



**NATIONAL INSTITUTE OF SECURITIES
MARKETS**

**REQUEST FOR PROPOSALS FOR
DEVELOPMENT OF WEB PORTAL AND MOBILE
APPLICATION**

(Document Reference No: NISM/ICT/RFP/01/2020-21)

National Institute of Securities Markets,
Plot No. IS 1, 2 & 3,
SEBI Road, Mohopada Village,
Dist. Raigarh, Maharashtra - 410222.
Web: www.nism.ac.in

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. 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 a regional office in Chennai.

Currently we have a website (nism.ac.in). While the website is content rich, we want to enhance it further by making it more Interactive and Service-oriented. NISM also wants to embark on a new platform where most of its services will be delivered on mobile devices. This will enhance reachability of NISM.

This Request for Proposals (RFP) is for development of a Web Portal and a Mobile Application for NISM. Proposals are invited from the interested bidders for the said system mentioned in this document.

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-9 of this document. Please refer the checklist given in Section-2.2 to ensure that submissions have all the required item.

2.1 Instructions for Submission of Proposal

- 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 EMD as listed in Section-2.2 and the envelope will be super scribed as “EMD for Development of Web Portal and Mobile Application (Document Reference No.: NISM/ICT/RFP/01/2020-21)”.
 - 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 Development of Web Portal and Mobile Application (Document Reference No.: NISM/ICT/RFP/01/2020-21)”.
 - 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 Development of Web Portal and Mobile Application (Document Reference No.: NISM/ICT/RFP/01/2020-21)”.

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- iv. The three separate sealed envelopes should be put together in another sealed main envelope super scribing it as "Proposal for Development of Web Portal and Mobile Application (Document Reference No.: NISM/ICT/RFP/01/2020-21)".
- b. The first and the second envelope 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 (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: EMD</u>	
1.	Earnest Money Deposit in accordance with section 2.3.
<u>Envelope-2: Eligibility and Technical Bid</u>	
1.	Company profile as per Annexure-A.
2.	Letter of Commitment to RFP terms and conditions as per Annexure-B.
3.	Scope of work confirmation as per Annexure-C.
4.	CVs of Resources mentioned in Section-3.2 as per the format given in Annexure-D.
5.	Purchase Orders and Completion Certificates as mentioned in Section-6.1.
6.	Company balance sheets with profit and loss account statement for 3 years as Stated in Section-6.1.
7.	Certificate of incorporation of the company or the lead company of the consortium Responding to the RFP.
8.	Product and Client Details as per Annexure-G.
<u>Envelope-3: Price Bid</u>	
1	Price Bid as per Annexure-E.

2.3 Earnest Money Deposit (EMD)

- a. Bidders are required to provide an EMD of Rs. 42,000/- only (Rupees Forty-Two Thousand only).
- b. by Demand Draft/Bankers Cheque/Pay Order drawn on any bank in Mumbai in favor

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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.

- c. 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.
- d. The EMD will be placed in Envelope-1 and submitted to NISM as indicated in Section-2.1.
- e. The EMD will be released to the unsuccessful bidders without interest soon after the tender is awarded.
- f. 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.
- g. The EMD will not bear any interest.
- h. Bids not accompanied by EMD will be rejected.
- i. 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 supplier will be required to submit a Bank Guarantee of 10% of the Bid Price (inclusive of GST) covering the scope of work as stated in Section-3. The Bank Guarantee will be valid for a period of 9 months from the date of issuance of the Bank Guarantee or 6 months from the date of Project signoff whichever is longer. The Bank Guarantee of correct value and validity period as mentioned above must be submitted within five working days from the date of issuance of the Purchase order. In case the supplier fails to submit the said performance bank guarantee within the said time frame the Earnest Money deposited by the supplier shall be forfeited automatically without issuing / reminder any to the supplier.

The bank guarantee will be promptly extended by the supplier (if required) by a suitable period in line with the above mentioned validity period. The bank guarantee from Cooperative 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 Information

- 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.

- The proposal not submitted in the prescribed format or incomplete in any manner are likely to be rejected.
- NISM is not responsible for non-receipt of proposals within the specified due date due to any reason including postal delay or holidays.
- The equipment/products quoted should not be from the discontinued production line. In case of discontinuation of production line after the issue of the purchase order, the supplier will supply the next higher configuration on the same terms and conditions.
- The prices quoted shall be in Indian Rupees only.
- Submission will be valid only if:
 - It is received on or before the closing date and time as stated in Section-9 of this document.
 - The submission is not by Fax or Email.
- 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.
- All expenses incurred towards the preparation and submission of the Proposals by the bidder will be entirely borne by bidder themselves.
- NISM reserves the right to reduce or increase the scope of this RFP or cancel this RFP without stating any reasons whatsoever.
- 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.

