



REQUEST FOR PROPOSAL
for Online Testing System

TO BE SUBMITTED BEFORE
5.00 P.M on 24-February - 2012

ADDRESSED TO

Mr. D.R.Wazkar
Director Of Administration
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kiroi Road,
Kurla - West
Mumbai – 400 070.

1. Purpose :

Indian Institute of Banking & Finance (IIBF) desires to conduct the examinations for its various courses in online mode across the country. The Examinations will be conducted over the Internet and/or over Institute's LAN/WAN. The Online Testing System will be installed at the Institute's Data Centre at Kurla and/or at ISP. Test will be conducted at Institute's Central/Zonal office and/or at certified Test Center of IIBF.

In this connection, Institute would like to invite Request For Proposal from a reputed vendor who can provide end-to-end solution for a turnkey project for Integrated Online Testing System (**Preferable proven Open Source**) which will support conduct Online Examination.

2. ABOUT IIBF :

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB), is a professional body of banks, financial institutions and their employees in India with a Mission to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counselling and continuing professional development programs. During its 83+ years of service, IIBF has emerged as a premier institute in banking and finance education for those employed as well as seeking employment in the sector. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped the practitioners of banking and finance to sustain their professionalism through continuing professional development programs.

IIBF is a 'Distance Learning' Institute. In order that the candidates who appear for the examinations get adequate education/knowledge inputs, the Institute offers various educational services. The pedagogy of Distance Learning offered by the Institute is (i) publishing specific courseware for each paper/examination; (ii) publishing work books; (iii) tutorials through accredited institutions; (iv) contact classes; (v) virtual classes; (vi) e-learning through portal; (vii) campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are given updated information about the profession they practice. Towards this end, the Institute offers a daily e-news letter called "Fin @ Quest", a monthly bulletin – "IIBF-Vision", a quarterly journal – "Bank Quest" and Research Studies and publish Research Reports; Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Conferences, Lecturers, short duration programs, etc., as part of Continuing Professional Development.

The Institute's Governing Council consists of eminent persons from the banking and finance sector, academicians and professionals.

IIBF is an ISO 9001-2000 Organization with its Corporate Office in Mumbai and four Zonal Offices in Mumbai, Delhi, Chennai and Kolkata and its Website is : www.iibf.org.in

3. Existing Setup:

IIBF has its Data Centre (DC) located at Kohinoor City, Kurla, Mumbai. All the Zonal offices namely Delhi, Chennai, Kolkata and Mumbai are connected to the Data Centre via the Hub and spoke topology using 256 Kbps dedicated leased line. All IIBF's users (IIBF's staff) are provided role base access to various Applications (Central office users about 55+ and Zonal offices 8 – 10 users per zone).

Major Activities of the Institute:

Membership: IIBF has got over 9.5 lakh ordinary members. Out of these around 4 lakh members are active. There are 650 plus Institutional members (Banks and Financial Institutions).

Examination: Institute conducts various examinations twice in year. JAIB, CAIB are Institute's flagship examination and there are about 20 Diplomas and Certificate examination in niche area of Banking and finance. These examinations are conducted at 275+ centres across the country in online and/or offline mode. About one lakh plus members appear at these examinations in a year. All the pre-exam activities are handled by Zonal offices and Post examination activities are handled by Corporate Office.

Website: Institute provides educational support through it's portal for the various courses of the examinations. It renders web based professional skill-set development courses in selected areas. Website also has facility to enroll for JAIB/CAIB examination online. Institute also hosts examination results on the portal.

Membership and Examination system is totally integrated with Financial accounting system and is integrated in batch mode with the portal. Application system is running on Oracle 10g database with frontend design in Oracle Forms/Report/JAVA.

IIBF Chennai Zonal Office hosts a server farm for passive Disaster Recovery site (DR site) connectivity. The server farm is used only when DR is invoked.

4. Extent of Proposal :

Prospective vendor should note that any proposal submitted in response to this RFP and all associated amendments or clarifications submitted during evaluation, could form part of any subsequent contract to be signed for the supply of hardware/software/ services relating to the Project.

5. Schedule of activities for RFP:

The following table presents the anticipated schedule for major activities associated with RFP distribution, proposal submission, proposal evaluation process, and contract award. IIBF reserves the right at its sole discretion to change the Schedule of Activities, including the associated dates:

1. Release of RFP	7 th Feb 2012
2. Submission of request for Clarification, if any, from Vendor/Service Provider(written)	17 th Feb 2012
3. Pre-bid meeting for Clarification on written queries.	22 nd Feb 2012
4. Proposal Submission by vendor	24 th Feb 2012
5. Technical Evaluation Completion	1 st Mar 2012
6. Eligible/Shortlisted vendors presentation/demo/walkthrough	#
6. Contract Negotiations with the best Prospects	#

Date/Time shall be communicated to the Eligible / Shortlisted Vendors

6. Minimum Eligibility Criteria:

Sr.	Minimum Eligibility Criteria	Supporting Document
1	The vendor should have been in the IT Hardware/Software Supply and maintenance business at least for the past 5 consecutive years.	Certificate of incorporation
2	The vendor should have registered a turnover of Rs.100 crores or above during last three completed financial years.	self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
3	The vendor should be earning a Net Profit in each of the last three completed financial years.	self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
4	The vendor should have executed at least three orders of similar nature / value and preferably in multiple locations with PSU/Educational Institute/Banks.	<ul style="list-style-type: none"> • PO • Project completion report
5	The vendor should provide the proof of accreditation to Quality Management Systems like ISO 9001:2008 / SEI CMMI Level 5 / Six Sigma practice	Copy of Certificate



6	The vendor should have qualified and experienced system engineers for installation and maintenance of hardware/software being procured.	Number of engineers with qualifications and year/s of experience.(Operating system, RDBMS, Networking/Security)
7	Vendor should have remote service delivery infrastructure to ensure immediate response and faster resolution. Vendor has to have 24 X 7 Telephonic support for soft calls resolution which are skill based.	Detailed address of support offices in metros(Mumbai, Delhi, Chennai and Kolkata)
8	The Vendor may be System Integrator supplying software offered by another but he should take full responsibility of implementing / operationalising as per the Institute's requirement and will be a single point of contact.	Authorisation letter from the software company .

