



**NATIONAL INSTITUTE OF SECURITIES
MARKETS**

**REQUEST FOR PROPOSAL
FOR APPLICATION SOFTWARE FOR NATIONAL
FINANCIAL LITERACY ASSESSMENT TEST
(Document Reference No: NISM/ICT/RFP/05/2016-17)**

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

1. INTRODUCTION

The National Centre for Financial Education (NCFE), comprising representatives from all financial sector regulators i.e. Reserve Bank of India (RBI), Securities Exchange Board of India (SEBI), Insurance Regulatory and Development Authority of India (IRDAI), Pension Fund Regulatory and Development Authority (PFRDA) and National Institute of Securities Markets (NISM), has been set up to implement National Strategy for Financial Education (NSFE), under the guidance of a Technical Group on Financial Inclusion and Financial Literacy of the Financial Stability and Development Council (FSDC), which would cater to all sections of the population in the country. The main role of NCFE is to create financial education materials and conduct financial education campaigns across the country for all sections of the population along with awareness campaigns at different levels for existing and potential customers so as to improve their knowledge, understanding, skills and competence. NCFE's National Financial Literacy Assessment Test (NFLAT) is a step in that direction. This is a first of its kind national level test, conducted by the National Centre for Financial Education (NCFE), to measure the level of financial literacy among school students. Through this test NCFE aims to encourage school students to obtain basic financial skills which are essential for their full participation in society. NFLAT would assess the knowledge of students on topics such as Money, Savings, Banking, Budgeting, Insurance, Investment, Retirement planning, etc. In order to facilitate large number of students participating in this assessment test, NISM is interested to procure an application that meets the functional requirements of conducting NFLAT online. This request for proposal is for the said NFLAT application.

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-10 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:
- The first sealed envelope will contain the EMD as listed in Section-2.2 and the envelope will be super scribed as “EMD for Application Software for NFLAT (Document Reference No. : NISM/ICT/RFP/05/2016-17)”.
 - 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 Application Software for NFLAT (Document Reference No. : NISM/ICT/RFP/05/2016-17)”.
 - 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 Application Software for NFLAT (Document Reference No. : NISM/ICT/RFP/05/2016-17)”.
 - The three separate sealed envelopes should be put together in another sealed main envelope super scribing it as “Proposal for Application Software for NFLAT (Document Reference No. : NISM/ICT/RFP/05/2016-17)”.
- 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

#	<u>Content Check list</u>
<u>Envelope-1: EMD</u>	
1.	Earnest Money Deposit in accordance with clause 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.	Statement of Commitment to Delivery Lead Time as per Annexure-C.
4.	Scope of work confirmation as per Annexure-D.
5.	Report on degree of fitness as per the format provided in Annexure-E.
6.	CVs of Resources mentioned in Section-3.11 as per Annexure-F.

7.	Purchase Orders and Completion Certificates as mentioned in Section-7.1.
8.	Company balance sheets with profit and loss account statement for 3 years as stated in Section-7.2.
9.	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 Annexure-G.

2.3 Earnest Money Deposit (EMD)

- a. Bidders are required to provide an EMD of Rs. 1,40,000/- (Rupees One lac Forty 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.
- 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 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

- 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 respect 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 software should not be from the discontinued version/release. In case of discontinuation of the quoted software 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-10 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 reasons 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,
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 person:

Ms. Neha Mishra,
Assistant Manager -IT,
National Institute of Securities Markets,
6th Floor, NISM Bhavan, Plot No. 82,
Sector - 17, Vashi, Navi Mumbai - 400 703.
Email: nflatsystem@nism.ac.in, Contact Tel: 022-66734606.

3. SCOPE OF WORK

The scope of work to be delivered by the 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, Application Design, Development, User Acceptance Testing, User Training, Pilot Run and Project Sign off. The Project Plan shall be developed jointly by NISM and the Bidder.

