

NOTICE INVITING TENDERS

ONLINE EXAMINATIONS WITH REMOTE PROCTORING

FOR

NATIONAL INSTITUTE OF SECURITIES MARKETS

Last date of submission of bid is July 21st, 2020 by 15:00 hrs

In case of any clarifications, please contact :

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Email: rfp.oerp@nism.ac.in

NOTICE INVITING TENDERS

Sub: Request for proposals for online examinations with remote proctoring for NISM (Document reference no: NISM/ICT/RFP/02/2020-21)

1. National Institute of Securities Markets (NISM) is a public trust established by Securities and Exchange Board of India (SEBI) with the objective of enhancing the quality of securities market in the country through knowledge-based interventions. The Institute therefore conducts a number of educational programs for Securities Market professionals and also various financial literacy initiatives for investors from all walks of life. The Institute conducts its activities from sprawling campus on 70-acre land at Patalganga and also from its city office at Vashi, Navi Mumbai. The institute also has an office in Chennai.
2. NISM conducts online examinations at more than 200 test centres across the country through a portal named 'System for NISM Certifications' (SYNC). Due to COVID-19 pandemic, NISM has decided to offer the examinations at candidates' door step. So, NISM intends to procure an Online Examination System bundled with Live and AI based Remote Proctoring Solution (RPS) to deliver and conduct the examinations on Candidate's Desktop/Laptop.
3. This Request for Proposals (RFP) is for Procurement of an Online Examination System bundled with Live and AI based Remote Proctoring Solution to deliver NISM Examinations. Accordingly, sealed items rate tenders are hereby invited from the interested eligible bidders for the captioned work in three bid system.
4. Agreement will be entered into with the successful bidder on prescribed format. The bidder shall quote his rates as per various terms and conditions of the tender documents which will form part of the Agreement.
5. Interest free Earnest Money Deposit (EMD) of Rs. 8,00,000/- (Rupees Eight Lakh Only) is required to be deposited for participation in the tendering process by Bank Transfer (NEFT/RTGS) to NISM's Bank Account No. 31133119095 as provided below:

Bank Details	
Name:	NATIONAL INSTITUTE OF SECURITIES MARKETS (NISM)
Address:	NISM BHAVAN PLOT NO-82 SECTOR-17, VASHI, NAVI MUMBAI-400703
Bank Name:	STATE BANK OF INDIA
Bank Address:	09961 BAPMC, PHASE II MARKET 1, TURBHE CENTRAL, FACILITY BLDG, NAVI MUMBAI
Account Type:	Saving Account
Account No:	31133119095
IFS Code:	SBIN0009961

Alternatively, bidder can also submit EMD in form of Bank Guarantee as per the proforma attached as **Annexure I** which will be valid till September 21, 2020.

6. EMD will be forfeited in the event of any erosion, refusal and / or delay on the part of bidder to sign and / or execute the Agreement on acceptance of his tender. EMD will be forfeited in case the bidder fails to commence the work awarded to him within the prescribed time limit.
7. Tenders of the bidders, who do not deposit the EMD in the above manner are liable to be rejected.
8. The EMD will be released to the unsuccessful bidders without interest soon after the tender is awarded.
9. The EMD of the successful bidder will be released soon after receipt of the Performance Guarantee. The EMD will not bear any interest.
10. On award of the work, the bidder shall submit performance guarantee for an amount equivalent to 5% of the contract amount. The bidder shall submit performance guarantee in the form of Demand Draft / Banker's cheque / Pay Order in favour of **National Institute of Securities Markets**, payable at **Mumbai / Navi Mumbai**. Alternatively, bidder can also submit performance guarantee in form of Bank Guarantee as per the proforma attached as **Annexure II** which will be valid till March

31, 2021 plus 30 days towards grace period. Performance Guarantee will be released after one month of expiry of the contract, if submitted by way of Demand Draft / Banker's cheque / Pay Order.

