



NATIONAL INSTITUTE OF SECURITIES  
MARKETS

REQUEST FOR PROPOSAL  
FOR  
STUDENT LIFE CYCLE MANAGEMENT SYSTEM  
(Document Reference No: NISM/ICT/RFP/02/2017-18)

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**TABLE OF CONTENT**

1	INTRODUCTION .....	5
2	SUBMISSION OF PROPOSALS.....	5
2.1	Proposal Submission Instructions .....	5
2.2	Checklist.....	6
2.3	Earnest Money Deposit (EMD) .....	6
2.4	Performance Bank Guarantee (PBG).....	7
2.5	Other Terms and Conditions.....	7
2.6	Contact Details.....	8
3	SCOPE OF WORK.....	9
3.1	Project Planning.....	9
3.2	Gap Analysis Report.....	9
3.3	System Configuration/Customization .....	10
3.4	User Training.....	10
3.5	User Acceptance Testing (UAT).....	10
3.6	Documentation.....	10
3.7	Post Implementation Support and Maintenance.....	10
3.8	Hosting Platform.....	11
3.9	Master Data Entry .....	11
3.10	Data Archive .....	11
3.11	Audit Trail.....	12
3.12	Bandwidth Utilization.....	12

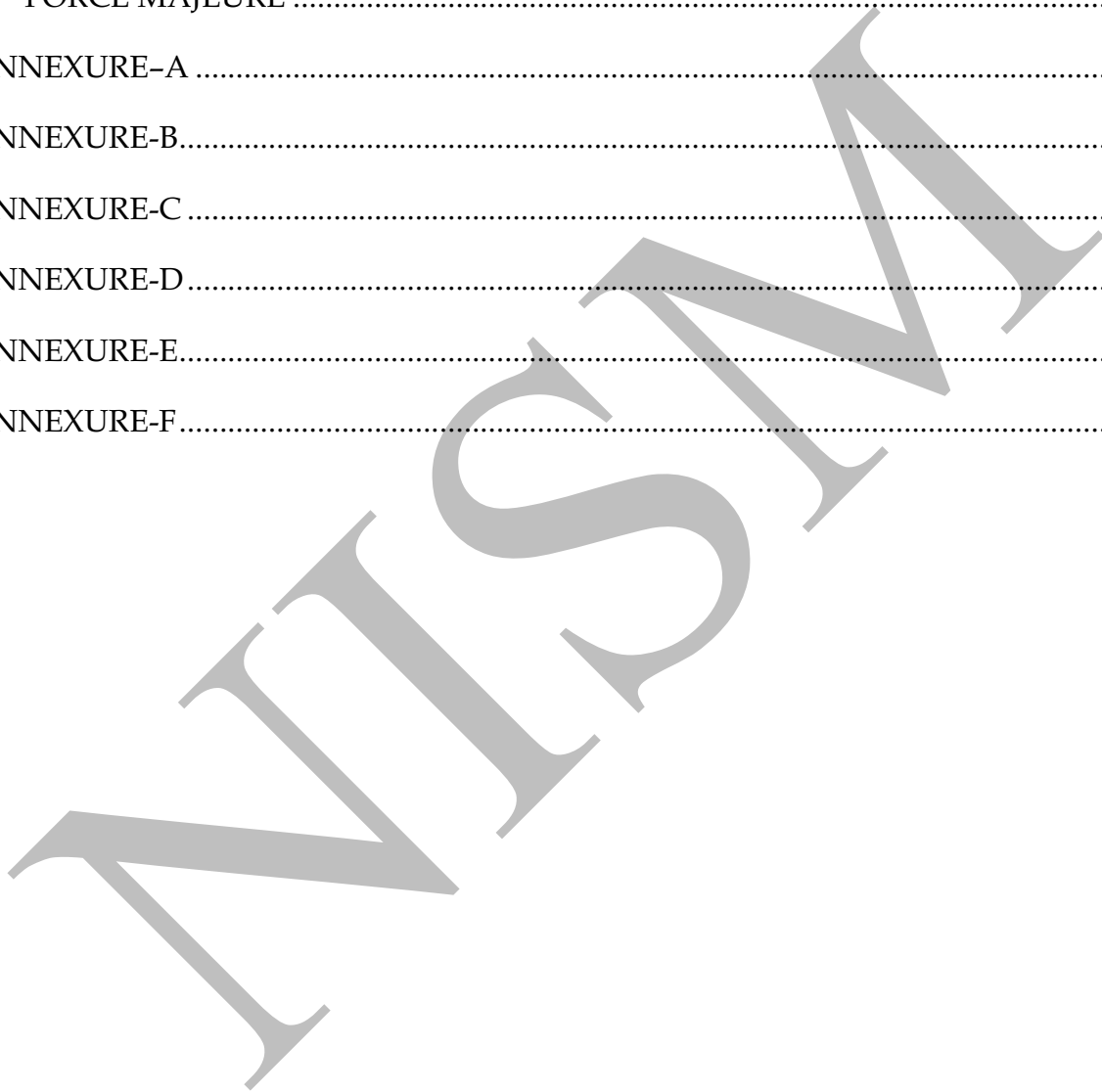
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3.13	Browser Compatibility .....	12
4	SUBSCRIPTION PERIOD.....	12
5	STUDENT ACCOUNTS .....	12
6	KEY ASPECTS OF SERVICE LEVELS.....	13
7	POST IMPLEMENTATION CHANGES.....	13
8	DELIVERY LEAD TIME.....	14
9	PRICE VALIDITY PERIOD.....	14
10	ELIGIBILITY AND TECHNICAL CRITERIA.....	14
10.1	Experience.....	15
10.2	Company Turnover .....	15
10.3	Scope of Work Confirmation.....	15
10.4	Degree of Fitness of Proposed System.....	15
11	PRICE BID.....	16
12	EVALUATION OF PROPOSALS.....	16
12.1	Evaluation Process.....	16
12.2	Evaluation of Proposed System .....	16
12.3	Evaluation of Price Bids .....	17
12.4	Notification to Unsuccessful Bidders.....	17
13	IMPORTANT DATES.....	17
14	PENALTY FOR DELAY .....	18
15	PAYMENT PLAN.....	18
16	SIGNING OF PROPOSALS.....	19
17	TESTING.....	19

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18	INDEMNITY.....	19
19	ARBITRATION .....	19
20	JURISDICTION .....	20
21	FORCE MAJEURE .....	20
	ANNEXURE-A .....	21
	ANNEXURE-B.....	23
	ANNEXURE-C .....	24
	ANNEXURE-D.....	26
	ANNEXURE-E.....	38
	ANNEXURE-F.....	40



## 1 INTRODUCTION

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.

