

**E-TENDER FOR AIF SOFTWARE**

**STOCK HOLDING CORPORATION OF INDIA LTD.**  
Regd. Office: 301, Centre Point, Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai 400 012.

<b>Sr.No.</b>	<b>Description</b>	<b>Details</b>
1	<b>Notice no.</b>	SHCIL/INST-FA(AIF)/01/2021-22
2	<b>Subject</b>	Procurement of Back Office Software for Fund Accounting Services to Alternative Investment Funds (AIFs)
3	<b>Date and time for downloading e-Tender from web site</b>	15/06/2021, 10.00 a.m.
4	<b>Department</b>	Institutions - Fund Accounting
5	<b>Contact Details</b>	email : <b><i>RFP_AIF@stockholding.com</i></b>
6	<b>Web site</b>	<a href="http://www.stockholding.com">www.stockholding.com</a>
7	<b>Date and Time of Pre-bid meeting</b>	22/06/2021, 11.00 a.m. at our Mahape, Navi Mumbai Office or through web meeting.
8	<b>Last Date of EMD Submission</b>	28/06/2021 3:00 p.m. at our Mahape, Navi Mumbai Office.
9	<b>Last Date &amp; Time of Technical &amp; Financial Bids Submission</b>	30/06/2021, 5.00 p.m.
10	<b>Opening date of e-Financial Bid</b>	05/07/2021, 11.30 a.m.

**INDEX**

<b>SR. No.</b>	<b>CONTENTS</b>
1	Notice for Inviting e-Tender for Procurement of Back Office Software for Fund Accounting Services to Alternative Investment Funds ( <b>Annexure - A</b> )
2	Eligibility Criteria ( <b>Annexure - B</b> )
3	Scope of Work ( <b>Annexure - C</b> )
4	Procedure for online submission of Technical & Financial Bid ( <b>Annexure - D</b> )
5	Evaluation of Technical and Financial Bid ( <b>Annexure - E</b> )
6	General Terms & Conditions ( <b>Annexure - F</b> )
7	Format for Technical Bid ( <b>Annexure - G</b> )
8	Format for Financial Bid ( <b>Annexure - H</b> )
9	Acceptance Letter ( <b>Annexure - I</b> )

**Annexure -A**



**Stock Holding Corporation Of India Ltd.**

**Regd. Office :** 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai-400 012

**CIN :** U67190MH1986GOI040506

**NOTICE INVITING e-TENDER - BACK OFFICE SERVICING SOFTWARE FOR FUND ACCOUNTING AND ALLIED ACTIVITIES TO ALTERNATIVE INVESTMENTS FUNDS AND THEIR CLIENTS**

Stock Holding Corporation of India Limited (Stock Holding) invites bids (Technical & Financial) by e-Tender from reputed and experienced software service providers in the prescribed format for procuring **Back Office Servicing Software for Fund Accounting and allied activities to Alternative Investment Funds and their clients.**

*The bidder may download e-Tender document from our website: [www.stockholding.com](http://www.stockholding.com). Further, Corrigendum / Addendum with regard to this advertisement, if any, shall be uploaded only on our website [www.stockholding.com](http://www.stockholding.com). Last date for online submission of bids is 30/06/2021, 5.00 p.m.*

Stock Holding reserves the right to accept or reject any or all other applications without assigning any reason.

For queries contact: **RFP\_AIF@stockholding.com**

Clarifications on the queries received up to and during the pre-bid meeting will be addressed by emails. The corporation will not be obliged to answer the queries received after the pre-bid meeting.

**Annexure-B**

**ELIGIBILITY CRITERIA**

1. The bidder should be of repute and an established entity in the business of software developments for investment management solutions with a minimum 3 years of experience.
2. The bidder must have minimum Rs.5 Crore turnover p.a. for the last three financial years in similar line of business.
3. The bidder should have facility to provide support services at Mumbai/ Navi Mumbai through their own setup.
4. The bidder should have at least 3 existing reputed clients in live environment of proposed software solutions with minimum AUM of Rs.25 Crore each.
5. The bidder should have experience in developing various software solutions required by Financial Industry / Capital Market Intermediaries etc.
6. The bidder should have its own intellectual property rights over the proposed software solutions.
7. The bidder should have own project team of experienced professionals having IT and domain knowledge of AIF Fund Accounting.
8. In case the person signing the Technical Bid is not the sole proprietor, the necessary power of attorney / letter of authority authorizing the party to act on behalf of the organization should be attached along with the documents.
9. The bidder declared by Govt. or any Public Sector Corporation as black listed / terminated for any unlawful practices shall not be eligible for bidding process and an undertaking in this regard needs to be submitted.
10. All the corrections made in the form will have to be authenticated.
11. The bidder shall submit one bid only. Multiple bids through franchisees/ agencies are not allowed. If found, all the bids will be treated as cancelled.
12. The bidder should fulfill all the statutory requirements like GST Registration, PAN Card etc.

