

RFP For Functional Testing and System Performance with Load Testing of Mobile Application



Request for Proposal (RFP)

For

RFP For Functional Testing and System Performance with
Load Testing of Mobile Application

Stock Holding Services Ltd.

P-51, SHCIL House, Mahape, MIDC Navi

Mumbai - 400 710

RFP For Functional Testing and System Performance with Load Testing of Mobile Application

RFP For Functional Testing and System Performance with Load Testing of Mobile Application

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of STOCKHOLDING Services Limited (SSL), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by SSL to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SSL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SSL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP For Functional Testing and System Performance with Load Testing of Mobile Application

Document Details

Name of the Company	StockHolding Services Ltd	
RFP Reference No	RFP/SSL/ITSER/2024-25/003	
Date of issue	05 th February 2025	
Submission of Pre-Bid Queries	Date	10 th February 2025
	Time	3.30 P.M.
Schedule of Pre-Bid Meeting *	Date	12 th February 2025
	Time	3.00 P.M.
Schedule for Receipt of Bids	Date	27 th February 2025
	Time	11.30 A.M.
Cost of the Bid Document	Rs. 10,000/- (Rupees Ten Thousand only) in the form of NEFT / RTGS in favor of 'Stockholding Services Limited',	
Earnest Money Deposit (EMD)	A Bid Security of Rs.1,00,000/- (Rupees One Lakh only) by way of NEFT / RTGS in favor of 'Stockholding Services Limited	
Schedule for Opening of Bids	Date	27 th February 2025
	Time	12.00 P.M.
Place of Pre-bid meeting/ Submission and Opening of Bids / address for Communication & Contact person	Stockholding Services Limited SHCIL House, P-51, TTC Industrial Area, Mahape, Navi Mumbai Pin 400710. Name: Rajendra Chaudhari Tel. No. : 022- 61778649 Email ID : LOAD_RFP@Stockholdingservices.com	
For Technical Queries	NAME: Rajendra Chaudhari Tel. No. : 022- 61778649 Email ID: LOAD_RFP@Stockholdingservices.com	
E-bidding to be facilitated by	M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad, on behalf of STOCKHOLDING Services Ltd	
Address for online submission of bids	Bid must be submitted online on https://eauction.auctiontiger.net	
Contact Details of M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad	Call/write us for e-Tender Submission Cell Number: 9904406300 / 9510812960 / 9265562819 / 9265562821 Write to us by e-mail at: support@auctiontiger.net (Support will be available between 10:00am to	
This bid document is not transferable		

***Pre-bid meeting will be held at SSL office located at SHCIL House, Mahape, Navi Mumbai 400710 as per the above mentioned schedule.**

RFP For Functional Testing and System Performance with Load Testing of Mobile Application

Table of Contents

Overview – About STOCKHOLDING Services Limited	
Requirement details with Terms & Conditions	
(1) Eligibility Criteria	
(2) Validity of bid	
(3) Location(s) for delivery, installation and support:	
(4) Delivery	
(5) Installation Time:.....	
(6) Payment Terms	
(7) Taxes & levies.....	
(12) Scope of Work (SOW) / Service Level Agreement (SLA)	
(13) Bids Preparation and Submission Details.....	
(14) Force Majeure	
(15) Dispute Resolution	
(16) Right to alter RFP.....	
(17) No Commitment to accept lowest or any other bid (RFP)	
(18) Integrity Pact:	
(19) Non-Disclosure Agreement (NDA).....	
(20) Indemnify.....	
(21) Exit clause.....	
(23) Order Cancellation	
(24) Sub-Contracting	
Annexure – 1 - Details of Bidder’s Profile.....	
Annexure – 2 - Eligibility criteria (stage 1) and technical evaluation criteria (stage 2).....	
Annexure – 3 – Technical Bid	
Annexure - 4 - Commercial bid format.....	
Annexure - 7 - Covering Letter on bidder’s letterhead (Annexure of Integrity Pact).....	
Annexure - 8 - Compliance Statement	
Annexure – 9 - Letter of Acceptance.....	

Overview – About STOCKHOLDING Services Limited (SSL)

SSL is a wholly owned subsidiary and broking arm of Stockholding Corporation of India Ltd. SSL offers stock broking services and is also into distribution of various third party financial investment products and services

SSL has its registered office at Navi Mumbai.

Objective of the RFP

Objective of this RFP is to procure service for Functional testing of new mobile application, System performance and Load testing of the new Mobile trading application which is hosted on AWS cloud under managed services. The Mobile Trading application includes the Mobile Application and Middleware with TCS BaNCS Front & Back Office API with third party (DP, PGSP etc) integration through API.

Submission of Proposal:

The response to this RFP will be submitted by way of three stage bidding process. The Eligibility Criteria, Technical proposal with the relevant information / documents / acceptance of all terms and conditions as described in this RFP document will be submitted to online Tender platform and commercial proposal item/material wise.

