(An ISO-9001-2015 Certified Organization)
(CIN: U91110MH1928GAP00)

REQUEST FOR PROPOSAL
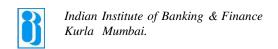
For

Development and Maintenance of Candidate Life Cycle Management System

(Ref No: DMCLMS-17-18)

TO BE SUBMITTED BEFORE

3.00 P.M on 7th April 2018

<u>ADDRESSED TO</u>

Chief Executive Officer
Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower I, Second Floor,
Kirol Road, Kurla – West,

Mumbai – 400 070

Content

1. 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 90+ 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 up to date 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", arranges to conduct Research Studies and publishes Research Reports. It also offers 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 9001-2015 Certified Organization with its Corporate Office in Mumbai and four Zonal Offices/Professional Development Centres in Mumbai, Delhi, Chennai and Kolkata and its Website is : www.iibf.org.in (**Annexure – I**)

2. Major Activities of the Institute:

Membership: IIBF has got over 7.50 lakh Individual members. There are 677 plus Institutional members (Banks and Financial Institutions).

Course Offered:

- **JAIIB**
- **CAIIB**
- **Diploma in Banking and Finance**
- **Diplomas** like Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking and Finance, Advance Diploma in Wealth Management etc.
- **Certificate Courses** in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Cyber Crimes & Fraud Management, FEMA etc.(for details visit- www.iibf.org.in)

- **Blended Courses** like Certified Credit Professional, Certified Bank Trainer, Certified Banking Compliance Professional, Certified Treasury Professional.

All these examinations are backed by specially developed courseware. The Institute has arranged to publish this courseware and they are available with the publishers viz. M/s Macmillan India Ltd. / M/s Taxmann Publications Pvt. Ltd and also with leading books shops.

Web Portal: Institute provides educational support through it's portal for the various courses of the examinations through e-learning and web classes. It renders web based professional skill-set development courses in selected areas.

3. Background

1. Over the last two decades, IIBF has taken several steps towards developing and leveraging the Information and Communication Technology (ICT) to meet its vision and objectives effectively. The Institute took an incremental approach for developing various software application as per requirements. This approach resulted in a number of independent sub systems getting developed in different underlying technologies.

2. The older technologies are also posing a challenge on further enhancements. It is increasingly felt by IIBF management that there is a need for a comprehensive system which can help get rid of existing functional pain points, technical challenges and technology obsolescence.

3. IIBF is engaged with multiple IT solutions and service providers which enable IIBF to leverage the technologies. This has resulted in IT adoption maturity across the Institute which enables better service delivery to members and other stakeholders.

4. Present IT System in IIBF has been working efficiently for more than a decade now. However, as mentioned, the present technology is obsolete, many of the processes needs to be further automated and IT Infrastructure needs to be refreshed.

5. There is a need to upgrade the obsolete infrastructure, technology platform and adopt an enterprise system. In a modern day enterprise, foundation of success of an organization increasingly lies with its ability to deliver reliable and cost effective services to its stakeholders. Achievements of organizational goals are closely tied with the IT operations and the efficiencies it can bring in.

4. Purpose:

Indian Institute of Banking & Finance (IIBF) is on the lookout for an established mature application software vendor who will partner with the Institute for Software Application Development, Data Migration and Maintenance.

The proposed software application is expected to cover various aspects of membership and examination processes. Also it would seamlessly integrate with other external services providers, payment gateway system, off-the-shelf systems etc.(Ref Annexure VII) As an integrated application it should facilitate consolidation of data, improve the MIS, CRM etc in the Institute and decision making process.

In this connection, Institute would like to invite Proposals from reputed and experienced vendors who can provide software development, maintenance and support services.

5. 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, would form part of any subsequent contract to be signed for the services relating to the Project.

6. Schedule of activities for RFP:

The following table indicates schedule for major activities associated with RFP distribution, proposal submission, proposal evaluation process, and contract award.