3.2 Functional Requirements Gap Analysis and Application Design

The selected bidder is required to carry out the following work:

- a. NISM has already prepared the functional requirements of the proposed NFLAT application and the same has been provided in Annexure-H. However, the selected bidder is required to go through the document and discuss with NISM extensively to identify the gap. The gap could be in terms of additional features, workaround functionality, improvement in the clarity of some sections of the document etc. The bidder will submit a gap analysis report and seek NISM's approval prior to development of the application.
- b. The system analyst deployed by the selected bidder shall develop an application design document based on the functional requirements document provided by NISM and the gap analysis thereof. The application design will cover the following key aspects amongst many others:
 - Mock screens (i.e. user interfaces) meeting all the functional requirements provided in Annexure-H and the gap analysis report.
 - Database structure
 - Validation rules meeting all functional requirements

3.3 Application Development

- a. The bidder may propose a solution that requires development of the application afresh right from scratch or customize/configure an existing application.
- b. The selected bidder is required to deliver the documents mentioned in Section- 3.7 irrespective of whether the proposed solution requires development of an

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- application from scratch or customization or configuration of an existing application.
- c. The development/customization/configuration of the application shall be carried out onsite at NISM premises. NISM will provide a development platform (server, OS, database server and development tools) for the application development work. Furthermore, a test platform shall also be provided by NISM for user acceptance testing.
 - d. The selected bidder will develop comprehensive Test Cases and test the application thoroughly before releasing the application for User Acceptance Testing (UAT). Furthermore, the selected bidder will submit the test report before commencement of UAT.
 - e. The application shall be deployed by the selected bidder on the hosting platform (production server) after successful user acceptance testing.
 - f. The selected bidder is required to involve 2 or 3 resources from NISM in the entire application development process. These resources from NISM are well trained in ASP.NET. This is required primarily to ensure that the designated NISM resources develop a very good understanding of the system design, internal logic of the source code and the database structure.
 - g. The proposed application must meet the functionality mentioned in Annexure-H. The bidder must provide a comprehensive view of the degree of fitness to the functional and non-functional requirements. This will be assessed based on the report provided by the bidder as per the format given in Annexure-E.
 - h. In addition to the above, the bidders are encouraged to provide comprehensive details of various features of the proposed application.

3.4 User Training

The selected bidder shall propose a training plan and carry out end user training accordingly. The user training shall be carried out at two stages of development process i.e. (i) Prior to User Acceptance Testing and (ii) Before the Pilot Run.

3.5 Application Performance Testing

The selected bidder shall carry out application performance testing as mentioned in Section-4 of NFLAT functional requirements document and submit a comprehensive report.

3.6 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 UAT starts.

3.7 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. System Design Document (in line with Section-3.2)
- d. Test Plan and Test Cases
- e. 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. Each of the above mentioned documents will be delivered in a single file.

3.8 Post Implementation Support and Maintenance

- a. The selected bidder shall be required to fix bugs promptly after the deployment of the application on the production server 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.
- b. The selected bidder shall provide offsite support for maintenance of the application for a period of **three** years. The selected bidder shall be required to make necessary Minor and Moderate changes in the application as and when required during the said maintenance period with the help of NISM onsite team within the agreed annual maintenance and support charges. Refer Section-4 for definition of application changes.
- c. Any Major changes in the application shall be carried out by the selected bidder on the basis of effort estimate in man days. Such major changes shall be made to the application onsite (if required by NISM). This effort estimate shall be negotiated and must be mutually agreeable. The bidder shall provide a man month rate for the

same valid for a period of three years. A man month is considered to be 30 working days for the purpose of this tender.

3.9 License conditions for the NFLAT Application

- a. Complete ownership and all rights to the entire source code of the NFLAT application (including the database structure and all documentation) shall be given to NISM. This shall allow NISM to freely use the source code at multiple locations of the organization and make any changes whatsoever to the source code without the consent of the selected bidder.
- b. The selected bidder shall not claim ownership and any rights to the source code of the NFLAT application.

3.10 Hosting and Development Platform

The proposed application must support the following:

- a. Must run on Windows 2012 server operating system.
- b. The backend database must be SQL Server 2016 (Standard Edition).
- c. The application must be developed using ASP.NET Framework 4.6, Visual Studio 2015 and C#.

3.11 Resource requirements

The bidder is required to propose the following resources for project implementation and offsite technical support services for two years. The CVs of the proposed resources in the format as mentioned in Annexure-F must be enclosed in the technical proposal (Envelop 2). The composition of the required skill set is dependent on the proposed solution. Table-1 shows the required skill set for solution which involves either customization of an existing application or development of the application afresh. Table-2 shows the required skill set for the solution where an existing application requires merely configuration. The bidder is expected to propose either Table-1 skill set or Table-2 skill set depending on whether the proposed solution requires Customization/Development work or Configuration work respectively. All Project Implementation resources (as indicated in the table below) are required to be deployed on-site in accordance with the agreed "Project Plan".

