SBI Payments

SBI PAYMENT SERVICES PVT LTD.
(A Joint Venture between SBI & Hitachi Payment Services)

23rd Floor, Urmi Estate, C.S. No.156 of Lower Parel Division, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai 400013

Request for Quotation for Rate Contract for API

RFQ No. SBIP/VM/25-26/11
Dated: 18.09.2025

1. About SBI Payments:

SBI Payment Service Private Limited (hereinafter referred to as **"SBI PAYMENTS"**) is a Joint Venture between SBI & Hitachi Payment Services, established with the objective of carrying out Merchant Acquiring Business activities. This Request for quotation has been issued by SBI PAYMENTS to procure secure, scalable, and compliant APIs required for a merchant onboarding platform.

2. Objective:

The objective of this RFQ is to procure the subscription for APIs for extracting, verifying, and validating documents required in KYC processes while merchant onboarding. These APIs will provide automated document reading, identity recognition and compliance validation capabilities for seamless digital onboarding.

3. Contract Period:

The APIs will be procured under a contract period of 01 year. SBI Payments may extend the term for further one year with mutual consent and shall based performance and compliance review conducted by SBI Payments.

4. Eligibility Criteria

4.1. The bidder should have a valid PAN, GST registration.

4.2. Experience with OCR & e-KYC APIs for BFSI/fintech sector.

4.3. Compliance certifications.

4.4. Must have DR/BCP (Disaster Recovery & Business Continuity Plan).

5. Scope of work:

5.1. **Aadhaar, PAN, Passport, and Voter ID APIs:**

Sr No.	API	Scope
1	Offline Aadhaar Extraction API	Extracts demographic and identity data from offline Aadhaar XML or QR code files.
2	Aadhaar Auto Recognition API	Detects Aadhaar card from uploaded images or PDFs for further processing.
3	Individual PAN Auto Recognition API	Extracts PAN card details using OCR and layout analysis.

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Sr No.	API	Scope
4	Individual PAN Signature Extraction API	Extracts signature image from PAN card documents.
5	Generic Passport Extraction API	Extracts structured data from passport documents
6	Voter ID Recognition API	Extracts relevant data from Voter ID cards across formats.
7	OVD Extraction and Face Match API	Extracts data from Officially Valid Documents and performs face matching
8	ID Classification API	Classifies uploaded ID documents automatically
9	Driving License Extraction API	OCR and Verification of DLs issued by RTO.

5.2. **Business & Regulatory Document Extraction APIs**

Sr No.	API	Scope
1	GST PDF Extraction API	Extracts data from GST registration certificates
2	GSTR-3B API	Extracts GST return details from GSTR-3B filings.
3	GST Provided API	Extracts GST-related details including certificates and filings.
4	Udyam / Udyog Aadhaar API	Extracts business details from Udyam registration certificates.
5	FSSAI Extraction API	Extracts data from food license certificates
6	Food License API	Extracts and validates food license registration details.
7	Trade License API	Extracts details from trade license documents
8	Labour Certificate API	Extracts labour license details.
9	Drug License API	Extracts data from drug license documents.
10	Liquor License API	Extract data from liquor license documents
11	Shop Establishment Certificate API	Extracts data from shop & establishment licenses.
12	Medical License API	Extracts details from medical registration or license documents.
13	Certificate of Incorporation API	Extracts company incorporation details.
14	LLP Registration Certificate API	Extracts details from LLP registration certificates.
15	Partnership Deed / LLP Deed API	Extracts details from partnership or LLP deeds.
16	Trust Deed API	Extracts details from trust deeds.
17	Society By-law API	Extracts information from registered society by-laws.
18	HUF Deed API	Extracts details from Hindu Undivided Family deeds.
19	Certificate of Practice API	Extracts details from professional practice certificates.

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Sr No.	API	Scope
20	Permit Renewal / RTO Document API	Extracts details from RTO-issued permits and documents.
21	Import Export Code (IEC) API	Extracts IEC details from certificates.
22	NREGA Extraction API	Extracts details from NREGA cards.
23	SNEC Extraction API	Extracts details from relevant statutory certificates.
24	MCC Classification API	Merchant Category Code Identification based on Shop Photo Analysis and Shop Board Recognition.