1	Release of RFP	1-Mar-2018
2	Submission of request for Clarification, if any, from vendor / service provider (written / email sgbhatia@iibf.org.in , anishrivastava@iibf.org.in)	15-Mar-2018
3	Pre-bid meeting for clarification on written queries.	23-Mar-2018
4	Proposal submission by vendors	7-Apr-2018, 3.00 PM
5	Technical proposal opening	7-Apr-2018, 4.00 P M
6	Vendor's presentation/demo/walkthrough as part of Evaluation	#
7	Opening of Commercial Bids	#

 # Date/Time shall be communicated to the Eligible / Shortlisted vendors

IIBF reserves the right at its sole discretion to change the Schedule of Activities, including the associated dates.

7. Minimum Eligibility Criteria:

1   The vendor should be a company registered under Companies Act.

2   The vendor should be in existence at least 7 years as of 1st April 2017 in a software development and maintenance domain

3   The vendor should have a turnover of Rs.10 crore or more from Software development and maintenance business in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17

4   The vendor should have a Net Profit or having Positive Net worth in each of the last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17.

5   The vendor has never have been blacklisted/barred/ disqualified by any regulatory/ statutory body or any PSU or any established Company

6   The vendor should have Developed/Maintained at least three web enabled projects (each order value of Rs.30 lac or above in last 5 years)

7   The vendor must have a currently valid Sales Tax/VAT/Service tax/GST registration certificate and PAN number.

8   The vendor should be certified at minimum ISO 9001

| 9 | The Bidder should have direct presence in Mumbai |

Note:

a. Details are to be furnished as per Annexure III (**Minimum Eligibility Criteria Template).** Supporting documents should be arranged / numbered in the same order as mentioned.

b. All certificates or documents should also be self-attested and attached/bound together

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

d. 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.

e. At a later stage if it is found that, the vendor has provided false information or has wrongly certified any of the documents in support of the eligibility criteria, the vendor shall be liable for legal action and/or cancellation of contract.

8. Brief Scope of Work

1. The Brief scope of work includes amongst other study of existing Membership and Examination systems and sub subsystems, study the internal and external need(s), identifying gaps design appropriate modules, develop, test, configure, install, integrate, migrate data, train users, documentation (System and User Manual) and commission of all required software and accessories deemed necessary & not explicitly covered in RFP.

2. Maintenance and support of the above developed application system for the period of 2 years after warranty of 1 year.(Total 3 years), Support includes support for Application Server and RDBMS.

3. Presently the application software is under maintenance with M/s. Nelito Systems. The New Application software shall be developed in latest Stack.

4. List of existing hardware/software stack, application software and proposed hardware/software stack are given in Annexure (VII)

5. Existing Operational Procedure/Manual for Membership and Examination department is provided in the Annexure (XV)

6. Suggest appropriate infrastructure which include amongst other hardware (server/network etc.) and software stack, License required for Production, Development and UAT environment etc. will also form part of the scope of this project.

7. Initial development of the application upto UAT phase to be done on the Infrastructure owned/provided/hosted by vendor. No Infrastructure will be

provided/hosted by IIBF till UAT phase. Post UAT, Infrastructure suggested by the vendor will be procured by IIBF for Production/maintenance purpose. This Infrastructure will be hosted at IIBF's Datacentre or hosted at third party Datacentre as per IIBF requirement.

8. Post UAT, vendor shall deploy minimum one person at IIBF for development/ maintenance/co-ordination purpose.

9. AMC includes any maintenance, enhancement or new development of the system which takes 7 man days or less.

10. Project is expected to be completed within a period of 20 weeks from the date of awarding the contract (PO date). (Vendor to provide schedule of various activities to be covered in 20 weeks)

9. Clarification:

Request for clarification should be mailed by an official authorized by the vendor to sgbhatia@iibf.org.in , anishrivastava@iibf.org.in only in the format given below:

Sr. No.	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark (if any)

10.   Pre-Bid Meeting:

1. IIBF will organize a pre-bid meeting as per the schedule at its corporate office.

2. The purpose of this meeting is to clarify, doubts, issues and respond to questions on any matter that may be raised at that stage. The responses will confined to issues related to Technical Requirements only. Responses to all the clarifications, doubts, queries received by mail and e-mails and response to queries raised during the pre-bid meeting will be posted on IIBF's website. Any modification to the RFP document that may become necessary after the pre-bid meeting shall be prepared by IIBF as an addendum. The addendum will be hosted on IIBF website.