Note:

- Supporting documents requested should be arranged / numbered in the same order as mentioned above.
- Failure to meet any of these criteria will disqualify the vendor and it will be eliminated from further process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the vendor.
- 'Project completion report' (point 6.5 above) should include references of customers where system of similar complexity / size / cost has been successfully implemented and is in operation. Provide clients wise details of hardware, operating systems, application software, size of network, size of database etc. and a certificate from the client regarding the performance of the system.
- Vendor will be rank based on strength of experience and qualification of resource (point 6.6 above).Therefore Vendor should provide details in respect of following:
 - No of Engineers having experience in O/S like SUN Solaris/Win 2008.
 - Engineers having expertise in LAN/WAN/Security
 - Engineers having expertise in RDBMS like Oracle/MS SQL.etc

7. Brief Scope of Work:

- The Brief scope of work includes end-to-end solution for integrated Online Test System which includes amongst other, Supply of Hardware, Software and Installation, Implementation, Integration, Commissioning and Maintenance /



Service support of Online Testing System for conduct of Online Test over IIBF's Existing / New Hardware/Software/LAN/WAN/Internet connectivity.

- It includes customization of the software to meet the Institute's functional, operational and MIS requirement with all required interface.
- Supply, Installation and commissioning of required Un-interrupted power supply.
- Integration of all Hardware, Software and Peripherals(Existing and New).Ref Annexure – V for existing Hardware/Software.
- Up-grading of existing equipment, its Installation and Commissioning for optimal utilization of IT resources.
- The Vendor shall prepare the design document after visiting the site along with the Engineer-in-charge for site specific installation requirement in accordance to IIBF's requirements.
- All Installations and Testing shall be carried out by the certified engineer.
- Installations and configuration of all the component/ Hardware/ Software/ Networking/ Security equipment etc has to be in line with the IIBF's requirements, using best Practices.
- Scope of work includes supply and implementation at all IIBF's Offices situated at Mumbai, Delhi, Chennai and Kolkata. (address given in **Annexure III**)
- Training and documentation.

9. Evaluation :

The technical proposal will be evaluated only for those vendors who fulfill the minimum eligibility criteria as given under para 6 in this offer.

Failure to meet any of these criteria specified will disqualify the vendor and it will be eliminated from further process.

9.1. Technical Evaluation:

- a) **Functional / Features** : The Test Engine Features & Functionalities are provided under **Annexure I** vendor are requested to give their response to each of the items.
- b) **Technical** : The Technical specification for the RFP is given in **Annexure II** vendor are requested to give their response to each of the items.

Evaluation Weightage: Technical 70% Commercial 30%.

The technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%.

Point will be awarded on the following basis as against the required Technical, Features / Functionality (Annexure –I and Annexure - II).

Functional and Technical will be of 100 point:

- | | |
|---|------------|
| 1) Functional / Features (Annexure-I) | - 50 Point |
| 2) Technical – Hardware/ Software / Operating System etc(Annexure – II) | - 20 Point |
| 3) Presentation/Walkthrough/Demo | - 15 Point |
| 4) Past Experience, Support/Reference | - 15 Point |

Point for Functions/Features(Annexure-I):

- | | |
|-------------------------------|-----------|
| 1) Feature available | - 5 Point |
| 2) Customisation in 1 Months | - 4 Point |
| 3) Customisation in 3 Months | - 2 Point |
| 4) Customisation not possible | - 0 Point |

Point for Technical:(Annexure – II)

- | | |
|--------------------------|-----------|
| 1) Feature available | - 1 Point |
| 2) Feature not available | - 0 Point |

Note:- More weightage for open source than proprietary solution. Customisation period is in calendar months and will commence from the date of purchase order.

Proposal which secure minimum 50% (each) in Functional & Technical Evaluation will be called for making presentation/demo/walkthrough as part of evaluation process, date time will be advice in due course.

Highest Score (Technical and Functional evaluation) will be given Technical score of 70 and accordingly the Second highest; Third highest etc will be calculated.

Example:

If In response to the RFP, 3 proposals, Vendor 1, Vendor 2 & Vendor 3 were received. and their technical score are:

Vendor 1 score :- 65

Vendor 2 score :- 70

Vendor 3 score :- 90

Vendor 3 (Highest Technical score) = 70

$$\text{Vendor 1} = \frac{\text{Vendor 1 score (65)}}{\text{Vendor 3 score (90)}} \times 70 = 50.55$$

$$\text{Vendor 2} = \frac{\text{Vendor 2 score (70)}}{\text{Vendor 3 score (90)}} \times 70 = 54.44$$

No further discussion/interaction will be granted to the vendor who have been technically disqualified.

9.2. Commercial Evaluation:

The Commercial proposal of only those vendors technically deemed fit will be opened.

Proposal with a lowest cost may be given a financial score of 30 and other proposals given financial scores that are inversely proportional to their prices.