National Institute of Securities Markets has built a campus on 70 Acres land at Patalganga, a location around 40 kilometers away from Vashi on Mumbai-Pune highway.

This Request for Proposals (RFP) is for setting up a web based Student Life Cycle Management System at the campus and other locations of NISM. Proposals are invited from the interested bidders for the said system mentioned in this document.

The proposed system must be cloud based and must include an effective off-site support service structure having competent resources.

## 2 SUBMISSION OF PROPOSALS

The proposals must be prepared covering the following information and submitted to NISM at the address contained herein on or before the closing date specified in [Section-13](#) of this document. Please refer the checklist given in [Section-2.2](#) to ensure that submissions have all the required items.

### 2.1 Proposal Submission Instructions

- a. The proposal will be submitted in three separate sealed envelopes strictly following the instructions given below:
  - i. The first sealed envelope will contain the Earnest Money Deposit (EMD) as listed in [Section-2.2](#) and the envelope will be super scribed as “EMD for Student Life Cycle Management System (Document Reference No. : NISM/ICT/RFP/02/2017-18)”.
  - ii. The second sealed envelope will contain documents pertaining to “Eligibility and Technical Bid” as listed in [Section-2.2](#) and the envelope will be super scribed as “Eligibility and Technical Bid for Student Life Cycle Management System (Document Reference No. : NISM/ICT/RFP/02/2017-18)”.

- iii. The third sealed envelope will contain the Price Bid as stated in [Section-2.2](#) and the envelope will be super scribed as “Price Bid for Student Life Cycle Management System (Document Reference No. : NISM/ICT/RFP/02/2017-18)”.
  - iv. The three separate sealed envelopes should be put together in another sealed main envelope super scribing it as “Proposal for Student Life Cycle Management System (Document Reference No. : NISM/ICT/RFP/02/2017-18)”.
- b. The first and the second envelopes mentioned above must not contain any documents showing the bid price of the proposed products and services. If bid price figures are mentioned in any of the documents enclosed in envelope one or two, the proposal will be disqualified and will not be evaluated. The Price Bid will be enclosed only in Envelope-3 as mentioned in [Section-2.1\(a\) \(iii\)](#).
- c. The Price Bid must be unconditional. Conditions, if any should be indicated in eligibility proposal only.

## 2.2 Checklist

#	Content Check list
<u>Envelope-1: Earnest Money Deposit</u>	
1.	EMD in accordance with <a href="#">Section-2.3</a> .
<u>Envelope-2: Eligibility and Technical Bid</u>	
1.	Company profile as per <a href="#">Annexure-A</a> .
2.	Letter of Commitment to RFP terms and conditions as per <a href="#">Annexure-B</a> .
3.	Confirmation of Scope of work as per <a href="#">Annexure-C</a> .
4.	Report on degree of fitness as per the format provided in <a href="#">Annexure-D</a> .
5.	Purchase Orders and Completion Certificates as mentioned in <a href="#">Section-10.1</a> .
6.	Company balance sheets with profit and loss account statement for 3 years as stated in <a href="#">Section-10.2</a> .
7.	Certificate of incorporation of the company or the lead company of the consortium responding to the RFP.
<u>Envelope-3: Price Bid</u>	
1.	Price Bid as per <a href="#">Annexure-E</a> .

## 2.3 Earnest Money Deposit (EMD)

- a. Bidders are required to provide an EMD of Rs. 50,000/- (Rupees Fifty Thousand only) by Demand Draft/Bankers Cheque/Pay Order drawn on any bank in Mumbai in favor of “National Institute of Securities Markets”. The EMD must be valid for a minimum period of 3 months. Cheques for EMD will not be accepted and bids accompanying cheques or without EMD will stand rejected.

- b. The bidder must write the name of the company and the RFP Document reference Number at the back of EMD Demand Draft/Bankers Cheque/Pay Order.
- c. The EMD will be placed in Envelope-1 and submitted to NISM as indicated in Section-2.1(a) (i).
- d. The EMD will be released to the unsuccessful bidders without interest soon after the tender is awarded.
- e. The EMD is liable to be forfeited in case the bidder withdraws after submission of the bid or after the acceptance of the bid by NISM or does not accept the purchase order or fails to sign the contract within the stipulated time.
- f. The EMD will not bear any interest.
- g. Bids not accompanied by EMD will be rejected.
- h. The EMD of the successful bidder will be released soon after receipt of the Performance Bank Guarantee in accordance with the condition stated in Section-2.4.

#### 2.4 Performance Bank Guarantee (PBG)

The selected bidder will be required to submit a Bank Guarantee of 10% of the Bid Price covering the scope of work as stated in Section-3. The Bank Guarantee will be submitted by the selected bidder within a week of issuance of the Purchase Order. Failure to submit performance bank guarantee within the stipulated period shall mean that the bidder is not interested in the works and this may lead to cancellation of purchase order and forfeiture of EMD. The Bank Guarantee will be drawn on a reputed bank. The Bank Guarantee must be revocable in the branch located in Mumbai or Navi Mumbai. The Bank Guarantee will be valid for a period of 7 months from the date of issuance of bank guarantee or 2 months from the date of project sign-off whichever is longer. The bank guarantee from Co-operative Banks will not be acceptable. The Performance Bank Guarantee shall be forfeited if the work is not completed as per the required schedule and specification or amount may be adjusted towards liquidated damages and the balance amount will be paid.

#### 2.5 Other Terms and Conditions

- a. Bidders are required to quote for all items mentioned in Section-3 of this document. Please note that the proposals from bidders not bidding for all items as requested in Section-3 will be rejected.
- b. The bidders are 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 bid or submission of a bid not substantially responsive to the RFP in every aspect will be at the bidder's risk and may result in rejection of the bid.