3. Prospective vendor may attend the pre-bid meeting with not more than two (2) representatives.

4. Those prospective vendor who choose to attend the pre-bid meeting are requested to carry with them either an authority letter from their company on their letter head or produce any other identification as proof like visiting cards of the representing companies.

11.   Earnest Money Deposit (EMD):

1. The Bidder shall submit Earnest Money Deposit of Rs.1,00,000/- (Rupees One lakh Only) in the form of a Demand Draft / Pay order from a scheduled commercial bank

in India drawn in favor of "Indian Institute of Banking & Finance" payable at Mumbai.

2. No interest shall be payable on the EMD.

3. The EMD furnished by all unsuccessful vendors would be returned on completion of the entire RFP process. For successful vendor the EMD will be returned after furnishing of Bank Guarantee as required in this RFP/to the satisfaction of Institute.

4. The earnest money will be forfeited:
   a. In case bidder withdraws his bid during the period of bid validity
   b. Bidder is not responsive to the terms and condition of the RFP
   c. If any of the bidder's statement turns out to be false/incorrect during evaluation
   d. In case of successful bidder, if the bidder dishonours its bidding commitments
   e. In case of successful bidder picks up the order and does not proceed with the project after a reasonable period/time. (The period/time will be decided by the Institute).

12.   Signing of the Document

1. The bids are liable to be rejected if complete information is not given therein. Please note that conditions given in this RFP document shall govern the contract. It may be noted carefully that till such time that a fresh agreement is drawn up embodying the agreed conditions, the conditions given in this RFP document shall govern the contract.

2. The individual signing the proposal and/or other documents connected with the contract must write his name in BLOCK LETTERS under his signatures.

3. Managing Director/President/Chairman/Company Secretary in case of Limited Co. Having authorization for committing the company from its Board of Directors or as is required under Co. Law

4. A Person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind each other and if on inquiry it appears that the person so signing has no authority to do so, the IIBF may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.

13.   Proposal Format :

1. Bidder is required to submit the Bid in 2 separate envelopes, "Envelope A – Technical Bid" , "Envelope B– Commercial Bid". The contents of the Envelopes are as follows:

First envelope marked **"Technical bid"** containing:

Annexure – I	IIBF Addresses
Annexure – II	Bidder's Letter for EMD
Annexure – III	Minimum Eligibility Criteria Template
Annexure – IV	Bidder's Information
Annexure – V	Experience Format
Annexure – VI	Reference Format

Second envelope marked "**Commercial Bid"** containing:
Non window sealed envelope containing Commercial bid as per commercial template (Annexure-IX)

Third Envelope (big cover) marked/superscribed with " **Proposal For Development and Maintenance of Candidate Life Cycle Management System"** should contain the envlop1 and envlop 2.

2. The vendor should submit the proposal properly filed & paginated so that the papers are not lost.

3. The proposal, which are not sealed or open tenders sent through Fax /e-mail will summarily be rejected.

4. The proposal not submitted in the prescribed format or incomplete in details are liable for rejection.

5. The proposal containing unauthentic erasing or alterations will not be considered.

6. No document/ Correspondence will be entertained after the closing time of the tender.

14.   Bid Evaluation Process

14.1 Opening of Envelope A - Technical Bid

1. IIBF will open "Envelope A" in presence of internal Evaluation Committee appointed for the purpose. It is the responsibility of the bidder's to be present at the time, date and at the place specified in the RFP document or as amended by IIBF from time to time.

2. The Bids will be examined to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.

3. IIBF may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

4. The Bidder is expected to go through all instructions, forms, terms and conditions and technical specification in the RFP document and furnish all the information as required

without any material deviations.

5. Bidder not substantially responsive to the Bidding Document in every respect may result in the rejection of its Bid.

6. A substantially responsive Bid: is one, which conforms to all the terms and conditions of the Bidding Document without deviations. The determination of a Bid's responsiveness is based on the contents of the Bid itself, without recourse to extrinsic evidence.

Evaluation and acceptance

The technical bid will be evaluated only for those bidders who fulfill the minimum eligibility criteria as given under Para '**Minimum Eligibility Criteria'** in this offer. Failure to meet any of these criteria specified will disqualify the bidder and it will be eliminated from further process**.**

Evaluation Weightage**:** Technical 70% Commercial 30%.