**Annexure-C**

**SCOPE OF WORK**

The Software Solution for AIF Back Office services should fulfil the following criteria:

1. The software solution should be able to take care of whole gamut of fund accounting and other related services to AIF clients as per SEBI guidelines issued from time to time.
2. The software solution developed by the bidder should be able to take care of valuation, accounting and taxation part of AIF at segregated entity level / segregated fund level.
3. The software solution should be preferably web based and having separate facility for on boarding the clients. Also, there should be facility to upload client's reports on StockHolding web server.
4. The software solution should have facility for user administration and access control.
5. The software solution should have facility for integration with other back office systems used by StockHolding, if required.
6. The software solutions should have audit trail of transactions, masters, upload process etc. for audit purpose.
7. The software solutions should have upload facility for the followings:
  - a) Price feed files from multiple sources.
  - b) Corporate action feed files from multiple sources.
  - c) Facility to upload interest key rates for floating rate securities.
  - d) Daily trade uploads.
  - e) Security rating change feed uploads.
  - f) Issuer capital uploads or any other uploads, if required.
  - g) Any other relevant uploads required for operations
8. The software solutions should have facility to create and edit existing masters like Security Masters, Party Masters, Rating Master Portfolio/Fund Master, Exchange Rate Master, Industry/Sector Master, Fee Masters etc.
9. The software solution should have facility to upload unit allocations at each fund /client level.
10. The software solution should be able to calculate Daily/ Monthly/ Quarterly NAVs of AIF clients as per the valuation guidelines prescribed by SEBI, amended from time to time.

11. The software solution should be able to take care of all the functionalities which are required for AIF clients servicing.
12. The software solution should have facility to export reports in various formats like Excel, PDF, CSV, TEXT, HTML etc.
13. The software solution will be implemented at StockHolding premises at Mahape, Navi Mumbai having Live and UAT servers and a DR Server for BCP purpose at remote location.
14. The reports need to be auto generated through emails to various client groups.
15. The bidder needs to support for application and database post deployment of software solutions after expiry of warranty period.
16. Training to designate StockHolding officials is required on the configurations, operations, functionalities, maintenance, support and administration for software application architecture and components, installations, trouble shooting processes of the proposed software solution..
17. Two set of manual with screen shots and Frequently Asked Questions (FAQs) to be provided in soft as well as in hard copy.
18. The bidder needs to quote the cost of software solution like License Fees and other variable cost in details considering 10 clients to be on boarded initially on system. Any subsequent additional license fee on account of new client needs to be mentioned separately in Financial Bid and it will be fixed for next five years.

**Annexure-D**

**PROCEDURE FOR ONLINE SUBMISSION OF TECHNICAL BID AND FINANCIAL BID**

1. The bidder will submit Technical and Financial bids online in electronic format on website of <https://stockholding.auctiontiger.net>.
2. The bidder shall upload the scanned copy of EMD (other than Co-Operative Banks) as proof of depositing EMD along with Technical Bid. Otherwise the bid will not be considered.
3. All pages of tender documents must be signed by authorised representative along with date as a token of acceptance of the terms & conditions of tender, copy in favour of person signing the document in support of authorisation / power of attorney, whichever is applicable should be uploaded by the bidder.
4. **The bids other than online submission shall not be accepted.** The offers submitted by Telegram/Fax/Email shall not be considered and is liable to be summarily rejected. No correspondence will be entertained in this matter. The Auction Tiger's server time shall be the time stamp for the submission of the bids on the system and the said time stamp shall be final.
5. <https://stockholding.auctiontiger.net> shall arrange to provide/ explain the rules related to the online submission of bid. The bidders are required to comply with the same.
6. The bidder is requested to submit its Technical and Financial Bids prior to last date and time of submission to avoid any technical or other difficulty resulting in non-submission of bids due to non-availability of internet / website at last moment or any other reasons whatsoever. Neither Stock Holding nor the e-Tender service provider shall be responsible for any issues such as internet connectivity or non-compatibility of internet browsers, etc. Stock Holding shall not be liable for non-delivery for any reason what so ever. The Technical and Financial Bids received after the prescribed date & time shall be rejected.
7. The bidder needs to have the Digital Signature Certificates Class - II or Class - III having Signing + Encryption Certificates as per Information Technology Act' 2000 using which it can sign the electronic documents.