- c. The bids not submitted in the prescribed format or incomplete in any manner are likely to be rejected.
- d. NISM is not responsible for non-receipt of Proposals within the specified due date due to any reason including postal delay or holidays.
- e. Any quoted system should not be from the discontinued version/release. In case of discontinuation of the quoted system version/release after the issue of the purchase order, the selected bidder will supply the next higher version/release on the same terms.
- f. The prices quoted shall be in Indian Rupees only.
- g. Submission will be valid only if
  - It is received on or before the closing date and time as stated in [Section-13](#) of this document.
  - The submission is not by Fax or Email.
- h. 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.
- i. All expenses incurred towards the preparation and submission of proposal by the bidder shall be entirely borne by the bidder.
- j. NISM reserves the right to reduce or increase the scope of this RFP or cancel this RFP without stating any reason whatsoever.
- k. 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 bidder(s) or any obligation to inform the affected bidder(s) of the grounds for NISM's action.

## 2.6 Contact Details

- a. The Proposals must be submitted in the sealed envelopes as mentioned above to the following officer:

Mr. Narayana Maddala  
Senior Vice President (ICT),  
National Institute of Securities Markets,



5th Floor, NISM Bhavan, Plot No. 82,  
Sector - 17, Vashi, Navi Mumbai - 400 703.

b. For any clarifications/queries contact the following officer(s):

Mr. Ranga Kiran K/Ms. Jina Devi,  
Assistant Manager-IT,

National Institute of Securities Markets,  
NISM Bhavan, Plot No. 82,

Sector - 17, Vashi, Navi Mumbai - 400 703.

Email: [rangakiran@nism.ac.in](mailto:rangakiran@nism.ac.in)/[jina.devi@nism.ac.in](mailto:jina.devi@nism.ac.in), Contact Tel: 022-66735131/4603.

### 3 SCOPE OF WORK

The scope of work to be delivered by the selected bidder is as follows:

#### 3.1 Project Planning

The selected bidder shall develop a comprehensive Project Plan immediately after receiving the purchase order. The Project Plan shall cover all key milestones i.e. Gap Analysis Report based on the Functional Requirements provided in [Annexure-E](#), System Configuration/Customization, User Acceptance Testing, User Training, Pilot Run and Project Sign-off. The Project Plan shall be developed jointly by NISM and the selected bidder.

#### 3.2 Gap Analysis Report

NISM has already prepared the functional requirements of the proposed Student Life Cycle Management System and the same has been provided in [Annexure-F](#). However, the selected bidder is required to hold comprehensive discussion with key departments/schools of NISM and identify the gaps in the document mentioned in [Annexure-F](#). The identified gaps will be properly documented by the bidder and seek NISM's approval prior to configuration/customization of the system. This document must also include all business rules and validations (business specific as well as obvious validations), User Interface Layouts, Report Formats and any other details not given in the functional requirements document issued along with the RFP.

### 3.3 System Configuration/Customization

The selected bidder shall adopt the following approach for system configuration/customization:

- a. Shall develop and show Mock screens (i.e. user interfaces) meeting all the functional requirements provided in [Annexure-F](#) and the gap analysis document.
- b. Shall configure/customize the system in accordance with the functional requirements and agreed gap analysis report.
- c. Shall develop comprehensive Test Cases and test the system thoroughly before releasing the application for User Acceptance Testing (UAT). Furthermore, the selected bidder will submit the test report before commencement of UAT.
- d. Shall provide the required assistance for UAT and hosting of the system on cloud.

### 3.4 User Training

The selected bidder shall propose a training plan and carry out end user training accordingly before the Pilot Run.

### 3.5 User Acceptance Testing (UAT)

The selected bidder shall develop a Test Plan and comprehensive Test Cases for the application prior to User Acceptance Testing. A briefing session will be held before the UAT starts.

### 3.6 Documentation

The selected bidder shall provide the following documentation:

- a. Project Plan (as mentioned in [Section-3.1](#))
- b. Gap Analysis Report (in line with [Section-3.2](#))
- c. Test Plan and Test Cases (in line with [Section-3.5](#))
- d. Comprehensive User Manual

The above mentioned documentation shall be developed in accordance with NISM documentation standards and in consultation with NISM team. The documentation shall be provided in MS-Word format.

### 3.7 Post Implementation Support and Maintenance

- a. The selected bidder shall be required to fix bugs promptly after the hosting of the said system as and when detected.

- b. The selected bidder shall provide offsite technical support and maintenance services during the subscription period stated in [Section-4](#).
- c. The selected bidder shall be required to make necessary Minor and Moderate changes in the system as and when required during the subscription period within the agreed subscription charges and at no additional cost to NISM. Refer [Section-7](#) for definition of system changes.
- d. Any Major change in the system shall be carried out by the selected bidder on the basis of effort estimate in man-days. This effort estimate shall be negotiated and must be mutually agreeable. The bidder shall provide a man-month rate for the same. The quoted man-month rate shall remain unchanged for the entire subscription period. A man-month is considered to be 24 working days for the purpose of this tender.

### 3.8 Hosting Platform

The proposed system is expected to be hosted on the cloud. The key aspects of the hosting service to be provided by the bidder are as follows:

- a. Sufficient internet bandwidth at the hosting site to cater for in bound and out bound data traffic from around 250 concurrent users.
- b. Must provide the following data backup policy:
  - Daily incremental data backup
  - Weekly full backup (data + application)
- c. Approximately 500 GB of storage space to cater for 300 students.
- d. Adequate security provisions on the firewall to protect data against intrusion and hacking. The system must be protected against Denial of Service (DoS) and other malicious attacks.
- e. The data traffic must be encrypted using a minimum of 128-bit encryption method.

### 3.9 Master Data Entry

The proposed system must have appropriate interfaces to capture and update the master data as and when required. NISM will prepare and capture the master data in to the system.

### 3.10 Data Archive

The past five years data must be readily available in the system and any data older than that must be archived. Therefore, the system must have the facility to archive data

accordingly. However, it is important to note that archived data must be available for some functionalities and reports of the system.

### 3.11 Audit Trail

The proposed system must maintain audit trail of various transactions. NISM will discuss in detail about the transactions with the selected bidder to build appropriate audit trail mechanism within the system.

### 3.12 Bandwidth Utilization

The proposed system should be configured/customized in such a way that the bandwidth is utilized optimally. A group of 150 students should be able to access the system simultaneously using a 10 Mbps internet link at the campus.

### 3.13 Browser Compatibility

The proposed system should be compatible with the following browsers:

- Mozilla Firefox
- Google Chrome
- Internet Explorer
- Netscape
- Safari
- Edge

## 4 SUBSCRIPTION PERIOD

NISM intends to subscribe for the system initially for a period of two years. NISM may terminate the subscription at any time by giving one month's notice, if the selected bidder is not meeting the key aspects of the service levels mentioned in [Section-6](#). However, notwithstanding the aforementioned NISM may also terminate the subscription without giving any reason whatsoever.