The bidders are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of bid.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of SSL in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and SSL will in no case be held responsible or liable for these costs, regardless of the conduct or outcome

of the bidding process.

Clarifications regarding RFP Document:

- Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to *SSL* for necessary clarifications.
- *SSL* shall not be responsible for any external agency delays.
- *SSL* reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- At any time before the deadline for submission of bids / offers, *SSL* may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- It may be noted that notice regarding corrigendum /addendums /amendments/ response to bidders' queries, etc., will be published on *SSL*'s website only. Prospective bidders shall regularly visit *SSL*'s same website for any changes/development in relation to this RFP.
- *SSL* reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on *SSL*.
- *SSL* reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of *SSL* shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

Requirement details with Terms & Conditions

(1) Eligibility Criteria:

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected. **Criteria (Documents to be submitted online along with Technical Bid)**

Evaluation of Offers

Stage 1: Eligibility Criteria (Pre-Qualification) (Stage 1)

1. Each of the conditions for Vendor Compliance and Pre-Qualification criteria outlined in the RFP document must be met by the bidder.
2. Only vendors fulfilling all Pre-Qualification conditions will proceed to the next stage of evaluation.

Stage 2: Technical Evaluation (Stage 2)

1. Technical Evaluation (TE) will be conducted for vendors who successfully meet the Pre-Qualification requirements in Stage 1.
2. Each Technical Bid will be scored out of a maximum of 100 marks, based on the evaluation framework.
3. Vendors achieving a minimum technical score of 70% (70 marks) or more will qualify for the next stage of evaluation.

Stage 3: Financial Evaluation (Stage 3)

1. Financial Evaluation will be carried out only for vendors who qualify through Stage 2.
2. The financial proposal will be evaluated to identify the most cost-effective and value-driven solution.

Eligibility Criteria Pre-Qualification (Stage 1)

Sr. No.	Eligibility Criteria	Documents to be submitted by Bidder /OEM	Complied (Yes/No)
1	The bidder must be registered as a company under the Company Act 1956/2013 or LLP Act 2008 and should have been in existence for the last 12 years from the issuance date of RFP.	Certificate of Incorporation, GSTIN Certificate, Memorandum of Association, or Articles of Association.	
2	The bidder should have an average annual turnover of Rs. 70 Crore for the last 3 financial years (2021-22, 2022-23 and 2023-24). Individual company turnover only.	CA certificate & audited financial statements (Balance Sheet & Profit & Loss Statements).	
3	The bidder should have a positive net worth for the last 3 financial years (2021-22, 2022-23 and 2023-24).	CA certificate & audited financial statements (Balance Sheet & Profit & Loss Statements).	
4	The bidder must be an authorized partner of OEMs (for tools like Dynatrace, LoadRunner, JMeter, Service Virtualization tools, etc.).	Manufacturer Authorization Form (MAF) from OEM(s) on official letterhead, including the signing authority details.	

5	The bidder should not have been blacklisted, debarred, or banned at the time of submission by any government organization, statutory body, or BFSI institution.	Self-Declaration on bidder's letterhead duly signed and stamped by the Authorized Signatory.	
6	The bidder should have provided testing services to at least three Broking/ Securities Market trading organizations or commercial banks (minimum 1000 branches) over the last 7 years.	Client Reference Letters/Purchase Orders from trading organizations or BFSI customers.	
7	The bidder/OEM must have a Functional Service Centre in the state of each consignee's location for carry-in warranty within 30 days of award of contract.	Undertaking regarding Functional Service Centres with full address and commitment for establishment.	

Technical Evaluation (Stage 2)

Sr. No.	Criteria	Sub-Criteria	Evaluation Parameters	Max Marks
1	Bidder Capabilities	Years in Testing Services for Broking/ Securities Market Trading Applications	More than 12 years – 10 Marks	10
			Between 7-12 years – 5 Marks	
			Between 5-7 years – 3 Marks	
			Documentary Evidence: Incorporation Certificate	
1		Certifications and Accreditations	ISO 9001:2015 and ISO 27001:2013 (valid for 3 years) -2 Marks	10
			SOC2 certified -2 Marks	
			CMMI Level 3 or higher – 3 Marks	
		ISTQB-certified engineers – 3 Marks if >200 certified employees		
		Proprietary Tools for Testing and Monitoring	5 Marks for in-house tools that streamline testing. Evidence: Tool features and case studies	5
2	Domain Expertise	Functional Testing in Broking/ Securities market Trading Applications	5 Marks per implementation for Broking/ Securities market trading platforms like TCS BaNCS, Omnesys, Class, ODIN ,lbeats and FIX Protocol, Algo Trading Engines, (Max 5 references). Evidence: Client references, Testimonials	10
3			>1,50,000 users – 15 Marks	15