**Procedure for submission of Technical Bid (scanned copies to be uploaded in pdf format:-**

- a The bidder should upload only relevant and to the point information/ documents. Failure to provide any required information, may lead to the rejection of the offer. Stock Holding shall not be liable for any delays what so ever. The Technical Bid received after the prescribed date & time and the incomplete Technical Bid (i.e. without complete information/ overwriting/ cutting) shall be rejected.
- b The Technical Bid not accompanied by any of the documents as mentioned in **(Annexure-G)** will be liable for rejection.
- c No other documents are to be attached with the Technical Bid.
- d The bidder should submit Technical Bid with the bid details as mentioned in Technical Evaluation - Part II.

**Procedure for online submission of Financial Bid:**

- a The Financial Bid once submitted cannot be cancelled / withdrawn after the bid submission deadline.
- b The bidder shall quote rates for all the variables components mentioned in the Financial Bid.
- c The rate quoted in the Financial Bid alone shall be considered for calculation of score in the Financial Bid.
- d The bidder is required to check the prices / amount carefully before uploading Financial Bid.
- e The prices quoted in the Financial Bid should inclusive of all charges, except the applicable taxes.
- f The Financial Bid shall be unconditional and any conditional/incomplete Financial Bid shall be rejected.

The bidder shall submit the Financial Bid as per **Annexure - H** and the Acceptance Letter as per **Annexure – I**.



The bidder shall submit the bids through online on below website.

**<https://stockholding.auctiontiger.net>**

**For any issues/ clarifications, the bidder may contact implementation and support team members of e-Procurement Technologies Limited on following numbers/mail ids.**

- 1. Mr. Sujith Nair                                    9904407199 / Email: [sujith@eptl.in](mailto:sujith@eptl.in)**
- 2. Mr. Jainam Belani                              6354919566/ 9510813528 /Email: [jainam@eptl.in](mailto:jainam@eptl.in)**
- 3. Mr. Jaymeet Rathod                            9016066060/Email: [jaymeet.rathod@eptl.in](mailto:jaymeet.rathod@eptl.in)**

- a) The Technical and Financial Bids once submitted cannot be cancelled and the bidders shall be bound by the same.
- b) The bidders are required to upload all the documents in Portable Document Format (pdf).
- c) Upon the successful and timely submission of bids, the portal will give a successful bid submission message which will be displayed with date and time on screen.

**Annexure - E**

**EVALUATION OF TECHNICAL & FINANCIAL BID**

1. The bidder shall satisfy Technical Bid criteria in order to qualify for participating in the Financial Bid.
2. **The Technical Bid will have 200 marks** and the technical scoring will be done as per table attached as “**Technical Evaluation Part-I**” and “**Technical Evaluation Part-II**”.
3. **The Financial Bid will have 100 marks.** The lowest financial bid will be given a score of 100 and the other bids score will be reduced proportionately.

For example: If the lowest bid is of X amount and the next bid is of 2X amount then the lowest bid will get a score of 100 and the next bid will get a score of 50 and so on.

4. Proposals will be ranked according to their combined Technical and Financial scores using the **weights of 70% for Technical score and 30% for Financial Score**. The total maximum score will be 100 and the bidder with the highest score will be invited for further negotiations.

**Example of scoring :** Assuming the bidder gets 150 score in technical and 80 in financial then his combined score will be  $150 \times 70 / 200 + 80 \times 30 / 100 = 52.5 + 24 = 76.5$ .