## 5 STUDENT ACCOUNTS

The number of students using the proposed system shall vary from time to time. For the purpose of subscription charges of the system, the back office users shall not be taken into consideration because these users are part and parcel of system operation and maintenance. The said back office users shall be the users from Finance & Accounts Department, General Services Department, Information and Communication

Technology Department, Human Resources Department and Teaching and Non-Teaching staff from various Schools of the institute.

The number of student accounts per month shall be calculated as an average of number of student accounts on each Monday of a given month. For example, in the month of July 2016, the Mondays are on 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup> and 25<sup>th</sup> of July. Let us assume that the number of student accounts on these days are 50, 75, 50 and 100 respectively. Therefore the average number of student accounts in July 2016 shall be  $(50+75+50+100)/4$  which equals to 68.75 (rounded-off to next higher number i.e. 69).

NISM's System Administrator shall be responsible for continuous student account management for the purpose of billing and the same may be verified by the supplier.

## 6 KEY ASPECTS OF SERVICE LEVELS

The selected bidder shall sign a service level agreement with NISM after the project is successfully signed-off. The key aspects of the said agreement are as follows:

- a) A mutually agreed Incident Management process.
- b) Response time (Time lapsed from the point of reporting an incidence to the point of receiving a response) is expected to be a maximum of 15 min.
- c) Resolution time for a reported incidence related to application or hosting services (including internet connectivity at server end) shall be a maximum of 24 Hrs. The resolution time is defined as the time elapsed from the point of time an incidence is reported until the time it is resolved.
- d) Penalty of two days' worth of prorated monthly subscription charges (which includes hosting service and application subscription charges) shall be paid for every day of outage or downtime of the system beyond the above mentioned resolution time attributed to the selected bidder. A fraction of a day of downtime or outage shall be considered as a full day. However, if such breakdown, downtime or outage occurs more than 2 times in a month, then the penalty on each incidence after two occurrences in the month will be doubled.

## 7 POST IMPLEMENTATION CHANGES

The post implementation changes in Student Life Cycle Management System are classified into the following three categories:

- a. Minor Changes

- Changes in the look and feel of user interfaces.
  - Changes in existing reports such as format changes, adding of new fields that are already available in the database etc.
- b. Moderate Changes
- Any new reports based on fields that are already available in the database.
  - Any changes in search criteria in any part of the system.
  - Changes in the workflow of the existing functionality as required to overcome operational difficulties post implementation of the system.
- c. Major Changes
- Adding a new functionality.
  - Key changes in database structure.

## 8 DELIVERY LEAD TIME

The selected bidder should finish the works stated in [Section 3.3](#) (System Customization/Configuration) within 4 weeks from the date of issuance of Purchase order. The said bidder is also expected to deliver the entire scope of work stated in [Section-3](#) of the RFP within 8 weeks from the Purchase Order issuance date.

## 9 PRICE VALIDITY PERIOD

The quoted prices shall remain valid for a period of nine months from the date of closure of this RFP.

## 10 ELIGIBILITY AND TECHNICAL CRITERIA

The bidders are required to meet the following eligibility and Technical criteria. The items mentioned in Sections-10.1 to 10.4 will be enclosed in Envelope-2 as mentioned in [Section-2.1](#). The bidders not meeting the eligibility criteria stated in Sections-10.1 to 10.4 will be rejected. NISM may ask for supplementary information or additional documents as necessary by email only to address inadequacy of information to develop more clarity at the time of eligibility assessment of each bidder within 10 working days from the date of opening of eligibility information (Envelope-2). NISM is not responsible for any delay in receiving responses or non-receipt of any response from the bidders to such requests. All email correspondence will be addressed to the email addresses mentioned under [Section -2.6 \(b\)](#).

## 10.1 Experience

The bidder should have minimum of 3 years of past experience (till May 2017) in configuration/customization and implementation of Student Life Cycle Management System for a reputed educational institute/college/university of following order value:

- a. Three orders each of not less than 16 lakhs.  
OR
- b. Two orders each of not less than 20 lakhs.  
OR
- c. A single order of not less than 32 lakhs.

Please note that the work orders included in the proposal must not be repeat work order(s) from the same educational institute.

The Bidder/Lead Bidder (in case of a consortium) must enclose copies of Purchase Orders and completion certificates in support of the above. In case of a Lead Bidder, the Purchase Orders must be in the name of the Lead Bidder. This should be submitted in Envelope-2 as stated in [Section-2.1](#).

## 10.2 Company Turnover

The company must have a minimum turnover of 1.5 crore per annum for the FY 2015-16, FY 2014-15 and FY 2013-14 (Please note that the turnover of each year is expected to be a minimum of 1.5 crore).

The Bidder/Lead Bidder (in case of a consortium) must enclose copies of Audited Company Balance sheet (along with Profit & Loss Account Statement) for the said financial years. In case of a Lead Bidder, the Balance Sheet & Profit and Loss Account Statements must be that of the Lead Bidder Company. This should be submitted in Envelope-2 as stated in [Section-2.1](#).

## 10.3 Scope of Work Confirmation

The Bidder/Lead Bidder (in case of a consortium) will provide confirmation regarding scope of work to be executed in the format as stated in [Annexure-C](#) of this RFP.

## 10.4 Degree of Fitness of Proposed System

The bidder must submit a comprehensive report showing Degree of Fitness of the proposed system to the high level requirements as per the format given in [Annexure-D](#).

The “Degree of Fitness” of the proposed system must meet the cut-off percentage mentioned in [Section - 12.2](#) for the financial bid of a bidder to be considered.

## 11 PRICE BID

- a. The price bid will be submitted in Envelope-3 as per the format given in [Annexure-E](#).
- b. Subscription charges mentioned in [Annexure - E](#) shall include post implementation support and maintenance services as mentioned under [Section-3.7](#) and charges for hosting services as described under [Section-3.8](#).
- c. The quoted man-month rate and subscription charges shall remain unchanged for a period of five years from the date of project sign-off.