2.6 Contact Details

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

Mr. Narayana Maddala,
Chief Technology Officer,
National Institute of Securities Markets,
Plot No. IS 1, 2 & 3, SEBI Road, Mohopada Village,
Dist. Raigarh, Maharashtra - 410222.

NISM Bhavan, Plot No 82, Sector 17, Vashi, Navi Mumbai-
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b) For any clarifications/queries contact the following person:

Ms. Harsha Alwani,
IT-Engineer-II
National Institute of Securities Markets,
Plot No. IS 1, 2 & 3, SEBI Road, Mohopada Village,
Dist. Raigarh, Maharashtra – 410222.
Email: harsha.alwani@nism.ac.in, Contact Tel.: 02192-668461 / 9284153829.

3. SCOPE OF WORK

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

3.1 Functional Requirement Specification (FRS)

High-level Requirements of the proposed web portal and mobile application are provided in Annexure-F. The selected bidder is responsible to gather all functional requirements in greater details and develop FRS document for NISM web portal and Mobile application after having adequate number of interactive sessions with concerned departments of NISM. The Bidder may follow any Industry standard approach to document the Functional Requirements. A few typical approaches are development of mock templates, development of site-maps, selection of user-interface features through demonstration of popular sites and development of process flows.

3.2 Resource requirements

The bidder is required to propose the following resources for development of NISM Portal and NISM Mobile Application. The CVs of the proposed resources in the format as mentioned in Annexure-D must be enclosed in the Eligibility and Technical bid (Envelop 2).

Table-1: Skill Set for Customization/Development

#	Resource Type	Qty.	Description	Qualification	Experience	Duration
1	Project Manager	1	This resource will be responsible for project management. He/ She will also serve as a single point of contact during	<ul style="list-style-type: none">• Graduate• Well trained in project management techniques• PMP or Prince2 or	<ul style="list-style-type: none">• Must have at least 4 years of intensive experience in managing application	From inception until project sign off

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			project execution and post implementation maintenance.	any other well recognized project management certification desirable.	development /customization project. <ul style="list-style-type: none">• The experience must include end-to-end project life cycle management of at least two medium scale Projects (project value of 15-20 lacs)	
2	System Designer /Business Analyst	1	This resource is expected to carry out the following: <ul style="list-style-type: none">• Detailed analysis and documentation of functional as well as non-functional requirements of the proposed web portal and mobile application.• Must demonstrate very good skill to document the functional and non-functional requirements and seek the approval of user departments.	<ul style="list-style-type: none">• Bachelor's or Master's Degree in Computer Science/ Information Technology/Computer Application/Electronics and Telecommunication• Proficiency in System Analysis and Design techniques. A certification in Structured System Analysis and Design techniques is preferable.	<ul style="list-style-type: none">• At least 4 years of experience in Business Analysis, Application Designing and development	For the duration as required by the project plan.

		<ul style="list-style-type: none"> • Furthermore he/she is expected to lead and guide a team of programmers to get the system developed. 			
3	Developer and Tester	<p>A team having required number of resources</p> <p>This resource is required to do the following:</p> <ul style="list-style-type: none"> • Prototype design and development • Coding/Configuration and Testing. • User-Acceptance Testing and Correction 	<ul style="list-style-type: none"> • Bachelor's or Master's Degree in Computer Science/ Information Technology/ Computer Application/ Electronics and Tele-communication • Any certification in Website development, Mobile Application development or Hybrid Mobile Application development Techniques will be preferable. 	<ul style="list-style-type: none"> • At least 5 years of experience in developing Web portals, Mobile applications and Hybrid Mobile applications using Ionic with Angular, Visual Studio Code and My SQL Server. • Must have good working experience with Drupal / Word-press / Joomla. • He must have knowledge 	For the entire duration of application, development, testing and sign off.

				of various backend technologies like spring boot used for Mobile Application.		
4	Content Editor	1	<p>This resource is required to do the following:</p> <ul style="list-style-type: none">• Migration of the entire content from the current website to the proposed web Portal.• This resource will also be responsible for inclusion of SEO characteristics (such as keywords, sentence length, title structure) that are fully optimized, have all the correct tags, use keywords in the appropriate manner and have a suitable keyword density so that the webpages can be featured much higher up in the search engine results.	<ul style="list-style-type: none">• Bachelor's degree in English, journalism or communication• The candidate must possess excellent writing and oral communication skills.• Must possess good content writing skills.	<ul style="list-style-type: none">• At least 4 years of experience in content editing for web portals or websites.	After the completion of web Portal until project sign off.

		<ul style="list-style-type: none"> • Standardization and correction of Font, style and format. • Language review and grammatical corrections. 			
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NOTE: Each resource must submit his C.V. in accordance with the Annexure-D. While submitting the C.Vs in the required format, the Major tasks performed by the resource must be elaborately explained. It is preferable to provide link/URL of the Web Portal / Mobile Application developed.

