15/06/2023, 02.00 PM** to **The CEO and Executive Director, Kerala Institute for Entrepreneurship Development, Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503.** The Proposal received after the mentioned date and time will not be entertained.

We look forward to receiving your Expression of Interest and further exploring the possibility of collaboration. Should you have any questions or require clarification, please do not hesitate to contact the undersigned.

Yours sincerely,

CEO & Executive Director,

KIED