The evaluation of bids will be based on Techno-Commercial evaluation wherein, the technical bids will be allotted weightage of 70% while the financial bids will be allotted weightage of 30%.

14.2 Technical Evaluation

Technical evaluation will be of 100 Marks consisting of two stages.

Stage 1 - Technical evaluation.   - 60 Marks
Stage 2 - Presentation/Walkthrough/Demo/experience etc.   - 40 Marks

Stage : 1 - Technical Evaluation:

Proposals submitted by vendors will be evaluated technically and marks will be awarded as per the Annexure – XI Technical Evaluation Template

The weightage of stage 1 is 60 marks hence total points secured by vendor will be made proportional as below:

$$\text{Marks} = \frac{\text{Point secured}}{100} \times 60$$

Example:
Vendor securing 90 points:

$$\text{Marks} = \frac{\text{Point secured (90)}}{100} \times 60 = 54.00$$

Vendors with proposals securing at least 70% (42 Marks) in Stage 1 will qualify for further processing and top 5 bidders will be called for making presentation/demo etc.

as a part of evaluation process; date and time for which will be advised in due course.

Stage : 2 - Presentation/demo:

Presentation/Demonstration on the approach
of development/maintenance/support etc.

20 Marks

Specific experience of the vendor relevant to
development/ maintenance/support of software and technology
used/proposed for IIBF. More weightage will be given to
the bidders who has developed/ maintained
software for Educational Institutes, PSUs, Govt.,
Large Corporate in India.

20 Marks

Vendors securing at least 60% of marks (24 Marks) in Stage 2 (Presentation/ demo) above will qualify for further processing.

Marks secured under Stage 1 and Stage 2 will be added and the vendor securing the highest combined marks will be ranked as R1, Second highest as R2 and Third Highest as R3 and so on.

Vendor securing highest combined marks will be given Technical score of 70. Technical score for other vendors will be calculated as under:

$$\frac{\text{Combined marks of the respective vendor}}{\text{Combined marks of the vendor securing highest marks}} \times 70$$

Example:
Vendor 1, Vendor 2 & Vendor 3 qualified in stage 1 & 2 and their combined marks are:

Vendor 1 marks :- 65
Vendor 2 marks :- 70
Vendor 3 marks :- 90

Vendor 3 : Combined marks for stage 1 and stage 2 are 90 Hence, Technical score = 70

$$\text{Vendor 1} = \frac{65 \text{ (marks of Vendor 1)}}{90 \text{ (marks of Vendor 3)}} \times 70 \qquad = 50.56$$

$$\text{Vendor 2} = \frac{70 \text{ (marks of Vendor 2)}}{90 \text{ (marks of Vendor 3)}} \times 70 \qquad = 54.45$$

14.3 Commercial Evaluation

Vendors with top three (3) technical score will qualify for the commercial bid opening.

The evaluation process shall consider the "Total Cost of Ownership" (TCO).

Vendor proposing lowest TCO shall be given a commercial score of 30. Commercial score for other vendors will be calculated as under:

$$\frac{\text{Lowest TCO}}{\text{TCO provided by respective vendor}} \times 30$$

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)

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

$$\text{Vendor 3} = \frac{100 \text{ (price of Vendor 2)}}{110 \text{ (price of Vendor 3)}} \times 30 \qquad = 27.28$$

14.4 Techno-Commercial Evaluation

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 = 50.56 + 25.00 = 75.56= H3
Vendor 2 = 54.45+ 30.00 = 84.45 = H2
Vendor 3 = 70.00 + 27.28 = 97.28 = H1

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

15.   Commercial Proposal:

1.   The Commercial proposal should give all relevant price information.
2.   All prices should be quoted in Indian Rupees only.
3.   Prices should be valid for 180 days from the date of submission. .

16.   Payment Schedule:

Software Application Development(Candidate Life Cycle Management) :

10%:- Team mobilisation fee with Purchase Order.
15%:- Delivery of Functional Specification Documents (SRS,SDD etc.)
20%:- Delivery for User Acceptance Testing
20%:- Sign-off of User Acceptance Testing
25%:- Deployment, Migration, Training and go live
10%:- After expiry of warranty period or against equivalent bank guarantee

Note: % of **New Software Application Development** (Total(a) of Annexure IX)

AMC:

Payment on account of AMC will be made (subject to performance/SLA evaluation) at the end of each quarter of the calendar year which will be equal to 25% of yearly AMC charges.