	Performance Testing Expertise	Experience with Concurrent User Load in Broking/ Securities market Trading Applications	50,000-100,000 users – 12 Marks	
30,000 -50,000 users – 8 Marks				
Evidence: Test reports demonstrating concurrent user handling				
		Root Cause Analysis and Bottleneck Identification using APM Tools	Use of leading APM tools (Dynatrace, App Dynamics, New Relic) in at least 5 Broking/ Securities market trading platforms – 1 Marks per project (Max 5 Marks). Evidence: Client Reference	5
		API and Service Virtualization Testing	Use of Service Virtualization tools to simulate backend systems, DP APIs, Payment Gateways, and FIX APIs	5
		Load Testing for APIs in Broking/ Securities market Trading Platforms	API integration load testing (e.g., Payment Gateways, DP APIs) in at least 3 Broking/ Securities market trading organizations	5
4	Frontend Testing	UI/UX Validation	Includes: UI/UX Validation, Janky Frames, Frames Per Second (FPS), Latency Metrics, Rendering Delays, Cross-Device Compatibility, and Accessibility Compliance	5
5	Client References	Testing service	TCoE Order/ Testing Services in past or ongoing experience at Broking/ Securities market Trading /BFSI in India with minimum: Case 1 – At least 35 resources, apart from Bank resources: 10 Marks Case 2 – At least 15 resources, apart from Bank Resources : 05 Marks	10
6	Presentation		Presentation on Services asked by SSL	20

Stage 3: Financial Evaluation

Financial Evaluation will be carried out only for vendors who qualify through Stage 2.

The financial proposal will be evaluated to identify the most cost-effective and value-driven solution.

(1) Validity of bid:

Bid should be valid for a minimum period of **90 days** in the event of delay in issuance of

Purchase Order (PO) by SSL.

(2) **Delivery of Service :**

Bidder / Vendor should complete the work within 30 days from the date of purchase order(s)

(3) **System and System for Tools:**

Vendor will make the arrangement of systems for installation of Tools along with software license etc for Load Testing of applications.

(4) **Payment Terms:**

Sr. No.	Description	Total Amount in %age
1	After Acceptance of PO and signing of NDA	20%
2	First Round of Functional Testing	16%
3	Second Round of Functional Testing	16%
4	First Round of Load & Performance Testing	16%
5	Second Round of Load & Performance Testing	16%
6	Third Round Load & Performance Testing	16%

➤ Applicable Tax Extra

Taxes & levies:

Applicable taxes at actual as per prevailing rate of taxes as per Government notification.

Applicable deduction if any may / will be recovered (deducted) from the payment(s)

Stage 4: Selection of Vendor

Stage 2 – Evaluation of Technical Bid

All technical bids of bidders who have qualified Stage A will be evaluated in this stage and a technical score would be arrived at. SSL will scrutinize the offers to determine their completeness, errors, omissions in the technical and commercial offers of respective bidders. SSL may, at its sole discretion, waive any minor non-conformity or any minor deficiency in an offer. SSL reserves the right for such waivers and the SSL's decision in the matter will be final.

Bidders scoring at least 60 marks or more will be declared technically qualified.

Attested photocopies of all relevant documents / certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional

information wherever required in the eligibility criteria. The SSL reserves the right to verify /evaluate the claims made by the bidder independently. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by SSL. Any decision of SSL in this regard shall be final, conclusive and binding upon the bidder.

Those bidders who meet the threshold score of 60 or more will be considered as “Qualified under Stage 2” and will be considered for evaluation under Stage 3.

Those who do not meet the above threshold will not be considered for further evaluation. The EMD money in respect of such bidders will be returned on completion of the RFP process.

Technical Evaluation

The Technical score T_x = Score from Eligibility Evaluation.

The Relative Technical Score (RTS) for the Bidders will be calculated based on the following basis:

$$\mathbf{RTS_x = (T_x / T_1) * 100}$$

Where,

RTS_x: Relative Technical Score of each

Bidder T_x : Technical Score of the Bidder

T_1 : Technical Score of the Bidder with Highest T_x

Up to 4 decimal values will be considered for the score.

Commercial Evaluation

The Bids which are qualified in Technical would be considered for Commercial Bid evaluation. The vendor should furnish their price for the project in their Commercial Bid to facilitate the commercial evaluation process.

Computation Methodology for Commercial Score

- 70% weightage will be assigned to the Relative Technical Score (RTS) and 30% weightage will be assigned to the Relative commercial score (RCS).
- The Relative Commercial Score (RCS) for each shortlisted Consultant will be calculated as given below:

$$\mathbf{RCS = L_1 / L * 100}$$

Where,

RCS: Relative Commercial
Score L: Amount quoted by
the bidder
L1: Lowest Amount quoted by lowest quoted (L1) proposal

Final Evaluation

The final selection of a Bidder will be based on the outcome of the combined Technical & Commercial Evaluation process for the qualified bidders in the Technical Bid round.