5. The Technical Bid shall be evaluated as per the score card detailed below. **The Financial Bids will be opened of those bidders who score a minimum 100 marks out of total mark of 200 in technical bid.**
6. Both the bids will be evaluated by the internal committee appointed by the Stock Holding. The bidder who scores highest marks as per the evaluation shall be declared as L1. However, the final decision will be of the Corporation.
7. In case the L1 does not accept the offer, the Corporation reserves the right to negotiate and award the contract to L2 at mutually agreed terms.
8. The decision of the Committee is final and binding.

### Technical Evaluation Part - I

Sr. No.	Particulars	Score Criteria			
1	The Service Provider should be a reputed company, having existence in India and should have experience for at least 3 years.	Up to 3 years	Above 3 – up to 5 years	Above 5 – upto 7 years	More than 7 years
		5 Marks	10 Marks	15 Marks	20 Marks
2	No. of Clients the Service Provider has implemented the software solution for AIF.	Up to 2 Companies	Above 2 – up to 4 Companies	Above 4 – up to 6 Companies	More than 6 Companies
		5 Marks	10 Marks	15 Marks	20 Marks
3	Turnover	Up to 5 Cr	Above 5 – up to 8 Cr	Above 8 – up to 10 Cr	More than 8 Cr
		5 Marks	10 Marks	15 Marks	20 Marks
4	Manpower (Developers and Support staff) Strength	Up to 15 Employees	16-25 Employees	26-50 Employees	more than 50 Employees
		8 Marks	12 Marks	16 Marks	20 Marks
5	ISO Certification	10 Marks			
6	Online Support System	10 Marks			

### Technical Evaluation Part-II

Sl. No	Aspect	Description	Maximum Score	Rating Score
1	Hardware/ Software	Details of hardware / software / operating systems / database / server requirements and the corresponding transaction volumes that the proposed solution will support	7	
2	Interface	Details of software solution has interface with internal and external systems.	6	
3	Customisation	Detailed procedure for early implementation of software solution, challenges and requirements, User Training, Customisations with response to regulatory changes and client specific customisation, bug fixing, patch release and deployment etc.	8	
4	Functionality	Kindly elaborate with details on: <ul style="list-style-type: none"> <li>i. The operational capability and unique features of the proposed solution. <span style="float: right;">4</span></li> <li>ii. Critical functions/ features/ reports/ compliances offered as part of the proposed solution. Also, provides details of other functionalities which are not part of standard offerings. <span style="float: right;">4</span></li> <li>iii. Masters and sub masters maintained under various modules. <span style="float: right;">4</span></li> <li>iv. Risk Management and other compliance monitoring functions offered by the proposed solution at back office level. <span style="float: right;">8</span></li> <li>v. Various Reports, Report generation and flexibility to users and customers for customisation in multiple formats (xlsx, csv, pdf, txt html etc.) with auto email/ messaging options. <span style="float: right;">6</span></li> <li>vi. Ability of the proposed solution to cater to the needs of clients. <span style="float: right;">4</span></li> <li>vii. Capability of the proposed solution to calculate NAVs of funds on Daily / Monthly / Quarterly basis. <span style="float: right;">8</span></li> </ul>		

5	Customisation	Details of customisations that the vendor feels will be required to the proposed software solution and the time frame for its implementation.	6	
6	Support	A note on the proposed support system that is being offered promptly at all times during the working business hours & details of dedicated and expert staff members to address critical issues for the clients.	8	
7	Service continuity	Kindly share a brief note on the employee engagement and retention policy and the backup plans adopted by the software solution provider. How will the service provide ensure continuity of support services in case of employee turnover?	5	
8	Vendor Infrastructure	<p>Please share Employee Details:</p> <ul style="list-style-type: none"> <li>i. Organisation / Reporting Structure</li> <li>ii. No of employees by nature of work like Support Staff, Software Engineers, General Staff etc.)</li> <li>iii. Employee Turnover ratio</li> </ul> <p>For this RFP purpose:</p> <p>Will the work in this RFP is going to be carried out by the above staff members? or Will the software solution provider is going to hire new staff for this work?</p>	6	
9	Implementation	Details of implementation timelines and schedule to "Go Live" after awarding the contract.	8	
10	Compatibility	<p>Accessing application/ software using different devices like desktop, laptop, tablet, mobile etc.</p> <p>Capability of application/ software handling multiple functions by multiple users simultaneously.</p>	4 4	