## 12 EVALUATION OF PROPOSALS

### 12.1 Evaluation Process

- a. Envelope-1 containing EMD will be opened first. If the EMD is found to be in order as per the terms stated in [Section-2.3](#). Then the second envelope of the bidder will be opened.
- b. The Eligibility and Technical Bid of all those bidders whose EMD is found to be in order will be checked against the eligibility and technical criteria stated in [Section-10](#) for compliance.
- c. The Financial Proposals of only those bidders who meet the eligibility and technical criteria stated in [Section-10](#) will be opened and evaluated by the evaluation committee of NISM.
- d. The tender will be awarded to the bidder who has submitted the lowest bid price. The comparison of Bid Price will be on the basis of the facts mentioned in [Section 12.3](#).

All decisions made by the Evaluation Committee of NISM during the above mentioned evaluation process shall be final and binding on all bidders.

### 12.2 Evaluation of Proposed System

The proposed system will be evaluated based on the following formula:

$$\text{Degree of fitness} = [(P \times 0.8 + Q \times 0.2) / (\text{Total Number of Required Features})] \times 100$$

Where,



P=Total count of features supported by the product under column marked as “Readily Available” in [Annexure-D](#).

Q=Total count of features supported by the product under column marked as “Work Around/Customization” in [Annexure-D](#).

R= Total count of features not being offered under column marked as “Not being offered” in [Annexure-D](#).

NOTE: Please refer [Annexure-D](#) for the details on the functionality of the proposed system.

Cut-off for Degree of fitness

The bidders must score a minimum of 70 percent on the degree of fitness of the proposed system.

### 12.3 Evaluation of Price Bids

Reference is made to the Price Bid format given in [Annexure-E](#).

- a. The Committee will scrutinize the figures provided by the bidders in the price bid for correctness and completeness as the [Annexure-E](#).
- b. The “Total Bid Price” as mentioned below shall be used to compare “Price Bids”. Reference is made to [Annexure-E](#). The “Total Bid Price” will be the sum of 60 months of subscription charges for 300 users computed based on the quoted subscription charge per student per month, Cost of Configuration/Customization & Testing and the Cost of 6 man-months of effort for anticipated post implementation major changes. Please note that the unit price for subscription is the subscription charge per student per month.
- c. The tender will be awarded to the bidder with the lowest “Total Bid Price”.

### 12.4 Notification to Unsuccessful Bidders

Unsuccessful bidders will be notified by email after the entire procurement process is concluded and tender is awarded. Any queries regarding an unsuccessful proposal should be mailed to the contact address mentioned in [Section-2.6](#) of this document.

## 13 IMPORTANT DATES

- a. Date of Issuance of RFP: 29<sup>th</sup> June 2017.
- b. Pre-bid meeting to seek clarifications regarding the RFP: 7<sup>th</sup> July, 2017 at 16:30 Hrs.  
The pre-bid meeting with all prospective bidders shall be held in the Board Room,

5<sup>th</sup> floor, NISM Bhavan, Plot No: 82, Sector-17, Vashi, Navi Mumbai. Only two representative of each supplier is requested to attend the meeting.

- c. Date and Time of submission of duly filled and sealed proposal on or before: 20<sup>th</sup> July, 2017 by 17:30 Hrs.
- d. The envelopes containing Eligibility and Technical Information and EMD will be opened on 21<sup>st</sup> July, 2017 at 16.30 Hrs in the Board room, 5<sup>th</sup> floor, NISM Bhavan, Vashi, Navi Mumbai.
- e. The Financial Bids of the technically qualified bidders will be opened on 4<sup>th</sup> August 2017 at 16:30 Hrs in the Board Room, 5<sup>th</sup> floor, NISM Bhavan, Vashi, Navi Mumbai.

## 14 PENALTY FOR DELAY

The selected bidder must strictly adhere to the agreed project plan (As stated in [Section-3.1](#)). The selected bidder shall have to pay penalty to NISM @ three percent (3%) of the Cost of System Configuration/Customization and Testing of the system (inclusive of all taxes) per week (5 working days) for delayed delivery of the entire scope of work mentioned in [Section-3](#). There shall be an upper limit of 30% of the Cost of System Configuration/Customization and Testing of the system (inclusive of all taxes) for the penalty to be deducted. The applicable penalty will be deducted from the amounts due for payment or from Performance Bank Guarantee. In case of delay beyond 10 weeks from the agreed project plan, NISM reserves the right to terminate the contract by recovering the penalty from Performance Bank Guarantee.

## 15 PAYMENT PLAN

Reference is made to [Annexure-E](#) where cost components are provided. The preferred payment plan is as follows:

#	Cost Component	Deliverable	Payment Plan
1.	Cost of System Configuration/Customization and Testing	Entire work as mentioned in Sections from 3.1 to 3.6 and from 3.8 to 3.13	100% of "Cost of System Configuration/Customization and Testing" shall be paid on successful delivery and sign-off of the project.
2.	Subscription Charges	NA	<ul style="list-style-type: none"><li>• The charges for this service shall be paid on monthly basis upon submission of an invoice within the first week of every month for</li></ul>

			<p>the service rendered in the previous month.</p> <ul style="list-style-type: none"><li>• The subscription charges shall be based on the average number of students per month. The average number of students per month shall be calculated as mentioned in <a href="#">Section-5</a>.</li></ul>
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## 16 SIGNING OF PROPOSALS

The proposal shall be typed or written in ink and shall be signed (on the cover letter) by a person or persons duly authorized by the bidder to bind the bidder to the contract. All pages of the proposal, except un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the proposal.

## 17 TESTING

NISM or its representative will carry out User Acceptance Testing (UAT) to confirm the conformity of the system and services to the stated requirements. Should there be any deviations or non-compliance with the requirements of the System, the selected bidder shall take necessary corrective actions to meet the requirements at no cost to NISM.

## 18 INDEMNITY

The selected bidder shall indemnify, protect and save NISM against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from any infringements in respect of all hardware and software supplied to NISM.

## 19 ARBITRATION

In the event of a dispute or difference of any nature whatsoever between NISM and the selected bidder during the course of assignment arising as a result of this RFP, the same shall be referred for arbitration to the panel of arbitrators. The panel shall be constituted prior to commencement of arbitration and shall comprise of two arbitrators and an umpire. NISM and the selected bidder shall each nominate an arbitrator to the panel

and these arbitrators shall appoint an umpire. Arbitration shall be carried out at NISM office in Navi Mumbai and as per extant laws.

## 20 JURISDICTION

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching the works awarded or the terms and conditions thereof shall be that of the appropriate court in Mumbai. The jurisdiction of any other court in any place other than Mumbai is specifically excluded.