The Final Evaluation of Score (FES) will be as below:

$$\mathbf{FES = 0.70 * RTSX + 0.30 * RCSX}$$

Where:

FESX = Final Evaluation Score of Vendor

X RTSX = Relative Technical Score of
Vendor X

RCSX = Relative Commercial Score of Vendor XT

The contract will be awarded to the bidder having the highest Final Evaluation Score (FES) which is an outcome of Techno-Commercial Evaluation process. In case of a tie in the combined score between bidders, the bidder with higher technical score will be given a higher rank.

In the eventuality that less than two eligible bids are received against this RFP, StockHolding reserves the right to proceed with the single bidder or cancel the RFP at its sole discretion.

Scope of Work (SOW) / Service Level Agreement (SLA) for

SCOPE OF WORK

Objective of Functional Performance Testing

SSL has implemented TCS BaNCS system for its broking services and the system has been deployed on TCS cloud. SSL is the broking subsidiary of StockHolding Corporation of India Limited and provides broking services to its clients through the branch network of Stockholding. SSL also provides discounted broking services to its clients and uses DPSecure application for providing DP services to these clients. SSL is in process of enhance new mobile trading application for its retail and discount brokerage clients by using TCS BaNCS Front & Back Office API and other Fintech Integration. Objective of Functional & Performance testing is to determine how the new trading system performs in terms of responsiveness and stability under expected workload including different scenario.

Scope of work:

DELIVERABLE NO.	DESCRIPTION
1	Load Testing to be carried out on : <ul style="list-style-type: none">• Mobile APP
2	Performance testing to include <ul style="list-style-type: none">• Load Test• Stress Test• Spike• Endurance/Soak Test• Scalability Test
3 SSL USERS	Load testing to be carried out to check the required numbers of concurrent users the application can support FRONT OFFICE Mobile: 10000
4	Stress Testing to be carried out on : <ul style="list-style-type: none">• Mobile APP
5	Execute Following SERVER SIDE TESTS <ul style="list-style-type: none">• Scalability Test• Stability Test• Breakpoint Test• Bandwidth Test
6	Approximate number of business scenarios/modules to be tested. <u>Mobile</u> Login Logout Portfolio

	<p>View Funds Stock Search (Smart search for Derivatives, Equity, ETF, MF, GSec etc.) Add Stocks to Watch list Order Placement Buy & Sell</p> <ul style="list-style-type: none"> • Stocks Equity • Futures & Options Derivatives • Commodities • Market Order, Limit order • Cover & Bracket Order • GTD • EFT (ETF) • Equity SIP • Basket Order • AMO • Mutual Funds <p>Order Book, Trade Book DP API Back Office reports (The scope for testing is not limited to the given modules. SSL team may change/ add other Data Points in testing scenario as per the business requirement)</p>
7	Determine the safe usages limit or break point with the help of stress testing.
8	<p>Root Cause Analysis (RCA) at Code level is required. Deployment of APM tool for RCA findings CLIENT SIDE DRILL DOWN:</p> <ul style="list-style-type: none"> • End to End Response Time & Response Time Breakup <p>SERVER SIDE DRILL DOWN:</p> <ul style="list-style-type: none"> • LOG ANALYSIS • User Trends • Top Pages • Response Time Hotspot <p>DB LEVEL ANALYSIS:</p> <ul style="list-style-type: none"> • Server Parameters Issues • Long Running Stored Procedure and queries. <p>SERVER PROFILING:</p> <ul style="list-style-type: none"> • Server Parameters Issues • Method level hotspot
9	Provide Tier breakup of bottlenecks identified
10	Suggest tuning recommendations.
11	Validate and verify the functional readiness of the application elements to meet expected Service Levels
12	<p>Application technologies : J2EE, JavaScript, HTML, CSS, clutter Back office application: .net & Java</p>