**Annexure – F**

**GENERAL TERMS AND CONDITIONS**

1. The bidders are advised to visit StockHolding's office at Mahape, Navi Mumbai during pre bid meeting or through web meeting to thoroughly understand the nature and scope of work. Further, for any queries, please email [RFPAIF@stockholding.com](mailto:RFPAIF@stockholding.com).
2. **Earnest Money Deposit** - The bidder shall deposit an interest free amount of **Rs. 50,000/-** by means of a Demand Draft in favour of "STOCK HOLDING CORPORATION OF INDIA LIMITED", payable at Mumbai. **EMD as prescribed, should be submitted physically in original form at the address of The Custody Head (Institutions), Stockholding Corporation of India Ltd., SHCIL House, Plot No. P-51, TTC Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710.** The said EMD will be converted into the interest free Security Deposit on award of the contract to the successful bidder. The successful bidder shall deposit the **balance security** deposit within 15 days from the award of the contract. The security deposit will be refunded after completion of the contract subject to deduction of dues, if any. The EMD for the unsuccessful bidders will be refunded only after finalization of the process.
3. **Security Deposit:** The Successful bidder shall deposit an interest free amount of **Rs. 2,00,000/-** by means of a Demand Draft in favour of 'STOCK HOLDING CORPORATION OF INDIA LIMITED", payable at Mumbai. It may be noted that the total security deposit shall be **Rs.2,50,000/-** including the EMD.
4. **The Earnest Money Deposit submitted by the bidders may be forfeited if:**
  - In case of failure to provide the services / breach of terms & conditions / revises of any of the items quoted during the validity period / found to have indulged in fraudulent practices in the bid submission process / withdraws his tender before the expiry of validity period stipulated in the bidding document.
  - Successful bidder who fails to accept the terms and conditions mentioned in the tender within specified time as per intimation / request of the Corporation or withdraws his tender or back out after acceptance. StockHolding reserves the right to forfeit the amount deposited as security deposit.
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5. The bidders are abides by all the guidelines issued by StockHolding from time to time.
6. The successful bidder shall not be entitled to terminate the services during initial five year of the contract. Subject to the lock-in period as aforesaid, the contract shall be terminated by **three months** prior notice in writing from either of parties.

7. Any disputes arising between the bidder and StockHolding shall be resolved through mutual discussion and subject to the court or competent jurisdiction situated within the limits of the City of Mumbai.
8. The successful bidder will have to execute an integrity pact and non-disclosure agreement with the Corporation. The format of Integrity pact is available on the website of the Corporation.
9. StockHolding reserves the right to ask for any further details / documents for arriving at a decision. StockHolding reserves the right to waive any minor deviation or omission.
10. StockHolding reserves the right to accept or reject any or all other applications without assigning any reason.
11. StockHolding also reserves the right to re-issue / recommence the entire process without the bidders having the right to object.
12. Any decision of StockHolding in this regard shall be final, conclusive and binding on the bidders.
13. Any time prior to the last date for receipt of forms, StockHolding reserves the right, for any reason, to modify the terms and conditions by issuing an addendum/corrigendum. Any such amendment issued along with the original document will constitute revised document and the same will be uploaded on the StockHolding's website and the bidders are advised to visit the website frequently to check for any amendments.
14. The written offer issued to the successful bidder shall have to be accepted in writing within 3 working days from the date of issue of the work order. Failure to accept the offer within this period will result in forfeiture of the EMD & cancellation of the offer.
15. No escalation in rates on any account shall be permitted during the contract period.
16. The Corporation shall be at liberty to postpone / cancel the process at any time, before declaring the final result, without assigning any reason.
17. The bidder shall not involve himself or any of his representatives in price manipulation of any kind directly or indirectly by communicating with other bidder.
18. **Payment terms**  
  
Invoice shall be raised by the bidder after implementation of software solution and on confirmation by user department.