## 21 FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this RFP by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation of such cause has ceased, provided the affected party gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented. If under this clause either party is excused of performance of any obligation for a continuous period of 90 days, then the other party may at any time hereafter while such performance continuous to be excused, terminate this agreement without liability, by notice in writing to the other. In all such cases NISM's decision shall be final and binding on all concerned.

**ANNEXURE-A**

(This will be submitted in Envelope-2)

**Company Profile**

Name of the company	
Legal Status (e.g., sole proprietor, partnership, limited liability partnership, corporation etc., (Attach a copy of the certificate of incorporation)	
Physical Address	
Business Profile of the company (Attach a separate write-up or brochure that provides details of the business activities of the company)	
Email Address of the company	
PAN Number of the company	

TAN Number of the company	
TIN/VAT Number of the company	
Service Tax Registration Number	
Name of the Contact Person with Mobile and land line Number	
Company Name as it appears in its Bank Account	
Bank Account Number	
Type of Account	
Bank Name	
Bank's Branch Address	
Bank Branch IFSC Code	

-----  
Signature of the Authorized Signatory of Company

Name:

Designation:

Contact Number (Mobile):

Email Address:

Company Seal:

**ANNEXURE-B**

(This will be submitted in Envelope-2)

Date:

To,  
National Institute of Securities Markets,  
NISM Bhavan, Plot No: 82,  
Sector-17, Vashi, Navi Mumbai - 400703.

Dear Madam/Sir,

Subject: Response to the Request for Proposal for Student Life Cycle Management System  
(Document Reference No: NISM/ICT/RFP/02/2017-18)

1. Having examined the Request for Proposals including Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to configure/customize and implement the Student Life Cycle Management System in accordance with the scope of work as stated [Section-3](#) of the RFP within the cost stated in the proposal.
2. If our proposal is accepted, we undertake to abide by all terms and conditions of this RFP and also to comply with the delivery schedule as mentioned in the [Section-8](#) of RFP.
3. We certify that we have provided all the information requested by NISM in the requested format. We also understand that NISM has the right to reject this offer if NISM finds that the required information is not provided or is provided in a different format not suitable for evaluation process for any other reason as it deems fit. NISM's decision shall be final and binding on us.

Thank you,  
Yours faithfully,

-----  
Signature of the Authorized Signatory of Company

Name:

Designation:

Contact Number (Mobile):

Email Address:

Company Seal:

(This letter should be typed on the letter-head of the Company and must be signed by the Authorized Signatory of the Company/Lead Company of the Consortium).

**ANNEXURE-C****Confirmation of Scope of Work**

(Also read [Section-3](#) of the RFP before filling the following Form. The duly filled form must be submitted in Envelope-2)

1. COMPANY NAME:

\_\_\_\_\_

2. ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. CONTACT PERSON: \_\_\_\_\_

4. PHONE NUMBER: \_\_\_\_\_

5. EMAIL: \_\_\_\_\_ 6. WEB SITE: \_\_\_\_\_

NOTE: You may provide additional information on a separate sheet to supplement your confirmation (Yes/No) on any of the scope items mentioned in the table below:

#	Scope of Work	Confirm (Yes/No)
1	Drafting and Finalization of Project Plan within 10 working days from the date of issuance of Purchase Order in accordance with <a href="#">Section-3.1</a>	
2	Delivery of Gap Analysis Report as per <a href="#">Section-3.2</a>	
3	Customization/Configuration of system in accordance with <a href="#">Section-3.3</a>	
4	Delivery of User Training plan and carrying out the same as per <a href="#">Section-3.4</a>	
5	Required support on User Acceptance Testing as mentioned in <a href="#">Section-3.5</a>	
6	Delivery of proper documentation as per <a href="#">Section-3.6</a>	
7	Required post implementation support and maintenance as per <a href="#">Section-3.7</a>	
8	The proposed system supports hosting platform as mentioned in <a href="#">Section-3.8</a>	
9	Master data entry task as mentioned in <a href="#">Section-3.9</a>	
10	Data Archival facility as mentioned in <a href="#">Section-3.10</a>	



11	Audit trail facility as mentioned in <a href="#">Section-3.11</a>	
12	Bandwidth utilization as mentioned in <a href="#">Section-3.12</a>	
13	Browser compatibility as mentioned in <a href="#">Section-3.13</a>	

-----  
Signature of the Authorized Signatory of Company

Name:

Designation:

Contact Number (Mobile):

Email Address:

Company Seal:

NISM

**ANNEXURE-D**

**Degree of Fitness – System Functionality**

(This will be submitted in Envelope-2)

The bidders are required to tick each feature as either ‘readily available’ or available as ‘work around/Customization’ or ‘not being offered’ in the following table.

Degree of Fitness Matrix

Note: All the features mentioned in the following table refer to the Functional Requirements Document (See [Annexure-F](#)) for Student Life Cycle Management System.

#	Functional Requirement	Readily Available (P)	Work Around/ Customization (Q)	Not being offered (R)
‘Programmes at NISM’ as mentioned in Section - 2.1 of Functional Requirements Document for Student Life Cycle Management System.				
1	The system shall support Long Term (duration in months) as well as Short Term (duration in days) Courses.			
2	Online registration and payment via payment gateway for ‘Short Term Programmes’.			
3	Provision to take entry and exit questionnaires from participants in ‘Short Term Programmes’.			
4	The participants and faculty might provide feedback about the short term programme.			
5	Provision to issue participation certificates to successful candidates of ‘Short Term Programmes’ through email.			
6	Provision to provide Early bird discount/Corporate Discount/Group Discount/General Discount to all the NISM Programmes as mentioned in Section - 2.1.			
‘Roles in Student Life Cycle Management System’ as mentioned in Section - 2.2 of				

Functional Requirements Document for Student Life Cycle Management System.			
7	Provision to create, modify and delete the roles and map to the features as required.		
‘Registration Process’ as mentioned in Section - 2.3 of Functional Requirements Document for Student Life Cycle Management System.			
8	Provision to create & publish Registration forms online for NISM programmes as and when required.		
9	Provision for the interested candidates to make payments via online and receive payment receipt.		
‘Selection of Students’ as mentioned in Section - 2.4 of Functional Requirements Document for Student Life Cycle Management System.			
10	All the Application forms of the registered students shall be sent to an authority to scrutinize and the required number of applications are shortlisted for interview.		
11	The list of selected applications shall be marked on the system by the authority and the system should send an email & SMS to the student inviting them for an interview.		
12	System shall have a provision to mark the attendance of the candidates who attended the interviews, assigning interview panels to the candidates, assigning marks to the candidates.		
13	The list of students selected for admission are marked on the system by an authorized officer of NISM and the system should send an email & SMS to the students with Offer Letter on NISM’s letter head, Payment Details and Total Fees (Tuition fee, Hostel fee etc.).		
14	After the student confirms his/her admission by payment of fees, he/she should receive a confirmation email &		