Table-1: Skill Set for Customization/Development

#	Resource Type	Qty.	Description	Qualification	Experience	Duration
1	Project coordinator	1	This resource will be responsible for project management. He/She will also serve as a single point of contact during project execution and post implementation maintenance.	<ul style="list-style-type: none"> • Graduate • Well trained in project management techniques • PMP or Prince2 or any other well recognized project management certification desirable. 	<ul style="list-style-type: none"> • Must have at least 4 years of intensive experience in managing application development / customization project. • The experience must include end-to-end project life cycle management of at least two medium scale projects. 	From inception until project sign off
2	System Analyst / Business Analyst	1	This resource is expected to carry out business analysis (of core functions) and develop functional requirements. Must know how to develop a system	<ul style="list-style-type: none"> • B.E., B.Tech., M.Tech. or B.Sc. in Computer Science/ Information Technology/ Computer Application/Electronics and 	<ul style="list-style-type: none"> • At least 3 years of experience in Business Analysis, Application Designing and development 	For the duration as required by the project plan.

			design document. Furthermore he/she is expected to lead and guide a team of programmers to get the system developed.	Telecommunication <ul style="list-style-type: none"> • Proficiency in System Analysis and Design techniques. A certification in Structured System Analysis and Design techniques is desirable. 	.	
3	Programmer/ Developer	3	This resource is required to do coding/configuration and testing.	<ul style="list-style-type: none"> • B.E., B.Tech., M.Tech. Or B.Sc. in Computer Science/ Information Technology/ Computer Application/ Electronics and Tele-communication. • A certificate showing extensive training for at least 8 weeks in ASP .NET, Visual Studio and MS SQL Server. 	<ul style="list-style-type: none"> • At least 4 years of experience in developing applications using ASP .NET framework, Visual Studio and MS SQL Server. 	For the entire duration of application development, testing and sign off.
4	Offsite	1	This resource will	<ul style="list-style-type: none"> • B.E., B.Tech, 	<ul style="list-style-type: none"> • At least three 	For the

technical support person		be responsible for making post implementation changes to the application and provide support to the back office users.	<p>M.Tech. or B.Sc. in Computer Science/ Information Technology/ Computer Application/ Electronics and Tele-communication.</p> <ul style="list-style-type: none"> A certificate showing extensive training for at least 8 weeks in ASP .NET, Visual Studio and MS SQL Server. 	years of experience in developing applications using ASP .NET framework, Visual Studio and MS SQL Server.	entire duration of on-site and off-site technical support service.
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Table-2: Skill Set for Configuration

#	Resource Type	Qty.	Description	Qualification	Experience	Duration
1	Project coordinator	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 any other well recognized project 	<ul style="list-style-type: none"> Must have at least 4 years of intensive experience in managing application development / customization project. 	From inception until project sign off

			project execution and post implementation maintenance.	management certification desirable.	<ul style="list-style-type: none"> The experience must include end-to-end project life cycle management of at least two medium scale projects. 	
2	System Analyst/ Business Analyst	1	This resource is expected to carry out business analysis (of core functions) and develop functional requirements. Furthermore he/she is expected to configure the application appropriately to meet the functional requirements.	<ul style="list-style-type: none"> B.E., B.Tech., M.Tech. or B.Sc. 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 desirable. 	<ul style="list-style-type: none"> At least 3 years of experience in Business Analysis, Application Designing and development / Configuration. 	For the duration as required by the project plan.
3	Offsite technical	1	This resource will be	<ul style="list-style-type: none"> B.E., B.Tech, M.Tech. or B.Sc. 	<ul style="list-style-type: none"> At least three years of 	For the entire

	support person		responsible for making post implementation changes to the application and provide support to the back office users.	in Computer Science/ Information Technology/ Computer Application/ Electronics and Tele-communication • A certificate showing extensive training for at least 8 weeks in ASP .NET, Visual Studio and MS SQL Server.	experience in developing applications using ASP .NET framework, Visual Studio and MS SQL Server.	duration of on-site and off-site technical support service.
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3.12 Master Data Entry

The selected bidder will be responsible for capturing the master data like regions, states and districts etc.