17. Penalty

Development and implementation:

Vendor shall deliver the solution within 20 weeks from the date of purchase order (PO).

L**ate Delivery / Installation / Commissioning: after 20 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.

Maintenance:

Penalty @ 5% of the invoice amount per person day (responsible for delivery) multiply by number of days delayed may be levied/deducted in the event of overshooting of delivery date in respect of new development or bug fixing or enhancement or modification.

Number of days delayed = 'Actual delivery date' less 'Schedule delivery date'
Example: If delay is of 2 days .

a)   5 % of Rs.300/- * 2;   15 *2 = Rs. 30/- (Developer)
b)   5% of Rs.400/- * 2; 20 * 2 = Rs. 40/- (Project Manager)
c)   Total (a+b) = Rs. 70/-

(Assuming per day resource cost of developer Rs.300 /-and project manager/team leader Rs.400/-)

18.   Procedure/Stages for software Maintenance in brief.

18.1.1 Undertake Requirement Gathering, preparation of Project Documents

Carry out study of the existing business processes to understand the functional and

operational mechanism and collect requirements. Broad activities would include:

- Understand input data and report requirements
- Prepare cases scenario
- Interact with officials and review the existing systems, applications
- Detailed study of requirements of Application components and solutions
- Assess existing applications from the perspective of integration with other application.
- Prepare User Requirement Specifications document

18.1.2 Preparation of System Requirement Specification (SRS) and System Design Document (SDD)

Prepare SRS and SDD based on the captured business, functional and technological requirements. Broad activities would include:

- Independent assessment of the requirements of the concern department and prepare SRS document
- Prepare and maintain various design documents to develop secure and scalable application software.
- Document all the changes incorporated in the application software

18.1.3 Development of the Application Software

Design and development of various application modules offering functionalities with the User Requirements, SRS, SDD etc. Broad activities would include:

- Design application screens, forms, modules and develop the application as per final specifications / SRS / SDD etc.
- Ensure developed application modules meets guidelines and standards in terms of security features, application architecture etc. As per the direction of IIBF.

18.1.4 Testing of the Application

Testing of application majorly covering unit, performance, security, load and integration testing. Broad activities would include:

- Prepare & submit Test Plan and Test Cases/use case scenarios and expected results to IIBF
- Conduct testing of various components / modules of the developed application
- Execute and perform various application/ modules testing like performance, Data integrity, data validation, data control, load, security, quality testing etc.

18.1.5 User Acceptance Testing (UAT)

Prepare Test cases, conduct UAT. Broad activities would include:

- Prepare detailed UAT plans, schedules, procedures and formats
- Conduct UAT, identify and rectify developed application issues / errors / bugs reported during the testing / UAT up-to the satisfaction of IIBF.

18.1.6 Deployment and Configuration of Application

Deploy and configure the application on the production server in co-ordination with IIBF.

18.1.7 Application Go-Live

Post deployment of the application, the application development team shall monitor the performance of the application and make necessary modifications to enhance application performance. Team shall also undertake necessary corrective actions to resolve all the reported bugs to achieve Application Go Live.

18.1.8 Maintenance of the Application

Maintenance of the developed application and ensure that the developed application is bug-free, running efficiently and simultaneously incorporate necessary changes in the application functionality as approved by IIBF.
Broad activities would include:

- Bug fixing, Enhancement, Modification, performance tuning
- Development of new Software/module as and when required by IIBF (requiring less than 7 man days effort)
- Documentation (System and User)
- Handholding Training
- Maintain Change Management log
- Version control of the source code
- Application/database administration/tuning

19. Roles and Responsibilities of IIBF

1. Arrange suitable working environment and provide necessary hardware infrastructure and software environment to the support engineer for on-site application support.(Maintenance phase)
2. Provide Sign-off / acceptance of various project deliverables submitted by the vendor
3. Facilitate UAT

20. Service Level Agreement:

The aim of this agreement is to provide a basis for close co-operation between IIBF and the vendor, for services to be provided to IIBF, thereby ensuring that timely and efficient support services are available to IIBF and its end-users.