	SMS on their registered email id & mobile number with enrollment number. ID card will be issued at a later stage with their roll numbers different from enrollment numbers.			
15	Student account shall be created once he/she takes admission by paying the fee. NISM back office users shall also have a facility to create Student accounts accordingly.			
'Final List of Selected Students' as mentioned in Section - 2.5 of Functional Requirements Document for Student Life Cycle Management System.				
16	Generation of Roll numbers as per the format given in Section - 2.5.			
17	Generation of Student ID card by the system.			
'Time Table Scheduling' as mentioned in Section - 2.6 of Functional Requirements Document for Student Life Cycle Management System.				
18	System should contain list of all courses (including short term and long term courses) with duration. Academic Associate shall prepare a time table for a particular course and the same shall be submitted for Program Manager for approval. Once the time table is approved, the same shall be notified to all the students by email & SMS and they can check the time table in their respective logins.			
19	System shall have a re-schedule and cancellation facility of any class.			
20	System shall have a facility to allocate faculty to the time table.			
21	System shall permit time table scheduling for any period of time.			
22	System shall allow to assign a venue for a particular class for any given day.			
23	Student shall be able to check the timetable on his/her dashboard.			

<p>'Venue Management' as mentioned in Section - 2.7 of Functional Requirements Document for Student Life Cycle Management System.</p>				
24	Slot once booked cannot be used again unless the booked slot is cancelled.			
25	System should check booking status before allocating a venue for a course.			
26	System should also show resources available in that room. E.g.: Projector, Speakers etc.			
27	Program management office can add, modify, and delete the resources for any venue.			
28	Venue will be allotted only when available (i.e. necessary validations required).			
29	Classroom resource allocation, system should also allow listing and delisting of resources. Eg: enabling or disabling of venues.			
<p>'Attendance Management' as mentioned in Section - 2.8 of Functional Requirements Document for Student Life Cycle Management System.</p>				
30	System should contain an easy way to mark the attendance of the class (eg: like marking only the absent students etc).			
31	Program office shall capture the attendance of the students in the system.			
32	System shall also have a facility to capture students' attendance as well as faculty's through biometric devices.			
33	The Visiting faculty attendance shall be in terms of date and in time (i.e. Date and From Hours, From Minutes - To Hours, To Minutes).			
34	System shall have a provision like maker- checker for faculty attendance. Here Academic Associate shall mark the			

	attendance of a faculty on the system and the same shall be approved by Program Manager.			
35	Attendance of visiting faculty should also be taken care of by the system.			
36	System should also have a provision to record the number of instances when faculty could not meet the schedule (it could be cancellation or rescheduling).			
37	Print Attendance Sheet option shall be available.			
38	Academic Associate shall capture the faculty attendance in the prescribed form and shall upload the same in the system.			
39	Upload option for scanned attendance sheets shall be provided. The uploaded sheets shall be stored in the system.			
40	Student shall be able to track his/her attendance records on the dashboard.			
‘Student Fee Payment & Dues’ as mentioned in Section - 2.9 of Functional Requirements Document for Student Life Cycle Management System.				
41	Student can pay fee through online (payment gateway) as well as offline (Demand Draft, Cheque, NEFT, RTGS) modes. An appropriate fee receipt shall be available to view/dashboard on student’s dashboard.			
42	System shall show the amount of fees paid and shall also show the dues remaining with the last dates of payment. This facility should be available to Program Management Office, Finance and Student Dashboards.			
43	Facility to trigger emails and SMSes to the students & parents on dues.			

44	Faculty to take punitive action against defaulters and list of defaulters to be displayed with a facility to choose type of action to be taken like (stopping the students from taking exam, attending class, vacating hostel, awarding of degree /certificate). An email to be triggered to all concerned parties and also a message to be flashed on their respective dashboards (Dashboard of GSD, F&A, Concerned faculty and program management office as appropriate)).			
'Exams & Assignments' as mentioned in Section - 2.10 of Functional Requirements Document for Student Life Cycle Management System.				
45	Facility to automatically allocate the seating arrangement for exams.			
46	System should have a facility to share assignments with class or a group. There should also be a facility to schedule the assignments. (i.e. Issuance and Submission of assignments). Students shall be able to submit the assignments on the system.			
47	Facility to upload marks of a respective student in Faculty Login.			
48	Facility to allocate grades to the students as provided under System Administration Module.			
49	Student shall able to track his/her performance across the courses.			
'Certificates' as mentioned in Section - 2.11 of Functional Requirements Document for Student Life Cycle Management System.				
50	For Short Term Programmes, only Participation certificates shall be generated.			

51	Facility to generate certificates like Bonafide Certificate, Provisional Certificates, Convocation Certificates and Grade Sheets for the students of Long Term Programmes.			
52	After obtaining No Objection Certificate (NOC) from GSD, Library Office, F&A, ITD etc., the certificates of a respective student shall be generated and issued duly.			
53	Facility to store the certificates for a minimum of 5 years.			
‘Alumni Management’ as mentioned in Section - 2.12 of Functional Requirements Document for Student Life Cycle Management System.				
54	Successful students key profile to be kept under alumni database. Alumni record to be created after the student has been issued his certificate.			
55	Facility to update alumni info to be given to the students. Contact details (mobile, email id) to be verified before creation of alumni record.			
56	Student can change any number of contact details and all of them are to be preserved and should be retrievable under System Administration.			
57	An alumni can once again become a student under any course.			
‘System Administration (Master Management)’ as mentioned in Section - 2.13 of Functional Requirements Document for Student Life Cycle Management System.				
58	‘Programme Master’ functionality as per Section - 2.13.1.			
59	‘Batch Master’ functionality as per Section - 2.13.2.			
60	‘Course Master’, ‘Grading Scheme’ and ‘Evaluation Scheme’ functionalities as per Section - 2.13.3.			
61	‘Fee Master’ functionality as per Section			