3.3 Deliverables

The selected bidder shall provide the following deliverables to NISM:

a. Project Plan:

The selected bidder shall develop a comprehensive Project Plan covering the entire scope of work mentioned in section-3 within 3-4 days after receiving the Purchase order. The Project Plan shall be developed jointly by NISM and the Bidder.

- b. Functional Requirement Specification Document for Web Portal.
- c. Functional Requirement Specification Document for Mobile Application.
- d. Test Plan and Test Cases for Web Portal (as per Section 3.4).
- e. Web portal for User Acceptance Testing.
- f. Test Plan and Test Cases for Mobile Application (as per Section 3.4).
- g. Mobile Application for User Acceptance Testing.
- h. Comprehensive User Manual for Web Portal.
- i. Comprehensive User Manual for Mobile Application.
- j. Comprehensive System Design Document for Web Portal.
- k. Comprehensive System Design Document for Mobile Application.
- l. Source code of web portal and Mobile Application.

The documents as mentioned in point 3.3(a) to 3.3(d), 3.3(f) and 3.3(h) to 3.3(k) shall be developed in accordance with NISM documentation standards and the content plan agreed with NISM team. The documentation shall be provided in MS-Word format.

3.4 User Acceptance Testing

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 UAT starts. NISM will

provide a Test Platform and the Supplier will configure the Web Portal and Mobile Application for Testing on the provided platform. The supplier will always release the Web Portal and Mobile Application for Acceptance Testing along with a Test Report from the development team.

3.5 Hosting & Configuration of Web Portal and Mobile Application

The proposed Web Portal and Mobile Application must be installed and configured by the Supplier on the hosting platform as provided by NISM.

3.6 Capacity Building

The selected bidder is required to involve 2 or 3 resources from NISM in the entire application development process. This is required primarily to ensure that the designated NISM resources develop a very good understanding and could get a grip of the system design, internal logic of the source code and the database structure. Thorough review of the code must be done by the bidder along with the designated resources of NISM.

The Post Implementation Changes would be done by the designated resources of NISM as much as possible with the support from the selected bidder.

3.7 Post Implementation Support and Maintenance

NISM will draft an Agreement for Post Implementation Support and Maintenance services in consultation with the supplier before the Project is Signed Off. The agreement will be signed by both the parties immediately after the project is signed off. The selected bidder shall be required to fix bugs promptly after the deployment of the application on the hosting platform as and when detected. This responsibility of the selected bidder shall not be limited to any fixed period of time after implementation of the application.

3.8 Post Implementation Changes

The selected bidder shall be required to make necessary Minor and Moderate changes in the system as and when required at no additional cost and will be covered under the Post Implementation Support and Maintenance Agreement.

Any Major change in the system shall be carried out by the selected bidder on the basis of effort estimate in man-days. The changes in the Web Portal and Mobile Application will be done at the stated man-month rate. For any post implementation major changes, an Effort Estimate will be prepared jointly by NISM and the Supplier. The bidder shall provide a man-month effort for the same. The quoted man-month rate shall remain unchanged for 5 years from the date of Project Sign-Off. A man-month is considered to be 24 working days for the purpose of this tender.

The post implementation changes are classified into the following three categories:

a) Minor Changes

- Changes in the look and feel of user interfaces. Amongst many other aspects, the “look and feel” of the System shall cover but not limited to: Change in color scheme, Addition of new tabs, Addition of Webpages, re-organization of Menu options on user interfaces etc.
- Changes in content of the web portal / Mobile Application.

b) Moderate Changes

- 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.
- Addition of New Fields that does not have major impact on the database and also pertaining to the agreed High-level requirements.

c) Major Changes

- Adding a new functionality.
- Key changes in database structure.

4 DELIVERY LEAD TIME

The chosen bidder will be expected to Develop/ Customize / Configure the proposed Web Portal and Mobile Application as mentioned in the scope of work in Section-3 and Sign-Off the Project within 12 weeks from the date of issuance of Purchase Order.

5 PRICE VALIDITY PERIOD

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

6 ELIGIBILITY AND TECHNICAL CRITERIA

The bidders are required to meet the following eligibility and Technical criteria. The items mentioned in Sections-6.1 to 6.2 will be enclosed in Envelope-2 mentioned in Section-2. The bidders not meeting the criteria stated in Sections-6.1 and 6.2 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 days from the date of opening of the Eligibility and Technical Bid (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 email id mentioned under Section -2.6 (b).

6.1 Eligibility Criteria

6.1.1 Experience

Should have minimum of 7 years of past experience (by June 2020) in Web development and Mobile Application / Hybrid Mobile Application development work of following order values:

a. Should have executed three orders each of not less than Rs.8, 40,000.