Example:

As per our example, price quoted by the qualified vendor are:

Vendor 1 = Rs.120/-

Vendor 2 = Rs.100/-

Vendor 3 = Rs.110/-

Vendor 2 = 30 (lowest price)

$$\text{Vendor 1} = \frac{\text{Vendor 2 price (100)}}{\text{Vendor 1 price (120)}} \times 30 = 25.00$$

$$\text{Vendor 3} = \frac{\text{Vendor 2 price (100)}}{\text{Vendor 3 price (110)}} \times 30 = 27.27$$

Point of Technical and Commercial Score will be added to arrive at Total Score out of hundred. The proposal securing the highest combined score will be ranked as H1, Second highest as H2 and Third Highest as H3.

Example:

As per the above example, three proposals with combined Technical and Financial evaluations score would be ranked as under:

Vendor 1 = 50.55 + 25.00 = 75.55 = H3

Vendor 2 = 54.44 + 30.00 = 84.44 = H2

Vendor 3 = 70.00 + 27.27 = 97.27 = H1

Proposal of vendor 3 at Rs. 110.00 will be considered as most responsive vendor they may called for negotiation, if required.

IIBF's Decision in respect to evaluation methodology and short-listing the vendors will be final and no claims whatsoever in this respect will be entertained.

10. Proposal Format :

- The proposals should be submitted in two separate sealed covers, one TECHNICAL PROPOSAL marked as 'Technical-Information only', and one COMMERCIAL PROPOSAL marked as 'Commercial-Price Bid only'. These cover should be put in one big cover superscribed with 'Proposal for Online Testing System'
- The vendor should submit the proposal properly filed & paginated so that the papers are not lost.
- The proposal, which are not sealed or open tenders sent through Fax /e-mail will summarily be rejected.
- The proposal not submitted in the prescribed format or incomplete in details are liable for rejection.
- The proposal containing unauthentic erasing or alterations will not be considered.

10.1. Technical Proposal should include the following:

- A Letter by a duly authorized officer of the Firm/Company on the firms/Company's letterhead and duly signed by a authorized officer with name, title and seal. The Letter shall include:
 - a) A Statement that deviations are included, if applicable.
 - b) A Statement that proprietary information is included, if applicable.



- Table of Contents (List of documents enclosed)
- Minimum Eligibility Criteria supporting documents.
- Compliance with all Functional Requirements as per Annexure –I
- Compliance with all Technical Requirement as per Annexure –II
- Authorisation letter from OEMs (Original Equipment Manufacturers/Software Vendor) of the quoted products, in case of 3rd party products.
- Detail technical specification/brochure of the required Hardware, OS or other software/utility
- Details of Server/Processor/Client Licences Requirement for 3rd party Software
- Detailed Architecture of the proposed solution with various features/functions of the system including fail over methodology/ strategy at both Primary & DR Site.
- Future Road Map on scalability, version upgrade/releases etc.
- Bill of Materials (without any price detail)
- Proof of implementation of similar project.
- Resume of the proposed Project Management Team with Name, Designation, qualification & experience details.
- Specify the Hardware, Operating System, software licences, Bandwidth requirements required for successful implementation.
- Technical proposal should **not** indicate any cost aspect directly or indirectly. However, it should include commercial template **without** the cost to compare the break-up if any given by the vendor.

10.2 Commercial Proposal:

The Commercial proposal should give all relevant price information and should not contradict the Technical proposal in any manner. **All prices should be quoted in Indian Rupees only.**

Commercial offer should include Annual Maintenance charges for next 4 years after expiry of one year warranty period.

The Commercial proposal shall comprise Commercial Statement /Bill of Material with price.

Tax/lavies, if applicable, at present rate should be quoted. Tax ruling at the time of delivery of material and the resultant billing will be paid at actual.

Additional Cost of 4 day on-site User Training (inclusive of all Taxes) should be valid for 5 years from the date of implementation, payable on actual basis as & when required after completion of training.

Prices should be valid for 180 days from the date of submission. All increases in price will be to vendor's account.

11. System Acceptance Testing:

Unsatisfactory performance of the Online Test System may result in rejection of part or all of the system under Acceptance testing. Acceptance test will end when the performance of the system met the Functional & Technical specifications at Primary Site & DR Site.

At the end of the successful completion of the acceptance test, the application software shall be accepted and certified for full-scale implementation.

12. Training:

- Vendor shall organize for training as follows:
- Before Acceptance:- Training to Core Group, User and IT team to be provided separately at least 4 full days training.
- Before going Live:- 2-4 day training to the officers at Central office and Zones should be provided in batches at different locations.
- After implementation of Software:- Hands on support to be provided to the users for 2 weeks / Two cycle to the Users/IT Team.
- Minimum one trainer should be made available at each location for hand holding i.e. on the job training period.
- Vendor will provide Module wise Documentation to each participant (hardcopy and softcopy). Document should give illustration for each type of module/activity with issues and action steps.
- User training should include amongst other the following:
 - a) Features/Functionality available in the Module
 - b) Parameterization
 - c) Background process

- d) Analytical tools.
- e) Reports
- Appropriate training to be provided to all users for all modifications / up gradations.

13. Infrastructure Sizing:

The Vendor must propose for the optimal size of the Hardware, Operating System, Database, Middleware etc. keeping in view current requirement and extrapolate the same for the full TCO period (i.e. 5 years).

The basic parameters for sizing are given herein under.

Total eligible members for the Diploma / Certificate examination is be about 10,000 members, out of which 80 to 85 % of members appear for the examination. The exams are conducted on three Sunday in batches (Three or four per day) each exam is of 100 Marks consisting of 100 to 125 questions. Duration of examination is 2 hours. Exams are usually held in the months May/June and November/December every year.