Functional Testing

Sr. No	Tasks	Estimated Test Scenarios/Test Cases counts
1	REQUIREMENTS GATHERING	
1.1	APPLICATION WALKTHROUGH	
1.2	QUERIES RESOLUTION	
1.3	PRE-REQ SET UP	
2	TEST DESIGNING & SIGN OFF	
2.1	TEST SCENARIOS PREPARATION	150
2.2	TEST SCENARIOS REVIEW, MODIFICATION AND SIGN OFF	45
2.3	HIGH LEVEL TEST CASES PREPARATION	800
3	TEST EXECUTION WEB AND ANDROID - UAT -3 ROUNDS	
3.1	TEST EXECUTION- UAT (ROUND 1)	
3.1.1	Smoke Testing	60
3.1.2	Test Scenarios Execution	600
3.1.3	Test Cases Execution	6000
3.1.4	COOLING PERIOD (DEFECTS FIXES)	
3.2	TEST EXECUTION- UAT (ROUND 2)	
3.2.1	ROUND 2 Execution	600
3.2.2	COOLING PERIOD (DEFECTS FIXES)	
3.3	TEST EXECUTION- UAT (ROUND 3)	
3.3.1	ROUND 3 execution	300
3.4	SANITY TESTING (TEST SCENARIOS LEVEL EXECUTION)	600
	SIGN OFF AND CLOSURE REPORTS	
Sr. No	Tasks	Estimated Test Scenarios/Test Cases counts
4	Compatibility testing of 2 apps	
4.1	TEST EXECUTION- UAT (ROUND 1)	
4.1.1	Test Cases Execution (2 applications * 2 platform Android and IOS * 2 versions)	1200
4.1.2	COOLING PERIOD (DEFECTS FIXES)	
4.2	TEST EXECUTION- UAT (ROUND 2)	
4.2.1	ROUND 2 Execution	120

Performance Testing

Application Name	Mobile Application		
Type of Application	Mobile		
No .of Frontend Business Scenarios	Approx. 35 and 10000 Concurrent Connections		
No. of API / ISO	5		
Types of Testing Included	Load Test, Stress Test, Soak Test		
Estimates with No. of Resource			
Task	Estimated Effort in Day		
Requirement gathering			
Test Data creation			
Scripting			
SV Creation			
Load Testing			
Optimization on Load Testing			
Stress Testing			
Optimization on Stress Testing			
Soak Testing			
Optimization on Soak Testing			
Client Side Testing			
Optimization on Client Side Testing			
Closure Report			
Total			

1. APPLICATION TO BE TESTED

Stockholding Trading Applications

- a. Mobile Channel
 1. API of TCS BaNCS FO & BO, DPs, Payment Gateway etc

Vendor is required to complete all the performance tests within Thirty (30) days

- i. The successful Bidder to commence Load - Stress Testing services as and when request is received from client for commencement from the award of contract.
- ii. The Vendor shall comply with the SSL internal audit requirement as well as third- party

external auditors for conducting periodical audit.

- iii. The Vendor shall be responsible for managing the actions and activities of its personnel involved in the project and will be accountable for all the personnel deployed/engaged in the project.

1. Submission of Bids

- a. The required documents for Eligibility Criteria and Technical Bid, Commercial Bid must be submitted. Technical Bid and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document.
- b. The offer should be valid for a period of at least 90 days from the date of submission of bid
- c. The bidder shall fulfill all statutory requirements as described by the law and Government notices. The bidder shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify SSL against all such liabilities, which are likely to arise out of the bidders failure to fulfill such statutory obligations
- d. The bidder shall be solely responsible for any injury, damage, accident to the workman employed by the bidder for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.
- e. All employees engaged by The bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost
- f. Bidders are advised to submit their online Technical and commercial bids well before last date of submission as mentioned in document details page no. 1.
- g. There may not be any extension(s) to the last date of online submission of Technical and commercial bids. This will be at the sole discretion of SSL
- h. ***BIDDER MUST SUBMIT PHYSICAL DOCUMENTS FOR ELIGIBILITY & TECHNICAL DOCUMENTS ONLY IN SEPARATE SEALED PACKETS. BIDDERS SHOULD MENTION RFP DETAILS AND DOCUMENT DETAIL ON ENVELOP.***

2. Evaluation of Bids

SSL will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the bidder will be evaluated against the eligibility criteria set forth in the RFP. The bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of SSL would be final and binding on all the bidders to this document. SSL may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP.

- a. Please note that all the information desired needs to be provided. Incomplete information may lead to non- consideration of the proposal.

- b. The information provided by the bidders in response to this RFP document will become the property of SSL.

Clarifications regarding RFP Document, Bid Preparation & Submission of Bid

E-RFP Process

This RFP will follow e-tendering process (e-Bids) which will be conducted by SSL's authorized e-tendering vendor M/s. E-Procurement Technologies Ltd.

Representative of Bidders may contact the Help Desk of M/s. E-Procurement Technologies Ltd for clarifications on e-Tendering process:

Service provider:

M/s. E-Procurement Technologies Ltd (Auction Tiger),

B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad-380006.

Call/write us for e-Tender Submission

Cell Number: 9904406300 / 9510812960 / 9265562819 / 9265562821

Email: support@auctiontiger.net

No consideration will be given to Bids received after the date and time stipulated and no extension of time will normally be permitted for submission of e-Bids. SSL reserves the right to accept in part or in full, extend, or reject.