OR

b. Should have executed two orders each of not less than Rs.10, 50,000.

OR

c. Should have executed one order of value not less than Rs.16, 80,000.

The bidders must enclose copies of Purchase Orders in support of the above. Also the bidders must submit letters from the clients showing successful completion of work for each of the work orders submitted in the proposal.

6.1.2 Company Turnover

The company must have a minimum average turnover of Rs.75, 60,000 per annum for the FY 2018-19, FY 2017-18 and FY 2016-17. The selected bidder must enclose copies of Audited Company Balance sheet and profit/loss account for the said financial years.

6.2 Technical Criteria

6.2.1 Scope of Work Confirmation

Supplier will provide confirmation regarding scope of work to be executed in the format as stated in Annexure-C of this RFP.

6.2.2 Skill Set of the Proposed Team

The bidders must submit comprehensive CVs of all members of the team proposed for the project. The team must comprise of the skill set mentioned in Section-3.2.

NOTE: Each resource must submit their C.Vs in accordance with the Annexure-D. While submitting the C.Vs in required format, the Major tasks performed must be elaborately

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explained. It is preferable to provide link/URL of the Web Portal / Mobile Application developed.

6.2.3 Requirements of Product Demonstration and Client Details

The bidder shall demonstrate few products developed by their company related to following.

- a. Web Development
- b. Mobile Application
- c. Hybrid Mobile Application

The bidder is required to submit the product and its client's details as per the format given in Annexure-G in envelope-2.

NOTE:

- a. It is preferred that the bidder proposes to demonstrate the products whose Purchase orders are submitted as per section 6.1 in the Eligibility and Technical Bid.
- b. NISM may also like to interact with the Team of developers of the Product to understand the level of complexity of coding work.

Bidder is required to submit information pertaining to Sections-6.1 to 6.2 in Envelope-2 mentioned in Section-2.

7 PRICE BID

The price bid will be submitted as per the format given in Annexure-E in Envelope -3. The Man-month rate and Annual Maintenance Charges quoted under item – (2) and (3) in the table in Annexure-E shall remain unchanged for 5 years from the date of “Project Sign Off”.

8 EVALUATION OF PROPOSALS

8.1 Evaluation Process

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 supplier will be opened.

- a. The Eligibility Bid 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-6 for compliance.
- b. The Bidders whose eligibility is found to be in order according to the eligibility criteria stated in section 6.1 will be invited to demonstrate their product. Followed by the Product Evaluation and client verification, the Technical capability of the bidder will be assessed by the evaluation committee based on section 6.2.

- c. The Financial Proposals of only those bidders who meet the eligibility and technical criteria stated in Section-6 will be opened and evaluated by the evaluation committee of NISM.
- d. The tender will be awarded to the eligible bidder who has submitted the lowest bid price. The comparison of Bid Price will be on the basis of the facts mentioned in Section 8.3.

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

8.2 Product Evaluation and Client Verification

Evaluation committee shall evaluate the products proposed by the bidder in Annexure-G in accordance with the facts mentioned in section 6.2.3. The committee shall also assess clients' experience by interacting with the contact persons mentioned in Annexure-G. The weightage of Product assessment and client verification is as follows:

#	Criteria	Weightage
1	Product Assessment / Evaluation	70
2	Client Verification	30

a. Product Evaluation

The Product evaluation will be based on the following aspects:

- i. User Friendliness of the Product.
- ii. Design and Coding Complexity of the Product.
- iii. Browser Compatibility aspects (in case of web portal).
- iv. The Evaluation committee will assess the product and will award a score out of 70.

b. Client Verification

The Evaluation committee will interact with the clients (as per the details provided in Annexure-G) for the above demonstrated products and will award a score out of 30.

c. Cutoff Score

The cutoff score on product assessment and client verification is 90.

8.3 Evaluation of Price Bids

Reference is made to the Price Bid format given in Annexure-E.

For the purpose of cost comparison, the Total Cost of Ownership (TCO) will be taken into account. The Total Cost of Ownership will be the summation of the development cost of the Web Portal and Mobile Application (i.e. item 1(a) and 1(b) in Annexure-E), Cost of maintenance for 3 years (item-2 in Annexure-E) and the Cost of Post Implementation Changes worth 18 man-months at the quoted man-month rate (item 3 in the Table in Annexure-E).

8.4 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 (b) of this document.

9 IMPORTANT DATES

- a. Date of Issuance of RFP: **8th June 2020.**
- b. Pre-bid meeting to seek clarifications regarding the RFP: **15th June 2020, 16:30 Hrs.** The pre-bid meeting with all prospective bidders shall be held through Webex online system. The interested bidders are required to send an email to the contact person mentioned in Section-2.6(b) by 14.00 Hrs. on 15th June 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 WebEx link to enable them to join the meeting.