Projected Growth – 15% per annum.

The hardware proposed for the solution should not exceed 70% of Memory, CPU, Hard Disk utilisation levels at any given point in time during the TCO Period.

The response time at client end should be always be less than 3 second.

During the agreement period, if at any stage, it is found that the solution provided by the vendor is not able to give the requisite performance as per the sizing parameters (i.e. up time above 99.5% and response time < 3 second) the vendor shall have to provide additional hardware, software without any additional cost to the Institute.

Propose system should provide for adequate security as per industries best practice. Vendor will be responsible implementation and testing of the secured solution under the firewalls of IIBF/over the internet.

The system should be capable of keeping the data at least for 5 years, old data (more than 5 years old) should be available through purging & archival option.

Separate adequately sized hardware should be quoted for test & development, UAT, training environment.

Vendor should provide BOM for the propose Hardware/Infrastructure which shall include amongst other Hardware details, Operating System, Number of CPU/Core, Memory, Disk space, External Storage, Web Server, RDBMS, Interface / Middleware, Security (Firewall, IDS/IPS etc) Bandwidth required etc.

IIBF may normalize the hardware, if needed.

14. Other Terms and Conditions:

- IIBF is a not-for-profit educational Institute and is eligible for special prices available for educational institutes. Vendors are requested to consider the same while giving commercial quote.
- The Vendor will provide Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required by the work.
- The vendor shall provide all reference manuals, booklets, e-book and other material required for the effective maintenance of the systems.(print copy 3 number and softcopy)
- The Vendor shall provide a scalable and compatible infrastructure for present and future applications.
- The vendor shall provide schedule of delivery, installation and commissioning. The responsibilities from both side should be defined clearly against each milestone.
- All hardware components of the systems offered should be from the respective OEMs (Original Equipment Manufacturer).
- The proposed system solution should have inherent capability for upgradation that is capable of handling Online Test on a wider scale.
- The proposal should include onsite warranty for a period of one year.
- Vendor shall Integrate the existing hardware and software with the existing infrastructure to provide a seamlessly integrated solution.
- The technical proposal will be evaluated for technical suitability as well as for other terms and conditions.
- Functional & technical information of the solution being offered must be provided in the exact structured format as suggested in RFP.
- Selected vendor will have to sign contract with IIBF at mutually acceptable terms and condition and Service Level Agreement (SLA)
- Vendor should specify only a single solution which is cost-effective and meets IIBF's requirement and should not include any alternatives.



- The Vendor shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging Product Walk Through etc. IIBF will provide no reimbursement for such costs.
- To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all vendor for clarification of their offer.
- All active components (Routers & Switches) etc shall be from the same manufacturer for ease of maintenance, management and uniformity of the network.
- All design requirements should be worked around the requirements given by IIBF.
- All Version upgrade should be free, i.e. there should not be any Licensing Cost. While quoting, the vendors should anticipate the version /product changes during the entire project (TCO) period and should budget the same in their commercial proposal.
- The vendor is expected to customise all gaps observed in the Functional & Technical RFP Product Demonstrations, Core Team and End User Training, UAT, implementation phase for the Test Engine System.
- The vendor will be responsible to provide complete documentation of the solution (Print (three copies) and Soft copy) which includes but not limited to the following:
 1. User Manuals; including Error Messages, their meanings and action steps.
 2. Design and Analysis Manuals with the relevant data flow diagram
 3. Detailed Architectural Design, including fail over methodology/ strategy at both Primary & DR Site.
 4. Maintenance Documents.
 5. System /Database administration manual.
 6. Network and Security.
- The Successful vendor shall furnish the performance security equivalent to 10% of the order/contract value (TCO), in the form of Performance Bank Guarantee issued by a public Sector Bank in India for a period of 5 years.
- Post implementation/live Support / Call centre services will be required based on the schedule of the examination.
- Vendor shall submit progress report for the project as per mutually agreed reporting format/interval. Vendor will be responsible to implement appropriate measure and reporting capabilities in timely manner.



- Vendor shall be responsible for Knowledge transfer to the incoming vendor at the end of contract period. This shall will includes amongst other, System walkthrough and hands on support for minimum of 2 weeks / one exam cycle.
- Any effort by a vendor to influence the IIBF on any matter relating to the proposal, it's evaluation, comparison, selection may result in the rejection of the vendor's proposal.

15. Supply, Installation and Commissioning(Completion of Project):

- Vendor shall deliver the solution within 8 weeks from the date of purchase order (PO) for UAT(customized version for UAT testing).
- Vendor shall implement the complete solution (hardware, software, customized software etc) within 16 weeks from the date of purchase order.(at Primary and DR site)
- **Late Delivery / Installation / Commissioning: after 16 weeks.** Penalty @1% of the contract value per week or part thereof until actual delivery subject to a maximum of 5% of total cost (TCO). Once the maximum is reached IIBF may consider termination of the contract and the performance security may be invoked.

16. Payment Schedule:

16.1 Infrastructure :

- 20%:- After delivery of complete hardware
- 30%:- After installation of complete hardware
- 25%:- After successfully completion of 1st live exam cycle.
- 25%:- After successfully completion of 2nd live exam cycle.

16.2 Cost of Software/Solution:

- 20%:- On Delivery and Installation of all deliverables as per RFP.
- 30%:- On Customisation, UAT(including Mock Test)/acceptance of the system with necessary interfaces, implementation.
- 25%:- After successfully completion of 1st live exam cycle.
- 25%:- After successfully completion of 2nd live exam cycle.