***StockHolding reserve the right to deduct any proportionate amount from the bidder payment on account of insufficient / unsatisfactory work and or willful / careless execution of job.***

19. The payment shall be made **within 45 working days** against tax invoices duly stamped and signed by the authorized signatory and after confirmation by the user department of StockHolding.
20. Installation/ Implementation and License Fees, being one time charges will be paid as under:
  1. 50% on completion of successful installation, UAT and Training.
  2. Balance 50% shall be equated over the remaining 4 years of service contract and will be paid from the beginning of 2<sup>nd</sup> year.
21. Annual Maintenance Charges will be paid on yearly basis after confirmation from the user department.
22. The bidders are required to upload system architecture diagram with technical bid.
23. Total Cost of Ownership (TCO) is for five year including one-year warranty period.
24. If the bidder proposes software on database other than ORACLE, then bidder should specify the cost of database (e.g. SQL) and its up-gradation/ maintenance cost in financial bid under cost of AIF software with enterprise.
25. The prices quoted by the bidder shall be exclusive of all the applicable taxes and inclusive of cost of deliverables, enterprise licenses, installation, customization, configuration, maintenance and support for implementation of AIF Back Office Management Solution as per stockholding's requirement.
26. The AMC per annum should not exceed 15% costs of software components and it will be fixed for four years after warranty period.
27. StockHolding will not pay any labour charges for transportation, road permit, installation of software, items separately. All such costs, if any, should be absorbed in the above TCO.
28. All Deliverables to be supplied as per RFP requirements provided in the tender.
29. The rate shall be valid for 5 years from the date of go-live of project.



30. Service Level Agreement:

- A. The bidder shall be bound by the Service Levels described in this document.
- B. The bidder shall have to enter into "Service Level Agreement" with StockHolding covering all terms and conditions of this tender while providing the service support and onsite support. Once go live for the application, support services should be available on daily basis and hence any technical problem should be resolved as per the response Time Matrix given below :-

Sr. No.	Severity	Severity Description Support for Software solution	Response Time	Resolution Time
1	Severity 1	If the call is pertaining to production and there is complete disruption of services resulting in non-functioning of business/ application operations.	Within 30 Min of call reported.	Within 1 hour of call reported.
2	Severity 2	The issue is severe in nature but services are available with restricted operations and some manageable workarounds.	Within 30 Min of call reported.	Within 2 Hrs of call reported.
3	Severity 3	Minor loss of service and the impact of the issue could be minor in nature which may require some workaround to bring the normal functioning.	Within 30 Min of call reported.	Within 3 Hrs of call reported.

- C. The bidder should respond and resolve issues within prescribed time frame based on the severity description mentioned above and needs to strictly adhere to Service Level Agreement (SLA).
- D. It would commit to the service level assurances during market hours/ after-market hours till the time day's activities are completed.
- E. The penalties will be applicable due to downtime of software application which results in non completion of operational activities for a day as per defined deadline.
- F. Any penalty imposed by the clients due to non-performance or delayed performance due to downtime of software application will be recovered from the service provider.

**Annexure - G**
**TECHNICAL BID**
**Table - 1**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Information be filled / documents to self-attested and upload by the Service Provider</b>
1	Name and address of the Service Provider, Telephone number, fax, mobile number, e-mail address of the contact person / Alternate contact person details	To be filled
2	Type of organization (proprietorship, partnership, private limited, limited company)	Upload document
3	Name, address and contract details of the directors/proprietor / partners	To be filled
4	Year of formation of the company/ experience as a Service Provider	Upload document
5	Client list	At least 3 clients' certificates. Please also provide the name of the person and contact details. PO/work order also needs to be uploaded.
6	Whether the Service Provider will be providing emergency service numbers /help desk numbers so that StockHolding can contact in case of any urgency.	To be filled
7	BCP site details of Service Provider. Address, Landline numbers, Mobile numbers, Email address	To be filled
8	Details of CMM Certification, if available.	Upload document
9	Escalation matrix with all contact details	Upload document
10	Total turnover of the Service Provider for the last 3 financial years	Chartered Accountant's certificate alone needs to be uploaded (Annual reports are not accepted)
11	PAN No.	upload document
12	GST details	upload document
13	Bank details	upload document (cancelled cheque)