- c. Date and Time of submission of duly filled and sealed proposal: **29th June, 2020 at 16:30 Hrs**
- d. The envelopes containing Eligibility and Technical Bid and EMD will be opened on Saturday, **30th June 2020 at 15.00 hrs** through Webex online system. The bidders are required to send an email to the contact person mentioned in Section- 2.6(b) **by 9.30 Hrs. on 30th June 2020** providing the following details:
 - Name of the Company
 - Names of the persons from the company who want to attend the Eligibility & Technical

- Bid and EMD opening meeting
- Mobile numbers
- Email IDs

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

10 PENALTY FOR DELAY

The supplier must strictly adhere to the delivery lead time given in Section-4. The supplier shall have to pay penalty to NISM @ Two percent (2%) of the cost of Development of Web Portal and Mobile Application inclusive of GST (item-1 in the Table given in Annexure-E) per week for late delivery. There shall be an upper limit of 25% of the Development of Web Portal and Mobile Application (inclusive of GST) 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 12 weeks from the stipulated delivery lead time (as per Section-4); NISM reserves the right to terminate the contract by recovering the penalty from Performance Bank Guarantee.

11 IMPLEMENTATION PLAN

Within 3-4 working days from the date of issuance of Purchase order a comprehensive project plan will be discussed covering the entire scope of work as stated in section 3. The said Project plan will be drafted and finalized within 4 working days.

12 PAYMENT PLAN

NISM will issue a Purchase Order for the project covering the entire scope of work as stated in Section-3. 60% payment of the cost of Development of Web Portal and Mobile Application will be made after completion of Development, Acceptance Testing and Deployment of Web Portal and Mobile Application on the Production Server and 40% payment for Web Portal and Mobile Application will be made only after Project Sign-Off and upon submission of invoices.

The payment for Post Implementation Maintenance and Support charges will be made on monthly basis within the first week for the services rendered for the previous month.

Based on the agreed effort estimate and the man-month rate as mentioned in the section 3.8, the cost of changes will be decided. 100% payment will be made only after successful Incorporation, Testing and Implementation of the changes.

13 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 supplier to bind the supplier 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 supplier, in which case such corrections shall be initialed by the person or persons signing the proposal.

14 TESTING

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

15 INDEMNITY

The supplier 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.

16 ARBITRATION

In the event of a dispute or difference of any nature whatsoever between NISM and the supplier 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 supplier 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.

17 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.

18 FORCEMAJEURE

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 or 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.

19 CONFIDENTIAL INFORMATION

All information provided by NISM will be treated as Confidential Information, including information that has not been expressly identified as being confidential, including but not limited to: information disclosed verbally, in writing or by any other means, exchanged as part of the tender or financial information, technical data, content or User and Student data related to web portal and mobile application and any information relating to pricing, methods, processes, lists and development.

- a) All documents and things of either party, including, without limitation, financial statements, shall belong to owner, absolutely and deemed part of Information, or either party shall, while the same is in its possession, if at all, hold the same in trust for each other and shall deliver the same forthwith upon request.
- b) The unauthorized use or disclosure of Information by or on account of the bidder, or by Bidder Persons, may cause immediate and irreparable harm to NISM and/or NISM's customers.
- c) The bidder shall not, without the prior written consent of NISM, disclose, or permit disclosure of, any Information to any third party, either orally or in writing, unless such disclosure is mandated by applicable law. The bidder shall notify NISM immediately of any loss of, or unauthorized disclosure or use of Information that comes to its attention.
- d) Limit, as much as possible, the number of people who will have access to the information, whether or not it has been identified as being confidential.

NISM Bhavan, Plot No 82, Sector 17, Vashi, Navi Mumbai-
400 703 Tel: 022 66735100 / Fax: 66735110 /
Web: www.nism.ac.in

- e) Maintain the secrecy of all of the information and not to reveal it, in part or in its totality, to any physical or legal persons apart from those managers, employees and advisors participating in the bid actively and directly, appointed by the bidder.
- f) To not disclose anything by any means of any form of communication nor to publish any of the information obtained as a consequence of rendering services, without the written consent of NISM, issued in advance, unless required to do so by court order or legal obligation, in which case NISM should be notified immediately of the cessation and revelations that have taken place.

NISM

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 ID of the company	
PAN Number of the company	
GST 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 no (Mobile):
Email Id:
Company Seal:

ANNEXURE-B

(This will be submitted in Envelope-2)

Date:

To,
National Institute of Securities Markets,
Plot No. IS 1, 2 & 3,
SEBI Road, Mohopada Village,
Dist. Raigarh, Maharashtra – 410222.