16.3 Cost of implementation and Integration: Primary Site:

- 25%:- On completion of training
- 25%:- After successfully completion of 1st live exam cycle.



- 25%:- After successfully completion of 2nd live exam cycle.
- 25%:- Submission of documentation.

16.4 Cost of implementation and Integration: DR Site:

- 50% on completion of implementation and acceptance at the site.
- Balance 50% after successful completion of TWO DR Drill on different dates.
The DR drill date should after atleast one live exam cycle after successful DR implementation.

17. Escrow:

IIBF and the vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the Application System source code supplied/ procured by the vendor for the Institute in order to protect its interests in an eventual situation. Vendor is also expected to provide a detailed code documentation of the Software along with the source code.

IIBF and the vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent.

Institute and the successful vendor may enter into such escrow arrangement that is mutually agreed upon by the two parties.

18. Subcontracting:

The Vendor will not subcontract or delegate or permit anyone other than the vendor's personnel to perform any of the work, service or other performance required of the vendor under this agreement without the prior written consent of the Institute.

19. Waiver of Minor Irregularities:

IIBF reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IIBF.

Where IIBF may waive minor irregularities, such waiver shall in no way modify the RFP requirements or excuse the vendor from full compliance with the RFP specifications and other contract requirements if the vendor is selected.

20. Modify/Withdrawal of Proposals:

Prior to the date specified for receipt of proposal, a submitted proposal may be modified/ withdrawn by submitting a signed written request for its modification/withdrawal to IIBF.

21. Non-Disclosure:

The contents of the proposal and all the project outputs should not be disclosed to any party unless Vendor and IIBF mutually agree in writing to the same. Vendor will not use the contents of this proposal to bid for any other contract.

The following annexure shall form part of the RFP and should be read together while submitting the proposal.

- Annexure – I : Features & Functionality
- Annexure – II : Technical – Hardware / Software/ OS etc
- Annexure – III : Commercial Template
- Annexure – IV : IIBF Offices Address
- Annexure – V : Existing Hardware/Software

The Institute reserves the right to change / add / modify / relax any / all conditions stipulated or increase / decrease items requested as also to accept / reject any / all offers without assigning any reason whatsoever.

The decision of the Institute in selecting the vendor would be final and conclusive and the Institute will not entertain any correspondence in this regard.

Vendors are requested to give the best price item wise (inclusive of taxes) along with other terms and conditions on or before **24th February 2012 5.00 pm** in a sealed envelop duly superscribed **‘Quotation for Online Test Engine’ (Technical-Information only or Price Bid only)** Addressing to :

Mr. D.R.Wazkar
Director of Administration
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirod Road,
Kurla - West
Mumbai – 400 070.

Director of Administration

Indian Institute of Banking & Finance		Annexure - I		
Prospective vendor are required to submit their response against each Functionality/Features.				
Important Functionalities/Features of the Test Engine	Whether the system has got the feature/functionality ('Yes' or 'No')	Customisation in one months ('Yes' or 'No')	Customisation in three Months ('Yes' or 'No')	Customisation not possible/cannot be provided ('Yes' or 'No')
Critical Functionalities/Features				
1	The Engine should support accepting the registration of the candidates from the web site or uploading the data in batch from the Institute's Membership/Examination Systems.			
2	The Test engine should have both options of conducting exam over internet or LAN based solution			
3	The Test Engine should support multiple languages i.e. English and other Indian vernacular languages			
4	The Test Engine should support unlimited questions.			
5	The Test Engine should have a facility to isolate the QUESTION BANK in secured manner in the Data Base Server at the Central site (at IIBF Data Centre) and only randomly generated question papers should be downloadable or made available to the candidate on login.			
6	The Engine should have minimum 128bit-encryption mechanism to protect question bank and question paper while downloaded and during submission of answers.			
7	The engine should be IMS/QTI and AICC/SCORM compliant			
8	The Test Engine should facilitate the split syllabus into different sections and weightages to be defined for the each section of the syllabus.			
9	The engine should have facility to generate the questions randomly at the time of examination from each section of the syllabus as per the weightages defined.			
10	The engine should have a facility to retire a question repeated in a number of tests/particular period based on pre-determined parameters(e.g..weeks, months, year) and to bring back questions as and when required.			
11	The engine should have an interface for drafting questions by examiner, and vetting by online official and approving by a final authority(CEO). The engine should also have a provision to upload the questions in a batch file(e.g. Comma separated .xls etc.)			
12	The engine should provide option of Earmarking facility to go back to questions already answered, so that the candidates can revise and change the answers if they feel so, prior to final submission of their answers			
13	The Test Engine should have a facility to provide for a complete record of a question paper issued to each candidate, and his performance, for future investigations, when necessary			
14	The Engine should support multiple choice questions with any number of options			
15	In addition to multiple choice questions, the engine should support other types of questions like fill in the blanks, match the following, true or false, yes or no, subjective questions etc.			
16	The Engine should have both the options, displaying questions one by one and generating entire question paper once with 80 to 100 questions per exam(or any number) from the database.			

