

**Calling for Expression of Interest (EOI)
Implementation of Multiple Payment Gateways for Various Online Payments**

University of Kerala
Senate House Campus, Palayam
Thiruvananthapuram, Kerala, India - 695034

Introduction

The University of Kerala, located in the picturesque state of Kerala, India, is one of the most prestigious and renowned educational institutions in the region. Established in 1937, the University has consistently upheld a legacy of academic excellence, research innovation, and a commitment to holistic education. With a rich heritage spanning several decades, the University of Kerala has continuously adapted to the evolving needs of its students, faculty, and stakeholders.

Objectives

The implementation of multiple payment gateways at the University of Kerala aims to achieve the following objectives:

1. **Enhanced Payment Options:** Provide students, faculty, and stakeholders with a wide array of secure and user-friendly payment methods, including credit/debit cards, net banking, mobile wallets and other digital payment modes.
2. **Streamlined Transactions:** Facilitate seamless and efficient online payment processes, reducing the administrative burden on the University and ensuring timely transactions.
3. **Data Security:** Ensure the highest standards of data security and compliance with relevant regulations, safeguarding sensitive financial information.
4. **Improved User Experience:** Create a user-friendly interface that enhances the payment experience for students, staff, and other stakeholders, ultimately increasing user satisfaction.
5. **Accessibility:** Offer a variety of payment gateways, catering to the diverse financial preferences and needs of our stakeholders.

Scope of Work

The selected institution shall be responsible for:

1. Providing secure and reliable payment gateway solutions.
2. Integrating payment gateways with the University's existing systems, including the online portal and payment platforms.
3. Offering support for various payment methods, including credit/debit cards, net banking, mobile wallets and other digital payment modes.
4. Ensuring compliance with all relevant regulations and security standards.
5. Facilitating real-time transaction tracking and reconciliation.
6. Implementing a user-friendly interface for students, staff and other stakeholders.

Eligibility Criteria

Interested institutions must meet the following eligibility criteria to participate in the EOI process:

1. Must be a nationalized bank with a recognized payment solution provider.
2. Should have a proven track record of successfully implementing payment gateways for educational institutions or similar/reputed organizations.
3. Must have a strong commitment to data security and compliance with applicable laws and regulations.



Submission of EOI

Interested parties are requested to submit their Expression of Interest (EOI) along with the following documents:

1. Company profile, including details of experience in implementing payment gateways.
2. A list of educational institutions or similar organizations/reputed organizations where payment gateway solutions have been deployed.
3. Details of the proposed payment gateway solution, including features, security measures and integration capabilities.
4. A brief overview of the technical support and maintenance services offered.
5. A statement of compliance with relevant data protection and security standards.
6. All service charges involved in payment gateway services.
7. Details of succes/failure rate of the service.

The EOI should be submitted in a sealed envelope marked "EOI for Implementation of Payment Gateways" to the following address:

The Registrar,
University of Kerala,
Senate House Campus,
Palayam,
Thiruvananthapuram, Kerala, India - 695034

The last date for submitting the EOI is **11.12.2023 3PM.**

Evaluation and Selection

The University of Kerala will evaluate the EOIs based on the eligibility criteria and the proposed solutions' suitability for our requirements. Shortlisted applicants may be invited to present their proposals in further detail.

The University reserves the right to accept or reject any EOI without assigning any reason. The decision of the University will be final and binding.

For inquiries and additional information, please contact The Director, University Computer Centre at kucc.director@keralauniversity.ac.in or 9847289191 .

We look forward to receiving your Expression of Interest and working with a reputable institution to enhance the payment gateway services at the University of Kerala.

24.11.2023

REGISTRAR