Subject: Response to the Request for Proposal for Development of Web Portal and Mobile Application (Document Reference No: NISM/ICT/RFP/01/2020-21)

Dear Sir/Madam,

1. Having examined the Request for Proposals including Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to develop/customize/configure and implement the Web portal and Mobile application in accordance with the scope of work as stated Section-3 of the RFP within the cost stated in our 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 RFP.
3. We certify that we have provided all the information requested by NISM in the required 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 purpose or 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 no (mobile):

Email Id:

Company Seal:

(This letter should be typed on the letterhead 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 4 working days from the date of issuance of Purchase Order covering the entire scope of work in accordance with section 3.	
2	Drafting and Delivery of FRS Document as per Section 3.1.	
3	Delivery of Test Plan and Test Cases for Web Portal as per section 3.4.	
4	Delivery of Test Plan and Test Cases for Mobile Application as per section 3.4.	
5	Development of Web portal in accordance with the FRS document.	
6	Development of Mobile Application in accordance with the FRS document.	
7	Required Support on User Acceptance Testing.	
8	Customization/Configuration of Web Portal and Mobile Application.	
8	Delivery of Comprehensive User Manual for Web Portal.	
9	Delivery of Comprehensive User Manual for Mobile Application.	
10	Delivery of Comprehensive System Design Document for web portal.	

11	Delivery of Comprehensive System Design Document for Mobile Application.	
12	Required Post implementation support and maintenance as per Section-3.7	
13	Confirmation regarding the delivery of all the features mentioned in Annexure-F.	
14	Delivery of Source code of Web Portal.	
15	Delivery of Source code of Mobile Application.	
16	Configuration of Web Portal and Mobile Application on the Hosting platform as provided by NISM as per the section-3.5.	
17	Delivery of appropriate C.Vs of Resources as per the section-3.2.	
18	Confirmation regarding the Capacity Building for Web Portal and Mobile Application as per the section 3.6 of the RFP.	

Signature of the Authorized Signatory of Company

Name:

Designation:

Contact no (mobile):

Email Id:

Company Seal:

ANNEXURE-D

CV Format

(Also read Section-3.2 of the RFP before filling the following Form. The duly filled form must be submitted in Envelope-2)

NAME: _____

CURRENT DESIGNATION: _____

CURRENT EMPLOYER: _____

EDUCATION (Including professional qualification):

#	Degree	University/College	Specialization	Year	Grade

Note: *Please write full name while filling your University/College/Board name and do not write abbreviations.

PROFESSIONAL CERTIFICATION:

#	Certificate	Year	Validity Period

EXPERIENCE:

#	Organization	Designation	From	To	Major Tasks Completed

NOTE: Major tasks must be described comprehensively providing a clear understanding of the depth of relevant experience.

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 Breakdown:

#	Cost Component Description (1)	Quantity (2)	Unit Price (INR) (Excluding GST) (3)	GST in % (4)	Total Price (Including GST) (5) $= (2) \times [(3) + \{(3) \times (4) / 100\}]$
1	Design, Development and Implementation charges				
(a)	Web portal	01			
(b)	Mobile Application	01			
2	Annual Support and Maintenance charges	01			
3	Man month rate for Change Request as stated in section 3.8 of the RFP.	NA			

Note: The Annual Support and Maintenance charges and Man-month rate will remain unchanged for 5 years.

Signature of the Authorized Signatory of

Company Name:

Designation:

Contact no (mobile):

Email Id:

Company Seal:

ANNEXURE –F

High-Level Requirements for Web Portal and Mobile Application

(This will be submitted in Envelope-2)

1. High level Functional Requirements

1.1 Web Portal

The proposed web portal is expected to have a significant number of features that fall in the following major categories:

#	Features	Feature Description	Remarks
Informative Features			
1	Textual	<ul style="list-style-type: none">• The proposed portal will have a significant amount of textual information in various formats like HTML Pages, PDF Documents, Word Documents, and Spreadsheets etc.• The proposed portal shall have a well-structured site layout to place the said textual content.	
2	Images and Videos	<ul style="list-style-type: none">• The proposed portal is expected to display a large number of images in the form of event banners, photographs, cartoons, sketches etc.• Videos, animated cartoons pertaining to various programmes and events shall also be placed in the portal.	
3	Event Calendar	<ul style="list-style-type: none">• There should be an Event Calendar for displaying Upcoming events of the institute.• The look and feel of the event calendar will be decided at the time of Portal design.	