5.3. **Financial Document Extraction APIs**

Sr No.	API	Scope
1	Cheque Auto Recognition API	Extracts cheque details including account number, IFSC, and MICR.
2	Salary Slip Extraction API	Extracts employer, employee, income, and deduction details from salary slips.
3	Income Tax Returns Extraction API	Extracts ITR filing details from uploaded documents.
4	Insurance Policy Details Extraction API	Extracts policyholder and coverage details from insurance documents.
5	Single KYC Extraction API	Extracts details from standardized KYC forms.
6	Complete KYC Extraction API	Consolidates and extracts data from multiple KYC documents.
7	Penny Drop API	Verify Bank account ownership
8	Bank Statement Extraction API	OCR + Transaction categorization

5.4. **Advanced OCR & Validation APIs**

Sr No.	API	Scope
1	Image-to-Text Match API	Matches extracted text against the original document image for validation.
2	Face Extraction API	Extracts and digitizes face photos from ID documents.
3	Face Match API	Compares extracted face image with live/selfie image for identity verification.
4	Non-Verifiable Document API	Extracts information from documents not available for database verification (e.g., affidavits, deeds).
5	Any Other OCR / Document API	Flexible API to support future OCR/document extraction needs.

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6. Technical Requirements

6.1. **Architecture**

i. RESTful APIs (JSON/XML response).

6.2. **Security**

i. Comply as per norms of RBI, NPCI, PCI DSS, ISO 27001, and DPDP Act requirements, if any.

7. Integration Support:

i. Sandbox environment with sample documents.

ii. API documentation (Swagger/Postman).

iii. SDKs in Java, Python, Node.js, PHP.

iv. Versioning policy for backward compatibility.

8. Service Level Agreement & Penalty:

8.1. Availability: 99.99% SLA uptime.

8.2. Incident Response:

Incident	Response Time	Resolution Time
Critical	Within 30 Minutes	Within 01 Hour
High	Within 01 Hour	Within 04 Hours
Medium	Within 02 hours	Within 12 Hours

8.3. Data Accuracy: ≥ 98% OCR/extraction accuracy.

8.4. Support: 12x7 (Business Hours) helpdesk with escalation matrix.

8.5. Penalty: The inability of the bidder to provide the requirements as per scope or to meet the deadlines as specified would be treated as breach of contract and invoke penalty clause. The maximum limit on the penalties during the period of contract shall be 10% of the total contract value.

9. Deliverables

9.1. API access credentials (Production & Sandbox).

9.2. API documentation (developer guide, integration manual).

9.3. Postman/Swagger collection.

9 4. SDKs / Code snippets.

9.5. Support & escalation matrix.

9.6. Monthly usage & performance reports.

10. Commercial bid evaluation:

10.1. The commercial bid(s) of only those bidders, who are short-listed after technical evaluation, would be considered for further evaluation.

10.2. All the bidders who qualify in the evaluation process shall be considered for H1 calculation. The bidder will be selected as H1 based on net total score arrived basis the scoring methodology defined in this RFQ..

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10.3. Contract will be awarded based on Commercial evaluation where the listed APIs are grouped in two categories – Category 01 where major API hits are estimated and Category 02 where least API hits are estimated.

10.4. Weightage for commercial bid will be calculated based on sum of all the rates under Category 01 APIs (70%) and that of Category 02 (30%). The bidder who scores HIGHEST MARKS will be declared as H1 Bidder.

10.5. The "Commercial Score" will be calculated using the formula, given below:

$$\text{Commercial Score} = \frac{\text{Sum of Lowest commercial rates}}{\text{Sum of Bidder's commercial rates}} \times 100$$

10.6. The Final Score for a bidder will be calculated using the formula, given below:

"Final Score" = (Commercial Score of Category 01 x 0.7) + (Commercial score of Category 02 x 0.3).

For example:

#	Bidder	Sum of Rates Cat-01	Sum of Rates Cat-02	Commercial Score Cat-01	Commercial Score Cat-02	Total Score Cat-01	Total Score Cat- 02	Final Score (out of 100)	Bidder Rank
1	A	50	50	100	40	(100/100) x70	(40/100) x30	70+12=82	H1
2	B	60	30	83.33	66.66	(83.33 /100) x70	(80/100) x30	58.33+19.99= 78.32	H3
3	C	70	20	71.42	100	(71.42 /100) x70	(100/100) x30	49.99+30= 79.99	H2

Note:

i. In the above example, Bidder A with highest score becomes the successful bidder.

ii. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

iii. In the event two or more bids have the same score in final ranking, the bid with highest score in Category A will be H-1.