17	The Engine should support duration of each examination of 120 minutes or any other duration. The engine should display total time duration, time elapsed, Questions attempted, questions yet to attempt etc. on the top of the question paper screen during examination.				
18	The Engine should provide a practice test for the Registered Candidates.				
19	The Engine should have the provision for answering the examination only after verification of the candidate's identity by the invigilator and the test				
20	The Engine should have the provision to print score cards of the candidates along with the photo at the end of the examination.				
21	The Engine should be capable of generating various reports Individual scores(section wise, topic wise, Accuracy percentile), Aggregate(Total score percentile, Accuracy, section wise analysis),Statistical Frequency distribution reports and other important reports which would be finalised in mutual				
22	The system should have adequate provision for security and safety of the question bank, data including member history.				
23	The system should have the provision to take care discontinuous internet connectivity. i.e. system should save after each question is answered, so that if the connection breaks, candidate can continue from the last question answered. :				
24	The Engine should have a facility of secure session and should establish a secure browser connectivity.				
25	Functions like copy, paste, save, save as, right click, browser closing button, e-mail tools and messenger tools should be disabled at the testing Centres during examination.				
26	The system should support negative marking facility				
27	The system should support dynamic type of questions.				
28	The system should generate question sets for conducting offline examinations				
29	The system should support Microsoft Internet Explorer, Netscape, and other such browsers (all latest version)				
	Non - Critical Functionalities/Features				
1	The Engine should support payment gateway at the time of registration.				
2	The Engine should facilitate moderation based on category of students.(e.g. Rural-Urban, Officers-clerks, Graduates-Undergraduates).				
	Any other features/functions not listed above				

Indian Institute of Banking & Finance	Annexure - II
Technical :- Hardware/Software, Operating System etc	Vendor Response
1 System should be capable of integrating with IIBF's existing Exam/Membership/FA in batch and online operation mode	
2 Application should handle automatic switchover in cluster environment	
3 Solution has ability to support pooling multiple database connections when the load on the application increases.	
4 Solution should support database clustering. Indicate the number of clusters that can be configured.	
5 Solution should have ability to implement SANs for data storage	
6 System should Seamlessly Integrate with IIBF's existing system without any manual intervention.	
7 Hardware proposed for the solution should not exceed 70% of Memory, CPU, Hard Disk utilisation levels at any given point in time during the TCO Period.	
8 Hardware should have built-in redundancy features such as dual Power supply, dual NIC, RAID	
9 Hardware components should be hot swappable.	
10 Hardware should be rack optimised	
11 Hardware equipment should be scalable	
12 System/Hardware should have efficient monitoring, diagnostic functions to help troubleshoot and fix the problems	
13 Should support automating the backup/replication process for all the applications and database in the Primary & Disaster Recovery site	
14 Backup success rate should be 99.99% at all times	
15 Should be able to support online replication at DR site	
16 Disaster Recovery site to be up & running 24*7	
17 Backup should support all application softwares, configuration, database etc	
18 The system should be capable of keeping the data at least for 5 years, old data (more than 5 years old) should be available through purging & archival option.	
19 Application should recover and become fully operational within 60 minutes from the Disaster Recovery Site in case of a disaster at Mumbai Primary site	
20 Should support load balancing in terms of system parameters (CPU, Hard Disk, memory, etc.)	
21 Solution has Inherent capability for upgradation that is capable of handling Online Test on a wider scale.	
22 Hardware/Networking/Application system should be available for 24*7	
23 System should be able to provide interface with third party service provider eg.IIBF's website/payment gateway	
24 System should provide interface for generation of requisite data in ASCII fixed length, delimited variable length record format, csv format ,excel format etc.	
25 Drilling (up/down) on interface record should be available for reports, queries etc	
26 System should have the ability to rollback a transaction to a particular stage and restart, if required.	
27 Application should have the ability to support latest versions of browsers e.g.. Microsoft Internet Explorer, Netscape etc.	
28 Webserver should be able to support Integrated certificate server, SSL with 128 bit encryption mechanism or more.	
29 Webserver should be able to install on Microsoft Windows platforms, UNIX flavors, etc (Operating systems).	
30 Webserver should be hardened to disable unnecessary features and plug known security vulnerabilities.	
31 The system should provide comprehensive audit trail features	
32 System should allow generation of transaction list with user-stamped, date and time for various transaction.	
33 System should allow generation of activity reports to highlight all the transactions being processed.	

34	System shall support for recording of Unsuccessful attempts to log-in to the system	
35	System should provide session log files so that it can be analyse. E.g.. information like member no, session time etc.	
36	System should provide tracking of the client's IP & Network Interface address	
37	Application should facilitate restriction based on client's IP & Network Interface address	
38	Application should facilitate definition of user-defined log files for tracking sessions	
39	System should have Link from Excel & Other Applications	
40	System to facilitate export of reports & inquiries into different formats like Word, Excel, pdf, Text & CSV etc.	
41	System should have a report writing / report builder wizard that provides users with step by step menus and allows them to draw up simple reports	
42	Provision should be available for generating & printing any previous day's report/log based on various parameters. i.e. backdated reports.	
43	System should allow default mode for printing of bulk/voluminous reports on High Speed DMP/LMP	
44	The system should allow users to print reports directly form the system. Option should be available to print reports in A4/Legal/A3 page using Inkjet/Laser Printer.	
Please provide details for the following :		
1	Company's background in online-examination	
2	The client list using the test engine	
3	Functions and features of the Examination tool, product history, product literature and information. And also mention hurdles confronted while implementing the above product at other places.	
4	Please explain strategies you want to utilize, best practices on similar project in past and re-usable component/tools available in your centre of excellence.	
5	Please provide list of components, methods and test cases and what benefit it will provide to IIBF in terms of reduce duration and cost.	
6	Methods suggested for rapid development and implementation	
7	Please provide your proposed team structure, resumes of team members and project manager and resource ramp up and ramp down plan.	
8	Please provide Productivity in terms of function points per months.	
9	Please provide Size of application in terms of function points.	
10	The % of customization and time needed to suit Institute's requirement	
11	Efforts estimate in person-month	
12	Quality standards and testing mechanisms used while developing and testing the tool.	
13	The other features of Test Engine like :-	
	Reliability	
	Scalability	
	Portability	
	Capability of transactions processing	
	Complexity	
	Performance benchmarks	
14	Any other features/functions not listed above	