20.1 Service Level Definition:

Depending on the criticality and severity of calls, service levels are defined as follows:

Severity Level	Severity Type	Definition
S1	Critical Problems	A problem which affects more than one department's work/Line of business.

S2	Major Problems	A problem that affects a particular department/ section.
S3	Moderate Problems	A problem that affects a typical user group e.g. Non availability/failure of any module etc.
S4	Minor Problem	A problem that affects a typical user.

20.2. Service Level Target:

Following table defines Service Level Targets for Response and Resolution time for bug fixing.

Severity Level	Max. Resolution Time
S1	One Day
S2	Two days
S3	Three Days
S4	Four Days

Example: In case problem reported on 1st January and the severity level is of S1 the schedule delivery date will be 2nd January.

For new development or enhancement the vendor should follow the norms of Software Development Life Cycle process and the time limit will be fixed based on the task and complexities involved as may be agreed after mutual discussion.

Example: For new development or enhancement if time limit is of 5 days and work commences on 1st January the schedule delivery date will be 5th January.

21.   Other Terms and Conditions:

1. Vendor shall maintain staffing levels and continuity of personnel consistent with its obligation to perform the Services. The vendor shall remain fully liable for the acts and omissions of its representatives. In the event that any of the Representatives performing Services is unacceptable to IIBF for any reason, IIBF reserves the right to notify vendor in which case vendor shall immediately remove such Representative from performing Services hereunder and make all efforts to provide qualified replacement at the earliest, ordinarily in about 15 days from the date of such notice. Vendor shall ensure that such representative is capable of performing the Services in accordance with this Agreement

2. Vendor's Representatives, when at IIBF's premises or accessing IIBF's networks hereunder, shall comply with all of IIBF security, supervision and other standard policies and procedures applicable to such Representatives.

3. On request from IIBF in advance and subject to agreement between Parties, the vendor's Representatives shall perform services at the premises of IIBF on weekend or Holidays.

4. The deployed team/ support engineer will observe IIBF office hours and calendar of

holidays. However, in exceptional cases, the team will have to work beyond normal working hours as well as on holidays.

5. Notwithstanding imposition of penalty as herein-before mentioned, Institute during the period of contract reserve the right to demand for a suitable personnel to be substituted if after review and in the opinion of Institute, the manpower or personnel already provided/deployed by the vendor is not up-to the mark.

6. Any change in deployed team/support engineer during the period of contract should be done only with the prior consent of IIBF.

7. Institute will have the Intellectual Property Right (IPR) of the developed software. The vendor accepts that core and other applications are Intellectual Property Rights (IPR) of the Institute and the vendor shall not use / share with the third party without explicit written permission. The vendor will not have the right to use/ reproduce all the software in whatsoever manner even after the end of this contract.

8. The vendor expressly agrees and understands that upon signing this agreement, it is deemed that all the requisite approvals and permissions regarding the copyright over the software and any other intellectual property created by the vendor for the institute shall become the sole and exclusive property of the Institute. It is also hereby expressly agreed that no other assignment or document needs to be executed by the Vendor or its employees individually or collectively and this document shall suffice to construe that upon the awarding of the contract any software or any other intellectual property created by the vendor for or at the request of the Institute shall vest exclusively in the Institute as the OWNER thereof and the Vendor shall have no claim whatsoever upon the software or any other intellectual property at any point of time whatsoever.

9. The vendor shall be responsible to ensure that all the persons employed by it for work in connection with the execution of this contract shall not disclose to any third party, without prior permission, any information furnished to them by IIBF or which may be necessary in carrying out their obligation under this contract and shall treat all such information as confidential.

10. The Vendor and its employees, representatives and all those who have any part whatsoever in the execution of the contract through the vendor for the Institute shall sign or deem to have signed the above undertaking as to confidential information. Any disclosure or inappropriate use of the software as a whole or any part of the same shall be considered as a breach of the above clause 9 and the vendor shall be liable to damages payable to the Institute.

11. The Vendor hereby also agrees and undertakes not to use the software or any part thereof for any other person or entity so as to render such other person or entity in breach of use of such confidential information or infringement of any intellectual property of the Institute in any manner whatsoever.

12. Vendor should maintain the software applications with prosper documentation (system and user manuals) by versioning and maintaining tracks of all the changes made to the software. Every quarter the vendor would hand over the source code along with all the versions and all the related documents to IIBF..