11. The Performance Guarantee of correct value and validity period as mentioned above must be submitted within ten working days from the date of issuance of the Purchase order. In case the supplier fails to submit the said performance guarantee within the said time frame, the Earnest Money deposited by the supplier shall be forfeited automatically without issuing / any reminder to the supplier.
12. The bank guarantee from Cooperative Banks will not be acceptable. The Performance Guarantee shall be forfeited if the work is not carried out as per the required terms and conditions.
13. The supplier is advised to study all technical and commercial aspects, instructions, forms, terms and specifications in the RFP carefully. Failure to furnish all information required in the Proposal or submission of a Proposal not substantially responsive to the RFP in every respect will be at the supplier's risk and may result in rejection of the proposal.
14. The proposal not submitted in the prescribed format or incomplete in any manner is likely to be rejected.
15. NISM is not responsible for non-receipt of proposal within the specified due date due to any reason including any delay or holidays.
16. The prices quoted shall be in Indian Rupees only.
17. Submission will be valid only if it is received on or before the closing date and time as stated in this document and the submission is NOT by Fax or Post/Courier.
18. **Only one response to this RFP from each bidder will be permitted.** In case of partnerships/consortium, only one submission is permitted through the lead bidder. **In case of multiple submissions, only the first response from the bidder will be considered.**
19. All expenses incurred towards the preparation and submission of the Proposals by the bidder will be entirely borne by bidder themselves.
20. **Mode of Submission of Tender**

- a) The tender documents can be downloaded from NISM website in three volumes, Volume I – Eligibility bid, Volume II - Technical Bid and Volume III - Price Bid.
- b) The bidders shall be required to submit tender documents vide four separate emails strictly following the instructions given below:
- i. The first email (**Email 1**) will contain the
 - a. “Notice Inviting Tender” acknowledging the acceptance of the various terms and conditions **and**
 - b. Payment details of the EMD of Rs. 8,00,000/- (Rupees Eight lakh only) as listed above with subject line as “<Supplier Name> - EMD for Online Examinations with Remote Proctoring (Document Reference No.: NISM/ICT/RFP/02/2020-21)”. The bidder must write the **UTR number, bank transfer date, name of the company** and the RFP Document Reference Number in the first email. In case of EMD in the form of Bank Guarantee, the bidder must dispatch the same timely to ensure that it reaches NISM before the due date of submission of the tender failing which tender will not be considered for evaluation. **A scanned copy of the same must be provided as part of Email 1.**
 - ii. The second email (**Email 2**) will contain documents pertaining to “Eligibility bid only (Volume I)” in a **password protected zip file** with subject line as “<Supplier Name> - Eligibility bid for Online Examinations with Remote Proctoring (Document Reference No.: NISM/ICT/RFP/02/2020-21)”.
 - iii. The third email (**Email 3**) will contain “Technical bid only (Volume II)” in a **password protected zip file** with subject line as “<Supplier Name> - Technical bid for Online Examinations with Remote Proctoring (Document Reference No.: NISM/ICT/RFP/02/2020-21)”.
 - iv. The fourth email (**Email 4**) will contain “Price Bid only (Volume III)” in a **password protected zip file** with subject line as “<Supplier Name> - Price Bid for Online Examinations with Remote Proctoring (Document Reference No.: NISM/ICT/RFP/02/2020-21)”.
 - v. The passwords of respective files shall be provided during the online meeting conducted for opening of the respective bids. **In case the password is not made available during the said meeting or incorrect password is provided, the bid shall not be considered for further**

evaluation. No additional or separate documents shall be entertained during the bid opening sessions.

- c) The first, second and third email mentioned above must not contain any documents showing the pricing details of the proposed work. If bid price figures are mentioned in any of the documents enclosed in emails one, two or three, the proposal will be disqualified and will not be evaluated. The Price Bid will be attached only in Email-4. The Price Bid must be unconditional.

21. Schedule and bidding process:

- a) Date of publishing of RFP documents on NISM website : **30th June 2020.**
- b) Pre-bid meeting to seek clarifications regarding the RFP: **04th July 2020, 15:00 Hrs.** The pre-bid meeting with all the prospective bidders shall be held through online meeting. The interested bidders are required to send an email to email address rfp.oerp@nism.ac.in by **14.00 Hrs. on 4th July 2020** providing the following details:

- Name of the Company
- Names of the persons from the company who want to attend the pre-bid meeting
- Mobile numbers
- Email IDs

NISM shall email the online meeting link to enable them to join the meeting.