Annexure – III

Commercial Template

1. Infrastructure - Hardware, Operating System, Middleware, Networking, Security.

Sr.	Product	Make	Model No	Part No	Description/Configuration	Qty (a)	Unit Cost (b)	Total [axb] (c)	Tax & Levies (d)	Total Cost [c+d] (e)
1										
2										
							Total(1)			

2. Cost of Software/Solution

Sr.	Item/Description	License Fees (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	Test Engine License cost			
2	Customisation cost			
3	Configuration			
4	Testing			
5	Cost of Training			
6	RDBMS			
7	Other Software / Utilities software license etc. including Processor/Server/Client licences, Antivirus licenses – if any (specify)			
	Total(2):			

3. Cost of Implementation and Integration

Sr.	Item/Description	Implementation / Integration cost (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	Implementation and Integration			
	Total(3):			

4. DR implementation

Sr.	Item/Description	DR Implementation Cost (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	DR Implementation			
2	DR Software			
	Other Software / Utilities software license etc. (specify)			
	Any other			
	Total(4) :			

5. AMC

Sr.	Item/Description	AMC Cost (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	Onsite support for the examination			
2	AMC per annum post one year Warranty			
3	AMC for next 4 years			
4	AMC/ATS for RDBMS etc			
	Total(5) :			

6. Additional Training

Sr.	Item/Description	Training Cost (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	Test Engine and related software like Application Server, Middleware, RDBMS, Network/ Security etc			
	Total(6) :			

Cost for 5 days on-site Training for a batch of max 5 employees per batch. Additional Training cost will be considered for Commercial evaluation only, will paid on actual basis.

The cost should be valid for 5 years from the date of implementation, payable on actual basis as & when required after completion of training.

TCO - Total Cost of Ownership

Sr.	Item/Description	Cost (a)	Tax & Levies (b)	Total Cost [a+b] (c)
1	Infrastructure Total (1)			
2	Cost of Software/Solution Total (2)			
3	Cost of Implementation and Integration Total (3)			
4	DR implementation Total (4)			
5	AMC Total (5)			
6	Additional Training Total (6)			
	TCO :			

Note:

- **Cost in INR**
- **TCO (Total Cost of Ownership) will be considered for comparison.**
- The Vendor should fine tune the bill of material format to accommodate all the hardware and software items.
- Prices for any optional services, if any, should be quoted separately.(will be added to TCO)
- Bill of Material (with price details) must be submitted for Commercial proposal.
- A copy of Bill of Material (without any cost detail) must be submitted along with Technical proposal.
- The TCO must include all the costs, taxes & duties associated with the Project for five (5) years period.

*_*_*

Annexure - IV

ZONE	CONTACT ADDRESS
CENTRAL OFFICE / CORPORATE OFFICE	Kohinoor City Commercial – II Tower-I, 2nd & 3rd Floor Kirol Road Off-L.B.S Marg Kurla- West MUMBAI - 400 070 Phone : 91 - 022 - 25039746 / 9604 / 9907 Fax : 91 - 022- 25037332
EASTERN	Indian Institute of Banking & Finance 408, “Anandlok”, 4th Floor 227, Acharya J.C.Bose Road KOLKATA - 700 020 Phone : 033-22809681/82/83 Fax : 033-22809680 Email : iibez@iibf.org.in
WESTERN	Indian Institute of Banking & Finance 191-F, Maker Towers, 19th Floor, Cuffe Parade, MUMBAI - 400 005 Phone : 91-022-2218 3302 Fax : 91-022-2218 0845 Phone : 91-022-2218 5134 Email : iibwz@iibf.org.in
NORTHERN	Indian Institute of Banking & Finance 109 - 113, Vikrant towers Ist floor, 4, Rajendra place NEW DELHI - 110 008 Phone : 91-011- 2575 2191 Phone : 91-011- 2575 2192 Fax : 91-011- 2575 2193 Email : iibnz@iibf.org.in
SOUTHERN	Indian Institute of Banking & Finance No.94, Jawaharlal Nehru Road (100 Feet Road) Opp to Hotel Ambica Empire, Vadapalani, CHENNAI - 600 026 Phone : 044 - 24722990, 24727961 Fax : 044 - 24726966 Email : iibsz@iibf.org.in