13. The vendor shall fine tune the applications, code etc. for optimal performance of the system whenever required.

14. 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.

15. 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.

16. Selected vendor will have to sign contract with IIBF at mutually acceptable terms and condition (Service Level Agreement)

17. Selected vendor will have to sign contract with IIBF at mutually acceptable terms and condition (NDA)

18. The vendor shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging proof of concept(POC). IIBF will provide no reimbursement for such costs.

19. 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.

20. Vendor shall be responsible for Knowledge transfer to the incoming vendor at the completion or termination of contract period whicherver is earlier. This will includes amongst other, System walkthrough and hands on support for minimum of 4 weeks.

21. If the contract is extended for any reason, the vendor shall have the Bank Guarantee extended accordingly i.e. extended period plus six months.

22. The bank guarantee shall be released after 6 months of satisfactory completion of all the works against the contract and after deductions of any liability against the contract.

23. 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.

24. Vendor shall make all necessary statutory payments /other requirements (like Salary, PF etc.) as per prevailing statutory laws to the deployed resource. Vendor will certify and submit the proof of fulfilment of all statuary requirements and other requirements complied by him to IIBF along with the Bills/Invoice.

25. IIBF shall make payment of bills after deduction of all applicable taxes. Payment will be released after the end of every quarter on submission of bill and supporting document, subject to satisfactory services provided by the vendor.

26. Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

27. Successful vendor is required to submit the escalation matrix (from level 1 to level 3) with Name Designation, telephone number in the following format.

Sr. No.	Level	Name	Designation	E-mail	Tel No.	Mobile

1	Level 1					
2	Level 2					
3	Level 3					

28. The vendor shall submit the resumes/bio-data of all deployed resources. IIBF reserve the rights to verify the same.

29. Software tool used by vendor for development/migration etc. should be commercial licensed to the firm.(proof may be required)

30. No license charges will be paid by IIBF for any kind of software tools used by Vendor for development/migration etc.

31. All the personnel deputed by the vendor shall remain employees of the vendor only and no employee – employer relation shall be created by the vendor personnel and IIBF

32. The vendor shall ensure that the personnel deputed to IIBF for the purpose of providing services as per the agreement shall comply with all work place policies in effect at such premises.

33. The vendor confirms that it has and will comply with all the requirements of the statutory authorities in respect PF, ESI, Gratuity, bonus, leave, professional taxes etc as may be applicable including the monthly contribution to be deposited with the authorities. The vendor shall in no manner hold IIBF responsible or liable for statutory non-compliance

34. Vendor should follow the best industry practices for development / maintenance of the software application. Vendor should develop secure and scalable application software

35. IIBF reserves the right to audit the developed application software by third party. Any observation/point raised during the audit should be closed by the vendor at no extra cost.

22.   Performance Bank Guarantee:

1. The Successful vendor shall furnish the (BG) performance security equivalent to 10% of the contract value in the form of Performance Bank Guarantee issued by a public Sector Bank in India for a period of contract plus (6) six months within 15 days from the date of Purchase order.

2. Notwithstanding anything to the contrary contained in the contract, IIBF shall be at liberty to invoke the Performance Bank Guarantee without notice to the Bidder in addition to other remedies available to it under the contract / order or otherwise if the vendor fails to perform any of the terms of contract / order and/or its breach.

3. If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two measurement cycles or any three measurement cycles in a year, IIBF will Inter-alias, be at liberty to invoke the performance bank guarantee within the ambit of preceding paragraph in addition to other remedies available to it under the contract or otherwise.

4. Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the vendor, which in the opinion of IIBF should entitle the vendor to a reasonable extension of time, such extension may be considered by IIBF at its sole and absolute discretion, however such

extension shall not operate to relieve the vendor of any of its obligations. IIBF shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the vendor would be required to extend the validity period of the performance guarantee accordingly.

23. Termination of contract

1. IIBF reserves the right to terminate the contract if it is established on the basis of price discovery that it would be beneficial for the Institute to go in for a fresh RFP/contract and also in the event the vendor breaches any of the terms of the agreement. Payment will be made on pro rata basis for the services, which have been completed & accepted by IIBF, after deducting applicable penalty and TDS/other taxes.