E-RFP Fees

The bid application fees (non-refundable) may be paid by the bidders through Demand draft/ NEFT as per the following details:

Account Number: 00600340028869 Account Name: StockHolding Services Ltd IFSC Code: HDFC0000060,
Branch: FORT, Mumbai
Amount: INR 11,800/- (Rupees Eleven Thousand Eight Hundred only) Amount includes 18% GST

The Bid Application Fee is non-refundable.

Earnest Money Deposit(EMD)

Prospective bidders are required to pay towards earnest money deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only). SSL will not pay any interest on the EMD. The bidder can also submit the EMD through Demand draft/ NEFT or RTGS as per the following details:

Account Number: 00600340028869, Account Name: StockHolding Services Ltd IFSC Code: HDFC0000060,
Branch: FORT, Mumbai
Amount: INR Rs.1,00,000 /- (Rupees One Lakh only)

- ❑ EMD will not carry any interest.
- ❑ The EMD made by the bidder will be forfeited if:
 - a) The bidder withdraws the tender/ Bid before processing of the same.
 - b) The bidder withdraws the tender after processing but before acceptance of 'Purchase Order' to be issued by SSL.
 - c) The successful bidder violates any of the provisions of the terms and conditions of this RFP specification.
 - d) If the successful bidder fails to enter into the contract agreement with SSL within 30 days/ of issuing the purchase order.

Refund of EMD

- ❑ EMD will be refunded to the successful bidder, only after submission of Performance Bank Guarantee of 10% of order value and signing of contract as per timelines defined in the RFP.
- ❑ In case of unsuccessful bidders, the EMD will be refunded after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
- ❑ The Performance Bank Guarantee will be released after 3 months of completion of project.
- ❑

Force Majeure:

Neither the SSL nor the Bidder shall be responsible for any failure to fulfill any term or condition of the CONTRACT if and to the extent that fulfillment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may

be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the testing duration exceeds thirty (30) days then, SSL and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the SSL, shall be final and binding on the bidder.

Dispute Resolution:

In the event of any dispute arising out of or in connection with this purchase order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the bidder complies with above-mentioned clause

Right to alter RFP:

- (a) SSL reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- (b) SSL reserves the right to cancel the RFP/contract.
- (c) SSL reserves the right to purchase similar service from anyone else within contractual period should the need arise at same rate.
- (d) SSL reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever.

SSL's decision in this regard will be final and binding on all bidders.

No Commitment to accept lowest or any other bid (RFP):

SSL shall be under no obligation to accept the lowest or any other offer received in response to this tender (RFP) notice. SSL further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When SSL makes any such rejection, SSL will not be bound to give any reason and/or justification in this regard to the bidder.

Integrity Pact:

The bidder will have to enter into an Integrity Pact with STOCKHOLDING Services Limited. The format (text) for the Integrity Pact is provided as **Annexure - 7**. The bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory.

Non-Disclosure Agreement (NDA):

The successful bidder will sign a Non-Disclosure Agreement (NDA) with STOCKHOLDING Services Limited.

Indemnify

The bidder should hereby indemnify, protect and save SSL against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the bidder. Any publicity by bidder in which name of SSL is used should be done only with the explicit permission of SSL.

Exit clause

SSL reserves the right to terminate this Agreement by giving 1 week notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by the bidder as per this Agreement will be provided before the termination notice is served on the bidder. In case of termination, payments due till the date of termination only would be paid based on satisfactory report submitted by bidder and SSL acceptance. Balance payment for remaining Agreement Term will not be paid to the bidder.

Order Cancellation

SSL reserves the right to cancel the order in the event of the Bidder failing to deliver services as specified by SSL as per the Service Level Agreements. SSL reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to SSL. In case of serious discrepancy in services provided, SSL may cancel the entire purchase order.

Sub-Contracting

No Sub-Contracting is allowed for this RFP.

Annexure – 1 - Details of Bidder's Profile

(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Company PAN no		
5	Company GSTN no. (please mention for all		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. in Crores)	Operating Profit (Rs. in Crores)
	2021-22		
	2022-23		
	2023-24		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures}	(Mention the above Amount in INR only)	
	Details of Reference Customer		
	Customer Name and Contact No.	Brief Details of hardware supplied	PO number and Date(Attached PO with masked price)
	1		
	2		
3			
4			

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Note:

1. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP/ Tender.
2. All self-certificates shall be duly signed and Stamped by Authorized signatory of the bidder Firm unless specified otherwise.
3. Bidder response should be complete; Yes/No answer is not acceptable...
4. Details of clients and relevant contact details are mandatory. Bidder may take necessary approval of the clients in advance before submission of related information. SSL will not make any separate request for submission of such information.