11. Other Terms & Conditions:

11.1. Validity of quotation: Bids should remain valid for the period of at-least 90 days from submission date.

11.2. Rate of each API submitted by respective bidders shall be subjected to negotiation if quoted rates are found to be abnormally higher than competitive prices discovered during the bid evaluation process.

11.3. Delivery Terms – The rate contract shall be kick-off within 2 weeks from the date of PO issuance.

11.4. Payment Terms – 100% against per API call made per month payable in net 30 days.

12. Submission of quotation:

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12.1. The vendor must submit their quotation on or before 06.00 PM on 08.10.2025 on our website (www.sbipayments.com) under RFQ Apply section after successful registration as a vendor.

12.2. The Technical bid shall comprise of copy of GSTIN certificate, copy of PAN Card, Signed and stamp RFQ document and other required documents as per eligibility criteria.

12.3. The price bid shall be uploaded as per the format given in Annexure A of this RFQ.

12.4. For any further details/information about the requirement, please contact the below persons at SBI Payments.

Contact Person Name	Designation	Email Id
Mr. Romario Singh	AM-VM	amvm3@sbipayments.com
Ms. Alpana Yadav	Sr. Executive - VM	srexevm1@sbipayments.com
Ms. Divya Pal	Executive - VM	exevm1@sbipayments.com
Mr. Sanjay Panthari	DVP-IT	dvpit@sbipayments.com
Mr. Pankaj Awadhiya	AVP - IT	paymentarchitect@sbipayments.com

Notes:

- SBI Payments reserves the right to reject any or all the proposals without assigning any reason thereof.
- SBI Payments reserves the right to increase or decrease the quantity of product as per business requirement.
- No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in disqualification and debarment of the Bidder from participating in any RFP / RFQ of SBI Payments for next 06 months from the date of its bid withdrawal.

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Siddharth Kumar Singh
(VP- Vendor Management)

Annexure A

Price Bid Format

Sr. No.	List of API	Rates (Excl. GST)	GST%
Category 01			
1	Offline Aadhaar Extraction API		
2	Aadhaar Auto Recognition API		
3	Individual PAN Auto Recognition API		
4	Individual PAN Signature Extraction API		
5	Generic Passport Extraction API		
6	Voter ID Recognition API		
7	OVD Extraction and Face Match API		
8	ID Classification API		
9	Driving License Extraction API		
10	GST PDF Extraction API		
11	GST Provided API		
12	Udyam / Udyog Aadhaar API		
13	Liquor License API		
14	Shop Establishment Certificate API		
15	Medical License API		
16	Certificate of Incorporation API		
17	LLP Registration Certificate API		
18	Partnership Deed / LLP Deed API		
19	MCC Classification API		
20	Cheque Auto Recognition API		
21	Penny Drop API		
22	Bank Statement Extraction API		
Category 02			
23	GSTR-3B API		
24	FSSAI Extraction API		
25	Food License API		
26	Trade License API		
27	Labour Certificate API		
28	Drug License API		
29	Trust Deed API		
30	Society By-law API		
31	HUF Deed API		
32	Certificate of Practice API		
33	Permit Renewal / RTO Document API		
34	Import Export Code (IEC) API		
35	NREGA Extraction API		
36	SNEC Extraction API		
37	Salary Slip Extraction API		
38	Income Tax Returns Extraction API		

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Sr. No.	List of API	Rates (Excl. GST)	GST%
39	Insurance Policy Details Extraction API		
40	Single KYC Extraction API		
41	Complete KYC Extraction API		
42	Image-to-Text Match API		
43	Face Extraction API		
44	Face Match API		
45	Non-Verifiable Document API		
46	Any Other OCR / Document API		

1. Bidder has to provide the cost in INR. (excluding of GST). GST Rates are to be provided separately.
2. The Bidder should quote for all the items/services desired in this RFQ. In case, prices are not quoted by any Bidder for any specific line item, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that line item, for that Bidder.
3. If bidder fails to submit the price in the above format the bid may be subject to get rejected.
4. SBI Payments reserves the right to alter the requirements / cancel the item requirement(s) at its sole discretion. Further, the Bidders agrees that the price quoted by them would be proportionately adjusted with such additions or deletions of item requirement Authorised Signature.

Note: The fees payable by SBI Payments to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and SBI PAYMENTS shall pay the fees due under this RFQ and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Yours sincerely,
Authorised Signature
[In full and initials]:
Name and Title of Signatory:
Name of Company:
Contact Details: [Please mark this letter with your company seal]

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