Annexure – V

Existing Hardware/Software

List of Devices at Data Centre, Kurla Mumbai

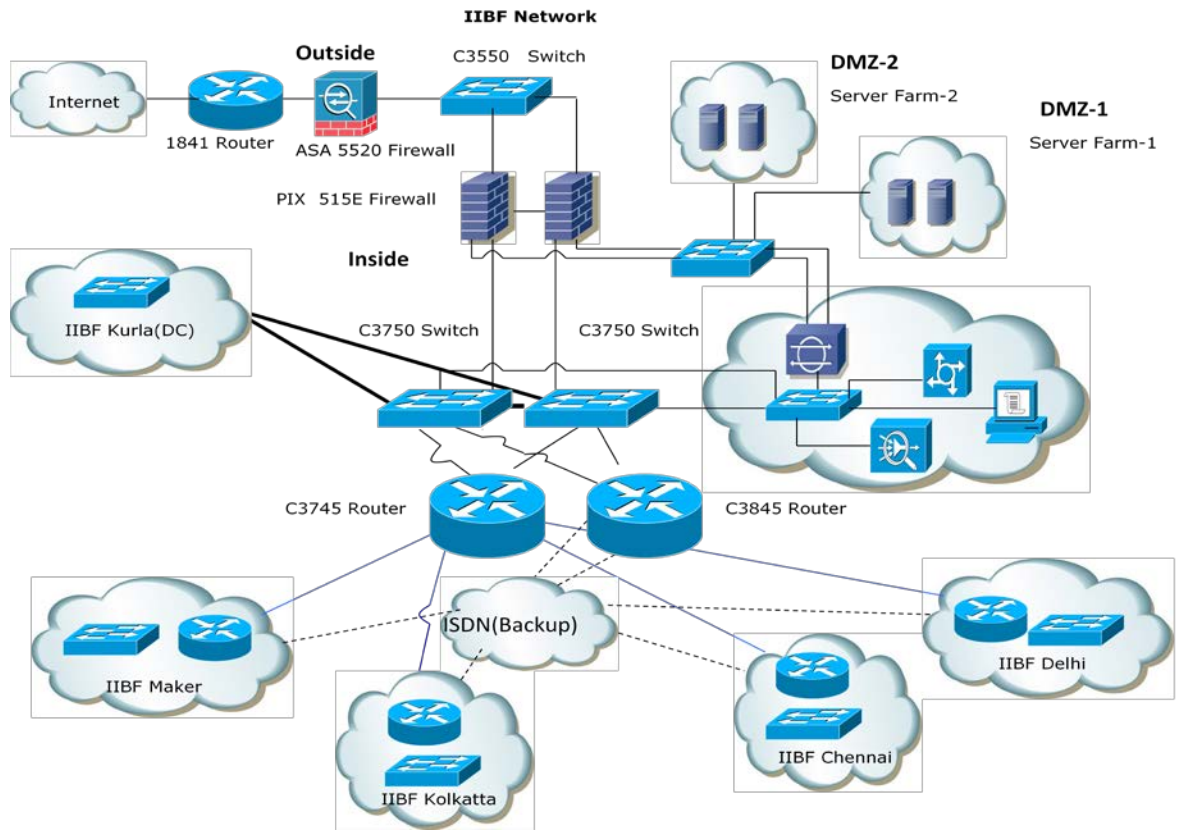
No	Make	Item	OS
1	Cisco	WS-C2960G-48TC-L, Catalyst 2960 48 10/100/1000,	NA
2	Cisco	CISCO1841-SEC/K9, 1841 Security Bundle,	NA
3	Cisco	Cisco ASA 5520 firewall , ASA 5520 Appl w/ CSC10, SW,	NA
4	Cisco	IPS 4240 Appliance sensor	NA
5	Cisco	WS-C2960G-24TC-L, Catalyst 2960 24 10/100/1000, 4 T/SFP	NA
6	Cisco	CISCO3845-SEC/K9	NA
7	Cisco	Cisco Monitoring Analysis and Response System 25 applianc :CS-MARS 25'K9 Appliance	NA
8	Cisco	Access Control System: CSACSE-1113-K9 Cisco Secure ACS 4.X Solution Engine 1113 Appliance	NA
9	Cisco	PIX-515E-UR-BUN	NA
10	Cisco	PIX-515E-FO-BUN	NA
11	Cisco	WS-C2950-24, IIBF_2950_ITSETUP_2	NA
12	Cisco	Cisco 3745, Wan router for remote locations	NA
13	Cisco	WS-C3550-12T ,, IIBF_3550_Core1	NA
14	Cisco	WS-C2950-24	NA
15	Sun	LTO Gen2 SCSI	Solaris
16	Sun	SunFire V240	Solaris
17	Sun	SE3310	Solaris
18	Sun	sun fire V245	Solaris
19	Sun	sun fire V245	Solaris
20	Sun	Sparc Enterprise T5120	Solaris
21	Sun	Sparc Enterprise T5120	Solaris
22	Sun	LTO3	NA
23	Sun	Sun Fire X2250	Windows
24	Sun	Sun Fire X2250	Windows
25	Sun	Sun Fire X4150	Windows
26	Cisco	WS-C3560G-24TS-S,Catalyst 3560 24 10/100/1000T	NA
27	Cisco	WS-C2960G-24TC-L, Catalyst 2960 24 10/100/1000,	NA
28	Cisco	Catalyst 3750 24 10/100/1000T	NA
29	Cisco	Catalyst 3750 24 10/100/1000T	NA
30	Cisco	WS-C2960G-48TC-L, Catalyst 2960 48 10/100/1000	NA
31	Cisco	WS-C2960G-48TC-L, Catalyst 2960 48 10/100/1000	NA
32	Cisco	CISCO1841-SEC/K9, 1841 Security Bundle,Adv.Security,64FL/256DR	NA

List of Devices at Delhi, Mumbai and Kolkatta Zonal Offices

No	Make	Item	OS
1	Cisco	WS-C2960G-48TC-L, Catalyst 2960 48 10/100/1000,	NA
2	Cisco	CISCO1841-SEC/K9, 1841 Security Bundle,	NA

List of Devices at Chennai Zonal Office

No	Make	Item	OS
1	Cisco	WS-C2960G-48TC-L, Catalyst 2960 48 10/100/1000,	NA
2	Cisco	CISCO1841-SEC/K9, 1841 Security Bundle,	NA
3	Sun	LTO Gen2 SCSI	Solaris
4	Sun	SunFire V240	Solaris
5	Sun	SE3310	Solaris
6	Sun	sun fire V245	Solaris
7	Cisco	PIX-515E-UR-BUN	NA



IIBF Chennai Setup