Annexure – 2 - Eligibility criteria (stage 1)

Sr. No.	Eligibility Criteria	Documents to be submitted by Bidder /OEM	Complied (Yes/No)
1	The bidder must be registered as a company under the Company Act 1956/2013 or LLP Act 2008 and should have been in existence for the last 12 years from the issuance date of RFP.	Certificate of Incorporation, GSTIN Certificate, Memorandum of Association, or Articles of Association.	
2	The bidder should have an average annual turnover of Rs. 70 Crore for the last 3 financial years (2021-22, 2022-23 and 2023-24). Individual company turnover only.	CA certificate & audited financial statements (Balance Sheet & Profit & Loss Statements).	
3	The bidder should have a positive net worth for the last 3 financial years (2021-22, 2022-23 and 2023-24).	CA certificate & audited financial statements (Balance Sheet & Profit & Loss Statements).	
4	The bidder must be an authorized partner of OEMs (for tools like Dynatrace, LoadRunner, JMeter, Service Virtualization tools, etc.).	Manufacturer Authorization Form (MAF) from OEM(s) on official letterhead, including the signing authority details.	
5	The bidder should not have been blacklisted, debarred, or banned at the time of submission by any government organization, statutory body, or BFSI institution.	Self-Declaration on bidder's letterhead duly signed and stamped by the Authorized Signatory.	
6	The bidder should have provided testing services to at least three trading organizations or commercial banks (minimum 1000 branches) over the last 7 years.	Client Reference Letters/Purchase Orders from trading organizations or BFSI customers.	
7	The bidder/OEM must have a Functional Service Centre in the state of each consignee's location for carry-in warranty within 30 days of award of contract.	Undertaking regarding Functional Service Centres with full address and commitment for establishment.	

Annexure-3 Technical Criteria

Sr. No.	Criteria	Sub-Criteria	Evaluation Parameters	Max Marks
1	Bidder Capabilities	Years in Testing Services for Broking/ Securities Market Trading Applications	More than 12 years – 10 Marks	10
			Between 7-12 years – 5 Marks	
			Between 5-7 years – 3 Marks	
			Documentary Evidence: Incorporation Certificate	
		Certifications and Accreditations	ISO 9001:2015 and ISO 27001:2013 (valid for 3 years) -2 Marks SOC2 certified -2 Marks CMMI Level 3 or higher – 3 Marks	10
			ISTQB-certified engineers – 3 Marks if >200 certified employees	
		Proprietary Tools for Testing and Monitoring	5 Marks for in-house tools that streamline testing. Evidence: Tool features and case studies	5
2	Domain Expertise	Functional Testing in Broking/ Securities market Trading Applications	5 Marks per implementation for Broking/ Securities market trading platforms like TCS BaNCS, Omnesys, Class, ODIN ,Ibeats and FIX Protocol, Algo Trading Engines, (Max 5 references). Evidence: Client references, Testimonials	10
3	Performance Testing Expertise	Experience with Concurrent User Load in Broking/ Securities market Trading Applications	>1,50,000 users – 15 Marks	15
			50,000-100,000 users – 12 Marks	
			30,000 -50,000 users – 8 Marks	
			Evidence: Test reports demonstrating concurrent user handling	
		Root Cause Analysis and Bottleneck Identification using APM Tools	Use of leading APM tools (Dynatrace, App Dynamics, New Relic) in at least 5 Broking/ Securities market trading platforms – 1 Marks per project (Max 5 Marks). Evidence: Client Reference	5
		API and Service Virtualization Testing	Use of Service Virtualization tools to simulate backend systems, DP APIs, Payment Gateways, and FIX APIs	5
		Load Testing for APIs in Broking/ Securities market Trading Platforms	API integration load testing (e.g., Payment Gateways, DP APIs) in at least 3 Broking/ Securities market trading organizations	5

4	Frontend Testing	UI/UX Validation	Includes: UI/UX Validation, Janky Frames, Frames Per Second (FPS), Latency Metrics, Rendering Delays, Cross-Device Compatibility, and Accessibility Compliance	5
5	Client References	Testing service	TCoE Order/ Testing Services in past or ongoing experience at Broking/ Securities market Trading /BFSI in India with minimum: Case 1 – At least 35 resources, apart from Bank resources: 10 Marks Case 2 – At least 15 resources, apart from Bank Resources : 05 Marks	10
6	Presentation		Presentation on Services asked by SSL	20

Annexure - 4 - Commercial bid format

(SUBMIT ONLY ON EPORTAL)

SI	Requirement	Price (Rs.) in INR	Remark
1.	Scope of Work Mentioned Above		PDF file need to be submitted with breakup and total amount

Note: Above prices should be exclusive of taxes & levies

Commercial Bid

- a. The vendor / bidder will submit Commercial Bid online on eauction Tiger portal mentioned above as per format provided.
- b. The final price (L1) will be decided only on successful evaluation.