- c) Date and Time of submission of duly filled and password-protected proposal vide four emails as mentioned above: **21st July, 2020 at 15:00 Hrs.**
- d) The Emails containing details of EMD will be opened on **21st July 2020 at 16:00 hrs** through online meeting. The eligibility bid of the bidders whose EMD is found to be satisfactory will thereafter be opened in the same meeting. **The bidders will be required to share the passwords to the zip file containing their eligibility bid in the above web meeting.** The bidders are required to send an email to the contact person mentioned above by **15:30 Hrs. on 21st July 2020** providing the following details to enable them to attend the meeting:
- Name of the Company
 - Names of the persons from the company who want to attend the EMD and Eligibility bid opening meeting

- Mobile numbers
- Email IDs

The scrutiny and evaluation of eligibility bids shall be done by the Institute and in case no clarifications / additional information is required, then the Technical bids of the eligible bidders (received by the Institute through 3rd email shall be opened). In case, additional information / clarifications are sought by NISM, from the bidders, the same shall be furnished by the bidders within the stipulated time as communicated to them. Non or partial submission by the bidder within the stipulated period shall render their tender liable for rejection.

- e) Thereafter, the **“Technical bid”** of the bidders whose Eligibility is ascertained will be opened on **28th July 2020 at 15:00 hrs** through online meeting. **The bidders will be required to share the passwords to the zip file containing their “Technical bid” in the above web meeting.** The bidders are required to send an email to the contact person mentioned above **by 14.00 Hrs. on 28th July 2020** providing the following details to enable them to attend the meeting:
- Name of the Company
 - Names of the persons from the company who want to attend the Technical Bid opening meeting
 - Mobile numbers
 - Email IDs
- f) The scrutiny and evaluation of technical bids of the eligible bidders shall be done by NISM and in case, additional information / clarifications are sought by NISM, from the bidders, the same shall be furnished by the bidders within the stipulated time as communicated to them. Non or partial submission by the bidder within the stipulated period shall render their tender liable for rejection.
- g) The shortlisted bidders will be required to make presentations/demo of their capabilities as mentioned in the Technical Bid on **July 30th & 31st, 2020** through online meeting. The slot timings will be communicated to the bidders in advance. The bidders are required to send an email to the contact person by providing the requisite details as mentioned above to enable them to attend the meeting.

- h) Thereafter, the price bid of only shortlisted bidders will be opened through online meeting on **August 05th, 2020 at 15:00 hrs** after obtaining the password from the bidders in the same meeting. Shortlisted bidders must attend online price bid opening by sending an email to on or before **August 05th, 2020 14:00 hrs** the contact person by providing the requisite details as mentioned above to enable them to attend the meeting.
22. NISM reserves the right to reduce or increase the scope of this RFP or cancel this RFP without stating any reasons whatsoever.
23. NISM reserves the right to accept or reject any Proposal and to annul the bidding process and reject all Proposals at any time prior to award of the contract/purchase order, without thereby incurring any liability towards the affected supplier(s) or any obligation to inform the affected supplier(s) of the grounds for NISM's action.
24. Any tender, in which any of the prescribed condition is not fulfilled and / or any condition including that of conditional rebate is put forth by the bidder, shall be summarily rejected.
25. The tender for the work shall remain open for acceptance for a period of sixty calendar days from the due date of submission of bids. If any bidder withdraws his tender before the same period and / or makes any modifications in the terms and conditions of the tender which are not acceptable to NISM, then NISM shall, without prejudice to any other right and / or remedy, be at liberty to forfeit the said EMD and realize the money.
26. This Notice Inviting Tender shall form part of the contract document. The successful bidder, on acceptance of his tender by NISM shall, within 15 calendar days from the date of issue of purchase order, sign the Agreement consisting of notice inviting tender, technical conditions and price bid, etc., forming the tender, as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.

**ANNEXURE I : FORMAT FOR BANK GUARANTEE TOWARDS EARNEST MONEY
DEPOSIT (EMD)**

WHEREAS _____ (hereinafter called "the bidder") has submitted his tender dated _____ for -----(Name of the work) .

KNOW ALL PEOPLE by these presents, that We _____ having our registered office at _____ (hereinafter called " the Bank") are bound unto National Institute of Securities Markets (hereinafter called "the Employer") in the sum of Rs. _____ (Rupees _____) for which payment well and truly to be made to the said Employer, the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this ____ day of ____.