4. NFLAT APPLICATION CHANGES

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

a. Minor Changes

- Changes in the look and feel of user interfaces.
- Changes in the system to overcome operational issues such as difficulties faced by the schools in uploading students details while registering students in bulk.
- Changes in existing reports such as format changes, adding of new fields etc.

b. Moderate Changes

- Any new reports based on fields that are already available in the database.
- All required changes to improve application and database performance.
- Any changes in search criteria in any part of the application.
- Addition of extra fields to tables, creation of extra tables as required without altering the existing key fields.
- Changes in workflow required to overcome operational difficulties post implementation of the system. Here the said workflow changes are in an existing functionality. Example: A change request to include maker-checker concept while capturing venue details.

c. Major Changes

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

5. DELIVERY LEAD TIME

The chosen bidder will be expected to develop or customize or configure the application as mentioned in the scope of work under Section-3 of the RFP within 16 weeks from the date of issuance of Purchase Order.

The selected bidder must submit duly signed letter of commitment to the delivery lead time as provided in Annexure-C.

6. PRICE VALIDITY PERIOD

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

7. ELIGIBILITY AND TECHNICAL CRITERIA

The bidders are required to meet the following eligibility and Technical criteria. The items mentioned in Sections-7.1 to 7.5 will be enclosed in Envelop-2 mentioned in Section-2.1. The bidders not meeting the eligibility criteria stated in Sections-7.1 to 7.5 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 email id mentioned under Section -2.6 (b).

7.1. Experience

Should have minimum of 5 years of past experience (from June 2016) in application development work in ASP.NET, SQL Server, Visual Studio, C# of following work order value:

- a. Should have executed three orders of Application Development work as mentioned above each order not less than 24 lac.
OR
- b. Should have executed two orders of Application Development work as mentioned above, each order value not less than 30 lac.
OR
- c. Should have executed one order of Application Development work as mentioned above not less than 48 lac.

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.

7.2. Company Turnover

The company must have a minimum turnover of 50 lac 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 50 lac).

The selected bidder must enclose copies of Audited Company Balance sheet and profit/loss account for the said financial years.

7.3. Scope of Work Confirmation

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

7.4. Degree of Fitness of Proposed Application

The bidders must submit a comprehensive report showing Degree of Fitness of the proposed application to the functional requirements as per the format given in Annexure-E. The “Technical Score” of the bidders must be equal to or above the cut off score as mentioned in Section – 9.2.

7.5. 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-3.11.

Bidder is required to submit information pertaining to Sections-7.1 to 7.5 in Envelope-2 mentioned in Section-2.1.

8. PRICE BID

The price bid will be submitted as per the format given in Annexure-G in Envelope -3.

9. EVALUATION OF PROPOSALS

9.1. 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 supplier 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-7 for compliance.
- c. The Financial Proposals of only those bidders who meet the eligibility and technical criteria stated in Section-7 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 9.4.

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

9.2. Evaluation of Technical Bids

The technical proposals will be evaluated based on the following criteria:

#	Criteria	Maximum Points	Score
1	Fitness of the proposed NFLAT to NISM's requirements	60	
2	Skill set of the proposed team for implementation of system	40	

a. Rating of the fitness of the proposed application

The score awarded to a bidder for the proposed NFLAT application will be based on the following formula:

$$\text{Score (S1)} = 60 \times \text{Degree of Fitness}$$

$$\text{Degree of fitness} = (P+Q) / (\text{Total Number of Required Features})$$

Where,

P=Total count of features supported by the product under column marked as "Readily Available" in Annexure-E

Q=Total count of features supported by the product under column marked as "Work Around" in Annexure-E

NOTE: Please refer Annexure-E for the details on the functionality of the proposed application.

b. Rating of the proposed implementation team

Each member of the evaluation committee will award points to the implementation team proposed by each bidder. The average number of points awarded to a bidder for the proposed implementation team will be calculated as total points awarded by all members of the committee divided by the number of members. Each member of the evaluation committee will rate the CV of each member of the proposed implementation team on 1 (Poor) to 10 (Excellent) scale. The sum of the ratings on all members of the implementation team will stand as the points awarded by the concerned member of the evaluation committee to the proposed implementation team.