4	Content Archival	<ul style="list-style-type: none"> An appropriate Interface must be provided in the portal for web administrator to archive the content. In addition to the said feature, a facility will also be provided to tag a few specified items like Tenders, events, Recruitment advertisements etc with Expiry date. Such content will automatically be archived after the expiry date. There must be an Archival section on the portal through which viewers can access the archived content based on the specified filter criteria. 	
5	Announcements	<ul style="list-style-type: none"> There must be an Announcement section where all the important announcements of the website must be displayed. 	
6	Statistical Data	An appropriate interface (a web service or an ftp service or any other appropriate mechanism) will be provided to upload statistical data from some of the internal systems of NISM into the website and display the same to the viewers in the required formats (Tabular, graphic etc).	
Interactive Features			
1	Chat Bot / Live Chat	The proposed portal must support the following interactive features: a) Chat Bot b) Live Chat	
2	Inquiry Forms	The proposed portal will have inquiry forms so that	

		NISM can have bidirectional transfer of information (from visitors of portal to NISM and vice-a-versa)	
3	Feedback Forms	The proposed portal must have feedback forms so that visitors of the portal can provide their valuable feedback.	
Services			
1	Services to Public	<ul style="list-style-type: none"> • There will be some services which will be provided through portal to users. • There must be a link or an Icon on the portal which will redirect the viewers to the Certification services, Registration services for Short-term programs and Long-term programs on Securities education and Financial Literacy. • There should be a feature in portal through which customizable forms can be created that facilitates changing logos, changing fonts, modifying color schemes, validation rules, filtering of reports, report generation and downloadable reports in pdf and excel formats. These forms can be used for receiving applications for recruitments and other purposes. There should be a facility to provide access to internal users to generate, view and download various reports. 	
2	Services to Employees	<ul style="list-style-type: none"> • A number of services will be delivered through the 	

		<p>proposed portal to the employees of NISM.</p> <ul style="list-style-type: none"> The employees' services section of the portal will provide access to number of internal systems of NISM. A typical list of internal systems is given below: <ul style="list-style-type: none"> a) Payment tracking System b) Tour Management System c) Claims for working on holidays d) Service Request Login System e) Human Resource Management System. <p>The above list is not exhaustive.</p> <ul style="list-style-type: none"> Access to the above mentioned systems will be provided after appropriate authentication. 	
Common/ Standard Features			
1	Main Menu Tabs	The Home page should have a main menu with adequate number of tabs. These tabs will reflect the core business functions of NISM for example, Certifications, Academics, Training & Development etc.	
2	Footer Menu	A set of tabs will be placed as a footer and these tabs are meant for ancillary functions of the institute.	
3	Side-bar Menu	A set of tabs must be placed as side-bar that lists the major points of the main article so that information can be provided in a better way and to make the portal user-friendly.	

4	Search Function	<ul style="list-style-type: none">• The Website must have powerful custom search filter plugin that should allow visitors to find what they need.• It should allow searches for keywords in posts / Page Title, content, tags, categories etc.• For example – If a visitor wants to search a Tender on the website then there must be filters like tender date, tender title etc.	
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1.2 Mobile Application

The proposed Mobile Application will have the following major features. The user will register using his mobile number and an OTP. The user will subsequently log in using mobile number and OTP. Once the user successfully logs in, the app will provide the following services:

1. NISM Certifications

NISM App will have tab 'Certifications' on its home page. The following services will be offered:

- On-line Registration for certification exam and CPE.
- Enrolment and Payment for certification exam and CPE.
- Candidates can access the details of their certificates based on their PAN number.

These services will be offered through a mobile responsive site.

All **notifications related to Certification** will be delivered through a **Notification Tab** in the NISM App. Following notifications will be delivered through app:

- Notification confirming of Successful Registration.
- Notifications related to admit card generation.
- Reminders related to Certification Exam Date.
- Notification related to certification dates, upcoming certifications and expiry of certifications.
- Reminders to upcoming CPE programs.

2 Academics

The NISM App will also have a tab for Academics through which users will be able to register for the Long-term Programs. Following services will be offered:

- On-line Registration for Long Term Programmes.
- Status of shortlisting of applications.

- iii. Information related to Interview date and location.
- iv. Online dispatch of admission letters.
- v. Admission fee payment.

All these services will be offered through a mobile responsive site.

All the **notifications related to Long-Term Programs** will be delivered through a **Notification Tab** on NISM App. Following notifications will be delivered through app:

- Notification related to the login credential after successful submission of mini registration form (minimum profile information).
- Notification related to Successful submission of Application form.
- Notification related to the Interview schedule for the shortlisted students.
- Notification related to Final selection.
- Notification related to Admission Fees and deadline for Payment.
- Notification related to Admission.

3 Training and Short-term Programs

Through Training tab, following services will be offered:

- i. Registration for the Training program.
- ii. Payment of Program Fee.

All these services will be offered through mobile responsive site.

All the **notifications related to Short-Term and Training Programs** will be delivered through a **Notification Tab** on NISM App.

- Notification related to the successful submission of Registration form.
- Notification related to the successful payment of Program fee.
- Notification related to Program details.