**Table – 2**

Sl. No.	Aspect	Description	Remarks
1	Hardware/ Software	Details of hardware / software / operating systems / database / server requirements of the proposed software solution.	To be filled/ upload
2	Interface	Detail of software solution interface with internal and external systems.	To be filled/ upload
3	Customisation Procedure	Detailed procedure for customisations, regulatory changes etc.	To be filled/ upload
4	Functionality	<p>Kindly elaborate with details on:</p> <ul style="list-style-type: none"> <li>i. The operational capability and unique features of the proposed solution.</li> <li>ii. Critical functions/ features/ reports/ compliances offered as part of the proposed solution. Also, provides details of other functionalities which are not part of standard offerings.</li> <li>iii. Masters and sub masters maintained under various modules, module wise.</li> <li>iv. Risk Management, Limit Monitoring and other compliance functions offered by the proposed solution.</li> <li>v. Various Reports, Report generation and flexibility to users and customers for customisation in multiple formats (xlsx, csv, pdf, txt html etc.) with auto email/ messaging options.</li> <li>vi. Ability of the proposed solution to cater to the needs of clients.</li> <li>vii. Capability of the proposed solution to calculate NAV of funds on Daily/Monthly/Quarterly basis and its accuracy.</li> </ul>	To be filled/ upload
5	Customisation after implementation	Details of customisations that the vendor feels will be required to carry out to the proposed software solution after its implementation with time frame.	To be filled/ upload
6	Support	A note on the proposed support that is being assured promptly at all times during the business working hours with dedicated and	To be filled/ upload

		expert staff to address critical issues of the software.	
7	Service continuity	Kindly share a brief on the employee engagement and retention policy and the backup plans adopted by the vendor. How will the vendor ensure continuity of support services in case of employee turnover?	To be filled/upload
8	Vendor Infrastructure	Please share following details: i. Organisation / Reporting Structure ii. No of employees by type of work (e.g. clerical staff, data entry staff, software development staff, etc.) iii. Employee Turnover ratio  For this RFP purpose, will the work is going to be carried out by the above staff members or by hiring new staff members to do this work?	To be filled/upload
9	Implementation	Details of implementation timelines and schedule to "Go Live".	To be filled/upload
10	Compatibility	Accessing application/software using different devices like desktop, laptop, tablet, mobile etc.	To be filled/upload

**Any other relevant information:**


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**Declaration**

I / We agree to abide by the terms and conditions herein along with any guidelines as may be issued by the Corporation from time to time. Further, I/We hereby declare that the information furnished above is true and correct. I/We am/are aware that incorrectness of the aforesaid information shall result in immediate termination of the contract and Stock Holding shall be entitled to recover the necessary costs and damages. I/We confirm that we comply with the eligibility criteria.

**Annexure –H**
**FINANCIAL BID**

<b><u>Sr. No.</u></b>	<b><u>Particulars</u></b>	<b><u>Amount (Rs.) (A)</u></b>	<b><u>Number of Years (B)</u></b>	<b><u>(A x B)</u></b>
1	Cost of AIF Back Office Software including Fund Accounting and Related Functions. "Software Solution for LIVE/UAT/DR (For 10 clients)"		One Time	
2	Implementation Charges		One Time	
3	AMC for Technical/ Functional support		For 4 years	
<b>Total Cost of Ownership for Five Years (including one year warranty period)</b>				

(Amount to be mentioned in figures and words)

Note: Additional license fee beyond 10 clients needs to be quoted as below:

Cost of additional license fee per client Rs. \_\_\_\_\_

Cost of AMC per annum per client Rs. \_\_\_\_\_

**Annexure – I**

**ACCEPTANCE LETTER**

(To be given on Company Letter Head and upload)

Date:

To,  
Stock Holding Corporation of India Limited,  
SHCIL House, Plot No.P-51,  
TTC Industrial Area, MIDC, Mahape,  
Navi Mumbai - 400 710.

**Sub: Acceptance of Terms & Conditions**  
**Reference No. : \_\_\_\_\_**

**Name of Work:** Installation/Procurement of Alternative Investment Funds (AIFs)  
Servicing Software

Dear Sir,

1. I/We hereby certify that I/We have read the entire terms and conditions of the Technical and the Financial Bid documents (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/We hereby agree to abide by the terms/conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by you have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept all the conditions of above mentioned document(s)/ corrigendum(s) in its totality / entirety.
4. I/We certify that all information furnished by us is true & correct and in the event that the information is found to be incorrect /untrue or found violated, then you shall without giving any notice or reason therefore or summarily reject the Application or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full security deposit / earnest money deposit absolutely.

Thanking you,

Yours faithfully,

**(Signature of the Service Provider, with Office Seal)**

**Signature of Accepting officer**

**Signature of Service Provider**