The score awarded to a bidder for the proposed implementation team will be computed as follows:

For Table-1 Skill Set (as mentioned in Section 3.11)

Score (S2) = $40 \times ((\text{Average Number of Points awarded to proposed team by Evaluation committee}) / \text{Maximum points for six resources})$

Where Maximum points for six resources = 6×10

For Table-2 Skill Set (as mentioned in Section 3.11)

Score (S2) = $40 \times ((\text{Average Number of Points awarded to proposed team by Evaluation committee}) / \text{Maximum points for three resources})$

Where Maximum points for three resources = 3×10

NOTE: Please refer Annexure-F and Section 3.11 for details.

c. Technical Proposal Score

The overall score of the technical proposal will be computed as follows:

Overall Technical Score = $S1 + S2$

Where,

S1 is the score on the degree of fitness of the proposed application.

S2 is the score on the proposed implementation team.

d. Cutoff Technical Score

The cutoff point for the overall technical score is 90. Also the bidders must score minimum of 0.9 on the degree of fitness of the proposed application.

9.3. Evaluation of Price Bids

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

- a. For the purpose of cost comparison, the total cost of application development and maintenance (i.e. total of item 1 to 4 in the table in Annexure-G) will be added to "24 times the quoted man moth rate (item 5 in the Table in Annexure-G)".

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- b. The Man month rate quoted under item –(5) in the table in Annexure-G shall remain valid for 3 years from the date of “Project Sign off.

9.4. 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.

10. IMPORTANT DATES

- a. Date of Issuance of RFP: **18th July 2016**
- b. Pre-bid meeting to seek clarifications regarding the RFP: **22nd July 2016, 16:30 Hrs.**
The pre-bid meeting with all prospective bidders shall be held in the Board Room , 5th 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: **2nd August, 2016 at 17:30 hrs**
- d. The envelopes containing Eligibility and Technical Information and EMD will be opened on **3rd August 2016 at 16:30 hrs** in the board room, 5th floor, NISM Bhavan, Vashi, Navi Mumbai.
- e. The Financial Bids of the technically qualified suppliers will be opened on **10th August 2016 at 16:30 hrs** in the 5th floor, NISM Bhavan, Vashi, Navi Mumbai.

11. PENALTY FOR DELAY

The supplier must strictly adhere to the delivery lead time given in Section-5. The supplier shall have to pay penalty to NISM @ One percent (1%) of the value of the purchase order (inclusive of all taxes) per week for late delivery. There shall be an upper limit of 10% of the value of the purchase order (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 stipulated delivery lead time (as per Section-5); NISM reserves the right to terminate the contract by recovering the penalty from Performance Bank Guarantee.

12. IMPLEMENTATION PLAN

The selected bidder is required to deliver the project in two phases as mentioned in the table given below. The first phase is expected to be completed in 6 to 7 weeks and the second phase must be completed in 8 to 9 weeks. The functionality division between the two phases as mentioned here may go through some changes following detailed discussion with the selected bidder immediately after the work order is issued.

#	Phase	Functionality
1	Phase 1	Registration of Schools
		Registration of Students
		Enrollment of Students
		Take-a-Test Module
		Back office Module
		User Administration
		Some of the non-functional requirements
2	Phase 2	Rest of the Functionality

13. PAYMENT PLAN

Reference is made to Annexure G where cost components are provided. The payment plan preferred by NISM is as follows:

#	Cost Component	Deliverables	Payment Plan
1.	Gap Analysis and Application Design	Gap Analysis Report	50% of the cost of "Gap Analysis and Application Design" work will be paid after review and approval of gap analysis report.
		Application Design Report	The remaining 50% of the cost of "Gap Analysis and Application Design" work will be paid after review and approval of Application Design Document.
2.	Cost of Application Development/Customization/	Phase 1	20% of "Cost of Application Development/Customization/Configuration and Testing" shall be paid on

	Configuration and Testing		delivery of phase 1 modules for UAT.
			10% of “Cost of Application Development/Customization/ Configuration and Testing” shall be paid on successful completion of UAT and deployment of phase 1 modules on the production server.
		Phase 2	25% of “Cost of Application Development/Customization/ Configuration and Testing” shall be paid on delivery of phase 2 modules for UAT.
			25% of “Cost of Application Development/Customization/ Configuration and Testing” shall be paid on successful completion of UAT and deployment of phase 2 modules on the production server.
			15% of “Cost of Application Development/Customization/ Configuration and Testing” shall be paid on project sign off.
			5% of “Cost of Application Development/Customization/ Configuration and Testing” shall be paid after successful completion of observation period of 6 weeks from the project sign off.
3.	Cost of perpetual license and Source Code* (if applicable) *not applicable if the application is developed from scratch.	Source Code	100% payment for this cost component (if applicable) shall be made after successful completion of observation period mentioned above.
4.	Cost of post implementation support and Maintenance Service	Support and maintenance service	<ul style="list-style-type: none"> The charges for this service shall be paid on monthly basis upon submission of an invoice within the first week of every month for the service rendered in the previous month.