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

REQUEST FOR PROPOSAL FOR Application Load and Performance Testing

Annexure - 6 - Covering Letter-1

(To be executed on plain paper and submitted only by the successful bidder)

(_____ **Name of the Department / Office**) RFP No: _____ for _____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, *SSL .*, a company incorporated under Companies Act, 1956, with its Registered Office Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710 acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s. _____

_____ (with complete address and contact details) represented by Shri _____ (i.e. s (bidders) hereinafter called the '**Counter Party**') which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain

from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
 - b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party(ies) the same information and will not provide to any Bidder(s)/Counter Party(ies) confidential / additional information through which the Bidder(s)/Counter Party(ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.
 - c) The Principal / Owner shall endeavour to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / SSL will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / SSL or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / SSL for forbearing to

show favour or disfavour to any person in relation to the contract or any other contract with the Principal / SSL.

4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / SSL that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / SSL or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Technical Bid, as given at Annexure 6. If bids are invited through a Consultant a Declaration has to be submitted along with the Technical Bids as given at Annexure.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of SSL /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / SSL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / SSL, or alternatively, if any relative of an official / employee of Principal / SSL has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by

the Bidder / Counter Party at the time of filing of tender (RFP).

15. The term "relative" for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / SSL
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / SSL is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / SSL. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / SSL.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / SSL's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / SSL may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / SSL.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ SSL may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / SSL / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / SSL / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / SSL / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / SSL / Owner apart from exercising any legal rights that may have accrued to the Principal / SSL / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder

/ Contractor / Counter Party.

2. Criminal Liability: If the Principal / Owner / SSL obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / SSL has substantive suspicion in this regard, the Principal / SSL / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

V. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Principal / SSL / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
2. The Principal / SSL / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / SSL and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / SSL has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, Stock Holding Corporation of India Limited.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / SSL / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 5 crore or more, the Principal / SSL / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /SSL and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, SSL. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / SSL and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, SSL Ltd. a substantiated suspicion of an offence under the

relevant IPC/PC Act, and the CEO & MD, SSL has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer. 8. The word `IEM` would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD SSL

VIII. VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the SSL/Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / SSL in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender (RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

(For and on behalf of Principal / Owner / SSL

(For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:

1. _____

2. _____

(Signature, name and
address) (Signature, name
and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

Annexure - 7 - Covering Letter on bidder's letterhead (Annexure of Integrity Pact)

Date:

To,

Sub: RFP No: _____ dated _____ for **REQUEST FOR PROPOSAL FOR Application Load and Performance Testing**

Dear
Sir,

DECLARATION

Stock Holding Corporation of India Limited (SSL) hereby declares that SSL has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----- dated ----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the SSL

Yours faithfully,

For and on behalf of Bidder
(Authorized Signatory)

REQUEST FOR PROPOSAL FOR Application Load and Performance Testing

Annexure - 8 - Compliance Statement

(To be submitted along with technical bid)

Subject: RFP **REQUEST FOR PROPOSAL FOR Application Load and Performance Testing**

Ref: RFP No: _____ dated _____

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by SSL. We also agree that SSL reserves its right to reject the bid, if the bid is not submitted in proper format as per RFP.

Sr. No.	Item / Clause of the RFP	Confirmed and Accepted by Bidder (Yes / No)
1	Eligibility Criteria	
2	Service Level Agreement (SLA) / Scope of Work	
3	Non-Disclosure Agreement	
4	Payment Terms	
5	Bid Validity, Order Cancellation, Exit Clause	
6	SSL's Right to alter RFP	
7	No Commitment from SSL to Accept Lowest or Any Other Bid (RFP)	
8	Force Majeure	
9	Integrity Pact	
10	All General & Other Terms & Conditions in the RFP	
11	Requirement with terms and conditions	
12	Bid Formats Technical & commercial (Indicative Price) Bid	
13	Annexures in the RFP	

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

REQUEST FOR PROPOSAL FOR Application Load and Performance Testing

Annexure – 9 - Letter of Acceptance

(To be submitted along with Technical Bid)

To,
STOCKHOLDING Services Ltd.
STOCKHOLDING House, Plot No. P-51, T.T.C. Industrial
Area, M.I.D.C., Mahape, Kalyan-Shil Road,
Navi Mumbai, PIN 400710.

Dear Sir,

Sub: RFP No: _____ dated _____ for **REQUEST FOR PROPOSAL FOR Application Load and Performance Testing**

With reference to the above RFP, having examined and understood the instructions, annexures, terms and conditions forming part of the RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for the entire Agreement Period from the date of the offer.

We also understand and accept that SSL can modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that SSL's decision in this regard will be final and binding on us.

We also accept that SSL's decisions with reference to this RFP pertaining to evaluation process of bidder responses will be final and binding on us. We also understand and accept that no queries will be entertained in this regard by SSL.

SSL is not bound to accept the lowest or any bid received by SSL, and it may reject all or any bid. If our bid is accepted, we are responsible for the due performance of the contract.

Dated this..... Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)