4 General Notifications

NISM App will have a **Notification Tab**. Once the user logs in the App, he will receive following notifications:

- Notifications related to Certification exams, long-term programs, short-term programs and training programs.
- Notifications related to new events, conferences and workshops to be held at NISM.
- Notifications related to any announcements made at NISM.
- Any other Notifications.

5 Any other requirements:

The functionality/features mentioned in this section will be revisited during development of detailed functional requirements to cater for any other additional requirements.

2. Non-Functional Requirements

2.1 Web Portal

The performance of the proposed web portal will be judged based on the following parameters:

a) **Performance** – A rapid response along with fast retrieval (low latency) is a must. It includes web page loading, refresh times etc.

i. Response Time

S. no	Page Type	Page Description	Average Page Size	Response Time
1.	Ordinary	HTML, CSS, Java-script, others	785 KB	1.5 seconds
2.	Pages with Images	NA	2000 KB	Less than 4 seconds
3.	Pages with Videos	NA	1600 KB	Less than 3 seconds

Note: With 3G connections about 1.5 MB takes seven seconds to load. Furthermore, it is assumed that 4G LTE is approximately 10 times faster than 3G. 4G LTE download speed varies from 5 to 12 Mbps. Taking the lower limit into consideration, it will take 3 seconds to download 1.5 MB.

ii. Load - The web portal must be able to withstand a reasonable load of concurrent users. The expected number of concurrent visitors is 120. Furthermore, it must be capable of handling the events of unexpected number of concurrent requests gracefully.

b) **Usability** – Usability means user-centered design. Both the design and development process are focused around the prospective user and hence, the design of the website must be such that is user friendly and easy to use.

Following are the factors that determine the usability of the website:

- i. **Effectiveness:** The website should not be overloaded with content. Uploading of any new content should not have any impact on the existing content in the website. Any updated content should be immediately visible to the viewers.
 - ii. **Efficiency:** The sitemap must be designed in such a way that users can retrieve the required information in a maximum of three clicks.
 - iii. **Availability and Accessibility:** Surfing through the portal must not result into any errors attributed to the portal design, development and configuration. The portal design must be scalable to cope up with the increasing.
- c) **Browser Compatibility** - The web portal must be compatible with the following browsers and their latest versions:
- i. Internet Explorer 6.0 and above.
 - ii. Google Chrome.
 - iii. Mozilla Firefox.
- d) **Content Management System** – The portal should use a content management system (CMS) to keep the site easily maintainable. A CMS makes it very easy to manage and update your

website. Some of the leading free, open source and preferable content management software are listed below. One of the CMS software listed below must be used for the website development.

- i. WordPress
 - ii. Joomla
 - iii. Drupal
- e) **Mobile Responsiveness** - The Portal must be Mobile responsive on Apple and Android mobile phones.
- f) **Search Engine Optimization (SEO)** - To increase the website visibility and quality & quantity of website traffic, the Search Engine Optimization must be implemented. It will help search engines like Google, better identify what our website is about and the webpages can be featured much higher up in the search engine results.
- g) **Operating System** - Linux O.S must be used as the operating system for the website as it is highly secure environment.
- h) **Database** - MySQL must be used as the database for NISM portal because it can meet expected level of concurrency efficiently and is reliable.
- i) **Look and Feel:** NISM Portal must also cater for NISM Branding and Corporate image. A color scheme must be chosen which will reflect the corporate branding and this scheme must be used throughout all the templates. The website must be User-friendly so that the users feel at ease to browse through the site.

2.2 Mobile Application

The proposed Mobile application has following major non-functional requirements:

#	Requirements	Description
1	Language to be used for development	Ionic with Angular. Appropriate Ionic plugins will be used based on the requirements.
2	Software	Visual Studio Code
3	Backend	A reliable backend technology must be used that will be compatible with Ionic and Visual Studio Code to cater for high performance, to synchronize the data across platforms and should be able to send alerts and notification messages.
4	Uglify code	Uglification of code must be done by developers so that it cannot be hacked.
5	HTTPS Protocol	Ionic application must interact with the backend using HTTPS connection.
6	Backend Database	The Current Internal Applications of NISM and also the public facing applications use MySQL and SQL Server as a backend database. The proposed NISM mobile application is expected to retrieve data to meet some of the requirements stated in section

ANNEXURE-G

(This must be submitted in Envelope-2 as mentioned in Section-2.1)

Details of the Products proposed by the bidder for demonstration

#	Name of the Product and its details (Software, Language details)	Client Name and address .	Client Contact details (Name and Mobile number)	Product cost in lakh	Date of completion	Product link /URL (if available)	Remarks (if any)

NOTE: If bidder is demonstrating any product other than the Purchase order submitted as per the section 6.1.1, the bidder shall provide purchase order and completion certificates for the same

-----End of Document-----