			<ul style="list-style-type: none">The charges for this service shall be paid from the effective date of the support and maintenance service agreement to be signed with NISM following successful completion of observation period. The said agreement shall be put in place immediately after the observation period.
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14. 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.

15. 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 application, the selected bidder shall take necessary corrective actions to meet the requirements at no cost to NISM.

16. 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.

17. 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.

18. 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.

19. 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 ID 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 no (Mobile):

Email Id:

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 Sir/Madam,

Subject: Response to the Request for Proposal for Application Software for National Financial Literacy Assessment Test, (Document Reference No: NISM/ICT/RFP/05/2016-17)

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 application software for National Financial Literacy Assessment Test 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 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 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

(This will be part of quotation and will be submitted in Envelope-2)

Date:

To

Senior Vice President (ICT)
National Institute of Securities Markets,
NISM Bhavan, Plot No: 82,
Sector - 17, Vashi, Navi Mumbai - 400703.

Dear Sir/Madam,

Subject: Letter of Commitment to Delivery Lead Time for Application Software for National Financial Literacy Assessment Test, (Document Reference No: NISM/ICT/RFP/05/2016-17)

We commit to the delivery lead time as stated in Section-5 of the RFP.

Thank you.

Yours faithfully,

Signature of the Authorized person

Name:

Designation:

Phone No (Mobile):

Fax and Email Address:

Official 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-D**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 5 working days from the date of issuance of Purchase Order in accordance with clause 3.1	
2	Delivery of Functional Gap Analysis report as per clause 3.2	
3	Delivery of Application Design document as per clause 3.2	
4	Development/Customization/Configuration of application in accordance with clause 3.3	
	The bidder shall include 2 or 3 resources from NISM (who are well trained in ASP.NET and SQL Server) in its development team and these resources will be assigned application development and coding work.	
5	Delivery of User Training plan and carry out the plan as per clause 3.4	

6	Application Performance Testing as per clause 3.5	
7	Required support on User Acceptance Testing as mentioned in clause 3.6	
8	Delivery of proper documentation as per clause 3.7	
9	Required post implementation support and maintenance as per clause 3.8	
10	Complete ownership and rights to the entire source code as mentioned in clause 3.9	
11	No claim by the bidder on ownership and rights to the source code as mentioned in clause 3.9	
12	The proposed application supports hosting and development platform mentioned in clause 3.10	
13	For Customization/Development or Configuration of application, required CVs of all resources for project implementation fulfilling the skill set as mentioned in clause 3.11 Table-1 or Table-2 as applicable.	
14	Master data entry task as mentioned in Section 3.12	

Signature of the Authorized Signatory of Company

Name:

Designation:

Contact no (mobile):

Email Id:

Company Seal:

ANNEXURE-E**Degree of Fitness – Application Functionality**

(This will be submitted in envelop-2)

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

Degree of Fitness Matrix

Note: All the features mentioned in the following table refer to the NFLAT-Functional Requirements Document.

#	Functional Requirement	Readily Available	Work Around	Not Available
1	NFLAT workflow as mentioned in section-2 of NFLAT-Functional Requirements Document.			
2	NFLAT Home page feature as mentioned in Section-3 of NFLAT-Functional Requirements Document.			
3	Online School Registration Feature as mentioned in section 4.1.1 of NFLAT-Functional Requirements Document.			
4	Offline School Registration Feature as mentioned in section 4.1.2 of NFLAT-Functional Requirements Document.			
5	Online Registration of Students by filling an online form as mentioned in section 4.2.1.1 of NFLAT-Functional Requirements Document.			
6	Online Registration of Students in bulk as mentioned in section 4.2.1.2 of NFLAT-Functional Requirements Document.			
7	Offline Registration of Students as mentioned in section 4.2.2 of NFLAT-Functional Requirements Document.			