	- 2.13.4.			
62	'Venue Master' functionality as per Section - 2.13.5.			
63	'Faculty Master' functionality as per Section - 2.13.6.			
64	'Role Management' functionality as per Section - 2.13.7.			
65	'User Management' functionality as per Section - 2.13.8.			
'Reports' as mentioned in Section - 2.13.9 of Functional Requirements Document for Student Life Cycle Management System.				
66	Alumni Report			
67	Candidate/Participant Registration Report			
68	Student - Programme Report			
69	Student Attendance Report			
70	Student Fee Due Report			
71	Hostel Allotment Report			
72	Student Performance Report			
73	Faculty Management Report			
74	Venue Management Report			
'Fee Management' as mentioned in Section - 2.14 of Functional Requirements Document for Student Life Cycle Management System.				
'Student Admissions' as per Section - 2.14.1.				
75	Application fee shall be collected from the applicants through online (payment gateway) as well as offline (Demand Draft, Cheque, NEFT, RTGS) modes.			
76	Post shortlisting of the candidates, the students who are willing to join the course shall pay an amount (First fee) to reserve their seat. In case, any student wants to withdraw from the course, before the start date of the course, he/she is entitled for X percent of first fee refund.			
Fee Management in 'Academics' as per Section - 2.14.2.				
77	Fee Management is required in both structured as well as unstructured.			

78	For short term courses, NISM raises an invoice with the concerned party, once the payment comes through, the details shall be captured on the system (Unstructured).			
79	For long term courses, student shall pay on the system through a payment gateway provided. Offline mode of payment shall also be considered (Structured).			
80	NISM pays honorium fee to guest faculties. Honorium fee (per hour basis) varies from faculty to faculty.			
81	Visiting faculty may request for payment and the request shall be forwarded to SSE program office. Once the program office ascertains the faculty's attendance etc., the same shall recommend to F&A Department for the release of payment. The program management office can recommend part payment also.			
82	Visiting faculty may also request for payment by raising an invoice (service tax is applicable). Visiting faculty may also request for reimbursement of all applicable conveyances (Hotel, Air travel, Local etc.).			
83	In order to release payment to a visiting faculty, the faculty has to meet all the course requirements such as evaluating tests, grading the students etc.			
84	Refund of amount to students shall be made through the system.			
85	Deposits such as library fee etc. shall be captured in the system.			
86	Fee exemptions to the students shall also be captured in the system.			
87	Amenities (Swimming pool, tennis,			

	cricket, Gym etc.) usage by students shall also be captured in the system.			
88	Hostel related charges like guest fee, furniture breakage fee, canteen fee for the guests etc., shall be captured in the system.			
'F&A Reports' as mentioned in Section - 2.14.3.				
89	Application fee report (both online and offline).			
90	Regular fee report (both online and offline).			
91	Deposits report (like library fee etc.).			
92	Exemptions report.			
93	Amenities usage report.			
94	Faculty payment report.			
95	Hostel fee management report.			
'Hostel Management' as mentioned in Section - 2.15 of Functional Requirements Document for Student Life Cycle Management System.				
96	Facility to book rooms and allocate to Participant/Student for a certain period. As part of room description, the amenities available should also be displayed. Participants of Short Term Programmes, may or may not pay fees for Hostel bookings but still GSD shall be allowed to book rooms for the same accordingly.			
97	Once a student pays fee for the hostel, the General Services Department (GSD) shall be intimated accordingly and the online receipt shall also be accessibly to them.			
98	Facility for the student to submit an online undertaking form to GSD.			
99	Facility to be provided to GSD to recover any dues (in case of breakages, damage in infrastructure etc.) from the students. If dues are less than that of			

	deposits made by the student then there shall not be any issue in the issuance of NOC.			
100	When a student wants to take a leave of absence or wants to go on an outdoor visit, he/she shall raise a request for an outdoor pass with the program office. Subsequently, the program office may recommend to GSD to provide him/her an outdoor pass for a specific duration.			
‘Special Cases’ as mentioned in Section - 2.16 of Functional Requirements Document for Student Life Cycle Management System.				
101	When a student wants to take a leave of absence or wants to go on an outdoor visit, he/she shall raise a request for an outdoor pass with the program office. Subsequently, the program office may recommend to GSD to provide him/her an outdoor pass for a specific duration.			
102	If a student fails a semester and if he/she re-appears in the next year, the credits of that of the previous semester shall be applicable.			
103	If a student dropouts of a course and comes back the next year, the current year’s program scheme shall be applicable.			
‘Miscellaneous’ as mentioned in Section - 2.17 of Functional Requirements Document for Student Life Cycle Management System.				
104	Facility to add, modify and remove Email and SMS templates.			
105	System shall have a provision wherein students can assess the faculty through questionnaire.			
TOTAL				

Degree of fitness will be assessed as follows:

Degree of fitness =  $[(P \times 0.8 + Q \times 0.2) / (\text{Total Number of Required Features})] \times 100$

Where,

P=Total count in column marked as "Readily Available"

Q=Total count in column marked as "Work Around"

NISM

**ANNEXURE-E****Price Bid**(This must be submitted in Envelope-3 as mentioned in Section-2.1)

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_ WEB SITE: \_\_\_\_\_

**Cost of Proposal:**

#	Cost Component Description (1)	Quantity (2)	Unit Price (INR) (Excluding Taxes) (3)	Total (Excluding Taxes) (4) Col.(2) X Col.(3)	Tax amount (5) [Calculated on column (4)]	Total Price (Including Taxes) (6) [Col.(4)+Col.(5)]
1	Cost of System Configuration/Customization and Testing	01				
2	Subscription charges per student per month	300				
3	Man-month rate for Major Change Request as stated in <u>Section 3.7</u> of the RFP. (A man-month is considered to be 24 working days for the purpose of this RFP)	1 man-month				

-----  
Signature of the Authorized Signatory of Company

Name:

Designation:

Contact number (Mobile):

Email Address:

Company Seal:

**Note:**

1. Please note the formula written under the heading of column- 4, 5 and 6 to ensure that the figures are computed correctly.
2. Subscription charges shall also include post implementation support and maintenance services as mentioned under [Section-3.7](#) and charges for hosting services as described under [Section-3.8](#).
3. The quoted man-month rate and subscription charges shall remain unchanged for five years from the date of Project Sign-off. Initial subscription period will be as mentioned in [Section-4](#).

## ANNEXURE-F

### Functional Requirements

Functional Requirements are mentioned in a separate document named as “Functional Requirements for Student Life Cycle Management System Version - 1.4”. The document is issued along with this RFP.

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NISM