

**NATIONAL INSTITUTE OF SECURITIES
MARKETS
ICT DEPARTMENT**

**AMENDMENT
TO
REQUEST FOR PROPOSALS
FOR
LED TICKER DISPLAY FOR FINANCE LAB AT NISM
CAMPUS, PATALGANGA
(Document Reference No: NISM/ICT/RFP/03/2017-2018)**

**NISM Bhavan,
Plot No. : 82,
Sector - 17, Vashi,
Navi Mumbai: 400703
Tel: 022-66735100-05,
Fax: 022-66735110
Web: www.nism.ac.in**

AMENDMENTS

Following the correspondence received from prospective bidders (by email) regarding the above mentioned Request for Proposal (RFP), the following amendments are issued to the RFP. The bidder must submit their proposals based on the original RFP and this amendment. The two documents must be read in conjunction to ensure submission of flawless proposal.

The addition under clause 3.3 on “Warranty and Maintenance Services” stands amended as follows:

- Bidder shall provide Service engineer at the location or diagnose the problem remotely (as deemed appropriate) within 24 hours from the date of complaint.
- Bidder shall resolve the issues related to Ticker software or hardware within 72 hours from the date of complaint. If it takes longer than 72 hours, then the bidder shall make a “Stop gap arrangement” to ensure continuity of service.
- “Ticker Display” system (including hardware and software) shall have a Defect Liability period of 6 months. Any faults in the system shall be resolved at no cost to NISM during the said Defect Liability period.
- The Maintenance and support services shall start after the Defect Liability period.
- The bidder shall provide maintenance and support services at the cost provided by bidder in Table-B of Annexure-F of the RFP. This involves comprehensive maintenance of all installed hardware and software under the warranty including repairing, replacement of faulty parts, modules, sub-modules, assemblies, sub-assemblies, spare etc with genuine OEM components to make the system functional/operational as per RFP.
- Bidder shall provide a helpdesk number, email address so that end-user may report problems, if any, using any of the available methods. Furthermore, the bidder shall provide an Escalation Matrix for better incidence management.

Corrections to Annexure-F on “Price Bid”

The Following Corrections are made to Annexure-F:

- i. A Table-B has been added as “**Cost of Maintenance and Support Services**”

Table-B: Cost of Maintenance and Support Services

#	Led Ticker Display	Cost (inclusive of GST)
1	Maintenance and support services cost per annum	

- ii. Bidders shall provide cost in both the tables A and B of Annexure-F.

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