8	Direct Registration of Students feature as mentioned in section 4.2.3 of NFLAT-Functional Requirements Document.			
9	Enrollment of students for examination at schools as mentioned in section 4.3.1 of NFLAT-Functional Requirements Document			
10	Enrollment of students for examination at Test centres as mentioned in section 4.3.2 of NFLAT-Functional Requirements Document			
11	Invigilation of Students feature as mentioned in section 4.4 of NFLAT-Functional Requirements Document.			
12	Take a Test Module for online Test as mentioned in section 4.5.1 of NFLAT-Functional Requirements Document.			
13	Take a Test module for Paper and Pen based Test feature as mentioned in section 4.5.2 of NFLAT-Functional Requirements Document.			
14	My Profile feature on the dashboard of Directly registered students as mentioned in section 4.6.1 of NFLAT-Functional Requirements Document.			
15	View/Edit Profile feature on the dashboard of Directly registered students as mentioned in section 4.6.2 of NFLAT-Functional Requirements Document.			
16	Select Test Centre feature on the dashboard of Directly registered students as mentioned in section 4.6.3 of NFLAT-Functional Requirements Document.			
17	Download Admit Card feature on the dashboard of Directly registered students as mentioned in section 4.6.4 of NFLAT-Functional Requirements Document.			
18	Download Certificate feature on the			

	dashboard of Directly registered students as mentioned in section 4.6.5 of NFLAT-Functional Requirements Document.			
19	School Profile Display as mentioned in section 4.7.1 and also in Annexure-8 of NFLAT-Functional Requirements Document.			
20	Student Registration as mentioned in section 4.7.2 of NFLAT-Functional Requirements Document.			
21	View Student Details as mentioned in section 4.7.3 of NFLAT-Functional Requirements Document.			
22	View/Edit Registration as mentioned in section 4.7.4 of NFLAT-Functional Requirements Document.			
23	Test Slot Selection as mentioned in section 4.7.5 of NFLAT-Functional Requirements Document.			
24	Test at School as mentioned in section 4.7.6 of NFLAT-Functional Requirements Document.			
25	Test at Test Centres as mentioned in section 4.7.7 of NFLAT-Functional Requirements Document.			
26	Download Admit Cards as mentioned in section 4.7.8 of NFLAT-Functional Requirements Document.			
27	Slot Reschedule as mentioned in section 4.7.9 of NFLAT-Functional Requirements Document.			
28	Download Certificates as mentioned in section 4.7.10 of NFLAT-Functional Requirements Document.			
29	Test Attributes feature in back office functionality as mentioned in section 4.8.1 of NFLAT-Functional Requirements Document.			

30	SMS Templates feature in back office functionality as mentioned in section 4.8.2 of NFLAT-Functional Requirements Document.			
31	E-mail Templates feature in back office functionality as mentioned in section 4.8.3 of NFLAT-Functional Requirements Document.			
32	Notification Service feature in back office functionality as mentioned in section 4.8.4 of NFLAT-Functional Requirements Document.			
33	Test Centre Attributes feature in back office functionality as mentioned in section 4.8.5 of NFLAT-Functional Requirements Document.			
34	Slot Master for schools in back office functionality as mentioned in section 4.8.6 of NFLAT-Functional Requirements Document.			
35	NFLAT Year Declaration in back office functionality as mentioned in section 4.8.7 of NFLAT-Functional Requirements Document.			
36	Registration Time Frame Management feature in back office functionality as mentioned in section 4.8.8 of NFLAT-Functional Requirements Document.			
37	Examination Time Frame Management feature in back office functionality as mentioned in section 4.8.9 of NFLAT-Functional Requirements Document.			
38	State, Region, District Master feature in back office functionality as mentioned in section 4.8.10 of NFLAT-Functional Requirements Document.			
39	Identity verification at Test Centre feature in back office functionality as mentioned			