THE CONDITIONS of this obligation are:

1) If after tender opening the bidder withdraws his tender during the period of tender validity period specified in the tender documents;

Or

2) If the bidder having been notified of the acceptance of his tender by the Employer during the period of tender validity period,

a) On account of any erosion, refusal and / or delay on the part of bidder to sign and / or execute the Agreement in accordance with the Instructions to bidder, if required;
or

b) Fails or refuses to furnish the performance guarantee, in accordance with the Notice Inviting Tenders.
or

c) Fails to commence the work awarded to him within the prescribed time limit.

We undertake to pay to the Employer either up to the above amount or part thereof upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand, the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or more conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date September 21st, 2020. Any demand in respect of this guarantee should reach the Bank not later than the above date.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank Guarantee shall not exceed Rs. 8,00,000/- (Rupees Eight Lakh Only)
- 2) This Bank Guarantee shall be valid up to September 21st, 2020.
- 3) We are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before September 21st, 2020. All the rights of the beneficiary under the said Guarantee shall be forfeited and Guarantee shall be released and discharged from all liabilities thereafter.

DATE :

WITNESS :

SIGNATURE OF THE BANK :

BANKER'S SEAL :

ANNEXURE II: FORMAT FOR BANK GUARANTEE TOWARDS PERFORMANCE
GUARANTEE

WHEREAS _____ (hereinafter called “the Supplier”) has undertaken, in pursuance of Purchase Order _____ (Ref. No.) dated _____ to execute the online examinations with remote proctoring work (“hereinafter called “the Contract”);

AND WHEREAS, it has been stipulated by National Institute of Securities Markets (“hereinafter called “the Employer”) in the said Contract that the Supplier shall furnish the Employer with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS, _____ (Name of the Bank) have agreed to give the Supplier such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to the Employer, on behalf of the Supplier, up to total of Rs. _____ (Rupees _____) such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay to the Employer, upon their first written demand and without cavil or argument, any sum or sums within the limits of Rs. _____ (Rupees _____) as aforesaid without Employer’s needing to prove or to show grounds or reasons for their demand for the sum specified therein.

_____ (Name of the Bank) hereby waive the necessity of Employer’s demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed thereunder or of any of the Contract shall in any way release us from any liability under this guarantee, we hereby waive notice of any such, addition or modification.

This guarantee shall be valid up to April 30, 2021 unless extended on demand.

Notwithstanding anything contained herein:-

- 1) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____).
- 2) This Bank Guarantee shall be valid up to _____

3) We are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____. All the rights of the beneficiary under the said Guarantee shall be forfeited and Guarantee shall be released and discharged from all liabilities thereafter.

IN WITNESS WHEREOF, the Bank has executed this document on this ____ day of ____ for _____ (Name of the Bank) .

Name :

Designation :

Banker's Seal :

Address :

Dated at ____ Day of _____

IMPORTANT DATES

All the submissions shall be emailed to rfp.oerp@nism.ac.in in password-protected files. Submissions to any other email id/in any other physical form shall not be considered.

Sr. No.	Particulars	Mode	Date	Time
1	Date of publishing of RFP documents on website	Online	June 30, 2020	00:00 hrs
2	Nomination of participants by bidders to attend pre-bid meeting by email	Email	July 04, 2020	14:00 hrs
3	Pre-bid meeting	Online	July 04, 2020	15:00 hrs
4	Submission of Duly Filled and Password-protected proposals vide four different emails to rfp.oerp@nism.ac.in	Email	July 21, 2020	15:00 hrs
5	Nomination of participants by bidders to attend "EMD and Eligibility Bid Opening Meeting" by email	Email	July 21, 2020	15:30 hrs
6	EMD and Eligibility Bid Opening	Online	July 21, 2020	16:00 hrs
7	Nomination of participants by bidders to attend "Technical Bid Opening Meeting" by email	Email	July 28, 2020	14:00 hrs
8	Technical Bid Opening	Online	July 28, 2020	15:00 hrs
9	Technical Presentations, Demo and POC	Online	July 30-31, 2020	-
10	Nomination of participants by bidders to attend "Price Bid Opening Meeting" by email	Email	August 05, 2020	14:00 hrs
11	Price Bid Opening	Online	August 05, 2020	15:00 hrs