	in section 4.8.11 of NFLAT-Functional Requirements Document.			
40	Question Bank feature in back office functionality as mentioned in section 4.8.12 of NFLAT-Functional Requirements Document.			
41	Generation of Question Paper feature in back office functionality as mentioned in section 4.8.13 of NFLAT-Functional Requirements Document.			
42	Generation of OMR Sheets feature in back office functionality as mentioned in section 4.8.14 of NFLAT-Functional Requirements Document.			
43	Print and Email Question Paper feature in back office functionality as mentioned in section 4.8.15 of NFLAT-Functional Requirements Document.			
44	Print and Email OMR Sheets feature in back office functionality as mentioned in section 4.8.16 of NFLAT-Functional Requirements Document.			
45	Capturing OMR Sheets feature in back office functionality as mentioned in section 4.8.17 of NFLAT-Functional Requirements Document.			
46	Generation and Issuance of Certificate feature in back office functionality as mentioned in section 4.8.18 of NFLAT-Functional Requirements Document.			
47	Email/Print Certificate feature in back office functionality as mentioned in section 4.8.19 of NFLAT-Functional Requirements Document.			
48	Offline Registration of Schools feature in back office functionality as mentioned in section 4.8.20 of NFLAT-Functional Requirements Document.			

49	Offline Registration of Students feature in back office functionality as mentioned in section 4.8.21 of NFLAT-Functional Requirements Document.			
50	View/Edit Registration Details feature in back office functionality as mentioned in section 4.8.22 of NFLAT-Functional Requirements Document.			
51	Excel Export feature in back office functionality as mentioned in section 4.8.23 of NFLAT-Functional Requirements Document.			
52	Messaging Service feature in back office functionality as mentioned in section 4.8.24 of NFLAT-Functional Requirements Document.			
53	Reports Generation feature in back office functionality as mentioned in section 4.8.25 of NFLAT-Functional Requirements Document.			
54	User Account Creation feature in back office functionality as mentioned in section 4.9.1 of NFLAT-Functional Requirements Document.			
55	Disable User Accounts feature in back office functionality as mentioned in section 4.9.2 of NFLAT-Functional Requirements Document.			
56	User Roles as mentioned in section 4.10 of NFLAT-Functional Requirements Document.			
57	Performance and Stress Testing as mentioned in Section 5.1 of NFLAT-Functional Requirements Document.			
58	Bandwidth Utilization as mentioned in Section 5.2 of NFLAT-Functional Requirements Document.			
59	Browser Compatibility as mentioned in			

	Section 5.3 of NFLAT-Functional Requirements Document.			
60	Audit Trail feature as mentioned in Section 5.4 of NFLAT-Functional Requirements Document.			
61	Data Archival feature as mentioned in Section 5.5 of NFLAT-Functional Requirements Document.			
	TOTAL			

Degree of fitness will be assessed as follows:

Degree of fitness = (P+Q) / (Total Number of Required Features)

Where,

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

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

ANNEXURE-F**CV Format**(Must be submitted in format given below in envelop-2)

NAME: _____

CURRENT DESIGNATION: _____

CURRENT EMPLOYER: _____

EDUCATION (Including professional qualification i.e. B.Sc., M.Sc., B.E., B.Tech., M.Tech, Ph.D.)

#	Degree	University/College	Specialization	Year	Grade

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-G**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 Break Down:

#	Cost Component Description (1)	Quantity (2)	Unit Price (INR) (Excluding Taxes) (3)	Tax amount on unit cost (4)	Total Price (Including Taxes) (5) =(2)x[(3)+(4)]
1	Gap Analysis and Application Design	01			
2	Cost of Application Development/Customization/Configuration and Testing	01			
3	Cost of Perpetual License and Source Code* (if applicable) *not applicable if the application is developed from scratch for NISM.	01			

4	Post Implementation Support and Maintenance Service as mentioned in Section 3.8 of the RFP.	03 years			
TOTAL (Item - (1) to (4))					
5	Man month rate for Major Change Request as stated in Section 3.8 of the RFP. (A man month is considered to be 30 working days for the purpose of this tender)	01			

Signature of the Authorized Signatory of Company

Name:

Designation:

Contact no (mobile):

Email Id:

Company Seal:

Note:

1. Please note the formula written under the heading of column 6 to ensure that the figures are computed correctly.
2. For the purpose of cost comparison, the total cost of application development and maintenance (i.e. total of item 1 to 4 in the above table) will be added to "24 times the quoted man moth rate (item 5 in the above table)".
3. The Man month rate quoted under item -(5) in the above mentioned table shall remain valid for 3 years from the date of "Project Sign off.
4. The quoted annual cost of post implementation support and maintenance services will remain unchanged for three years.

ANNEXURE-H Functional Requirements

Comprehensive Functional Requirements are mentioned in a separate document named as “NFLAT-Functional Requirements-Ver 3”. The document is issued along with this RFP.

.....X.....