2. In the event of vendor choosing to terminate the contract without any reasonable cause and/ or failure on his part to perform the contract in full or in part, the Institute reserves the right to invoke bank guarantee and/or take any other steps as may be deemed necessary.

3. Both the parties may terminate the contract by giving 90 days notice subject to clause 1 and 2 above.

4. IIBF will continue to own the deliverable submitted by vendor and reserve the right to appoint any third-party. In the event of termination of agreement the vendor will assist in smooth migration to new vendor.

24. 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. In the event of the vendor's transferring or assigning the order whole or part to anyone without IIBF's permission, he shall be considered as having thereby committed a breach of agreement in question and shall make the order liable to be terminated and bank guarantee shall be forfeited/invoked.

25. 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.

26. 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 but in such a case the earnest money may be forfeited.

27. Indemnity

The vendor assumes responsibility for and shall indemnify and keep the Institute harmless from

all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the vendor's obligation under these general conditions or for which the vendor has assumed responsibilities under the contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the vendor or vendors in connection with the performance of any system covered by the contract. The vendor shall execute, deliver such other further instruments/product to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the contract and to protect the Institute during the tenure.

Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the vendor shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.

In the event of any third party raising claim or bringing action against the Institute including but not limited to action for injunction in connection with any rights affecting the product supplied by the vendor covered under the contract or the use thereof, the vendor agrees and undertakes to defend and / or to assist the Institute in defending at the vendor's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Institute.

28.   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.

29.   Non-Disclosure Agreement (NDA) for Information and Data security:

Along with the performance guarantee, selected vendor will have to sign the Non-Disclosure agreement on a stamp paper as per the format given in **Annexure- XIV** and should be duly notarised.

The empanelment will be legalised only on the Contract being signed between the vendor and IIBF along with the Bank Guarantee and the NDA submitted by the successful Bidder/Vendor.

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

Annexure – I	IIBF Addresses
Annexure – II	Bidder's Letter for EMD
Annexure – III	Minimum Eligibility Criteria Template
Annexure – IV	Bidder's Information
Annexure – V	Experience Format
Annexure – VI	Reference Format
Annexure – VII	Existing Hardware, Software Stack and Software Applications
Annexure - VIII	Approach/Activities and Methodology Template
Annexure – IX	Commercial Template
Annexure –X	Forwarding Letter
Annexure – XI	Technical Evaluation Template
Annexure – XII	Declaration for Acceptance of RFP Terms and Conditions

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 along with other terms and conditions on or before **7ᵗʰ April 2018, 3.00 pm** in a sealed envelope duly superscribed **"Proposal for Development and Maintenance of Candidate Life Cycle Management System"**

Addressing to :

Chief Executive Officer
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla   –   West
Mumbai – 400 070.

Annexure – I   IIBF Addresses

ZONE/PDC	CONTACT ADDRESS
CENTRAL OFFICE / CORPORATE OFFICE	Indian Institute of Banking & Finance 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 7th Floor, Hindustan Building Annex, 4 C.R Avenue, KOLKATA – 700 072 Phone : 033-22124992 Fax : 033-22124680 Email : iibfez@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 : iibfwz@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 : iibfnz@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 : iibfsz@iibf.org.in

Annexure – II   Bidder's Letter for EMD

To

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kirol Road,
Kurla West,
Mumbai – 400 070

Sub: Ref No. DMCLMS-17-18

We have enclosed an EMD in the form of a Demand Draft No. .... in favors of IIBF payable at Mumbai issued by the branch _____of the   Bank, for the sum of Rs._____ (Rupees _____Only) as specified in terms and conditions of this tender. EMD Valid up-to_____

Thanking you,

Yours faithfully,

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – III   Minimum Eligibility Criteria Template

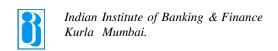| Sr. No.	Minimum Eligibility Criteria	Complia nce Y/N	Supporting Documents to be submitted along with technical bid
1	The vendor should be a company registered under Companies Act.		Photo copy of Registration Certificate
2	The vendor should be in existence at least for 7 years as of 1st April 2017 in software development and maintenance		Photo copy of Certificate for commencement of business.
3	The vendor should have a turnover of Rs.10 crore or more from Software development and maintenance business in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17		Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.
			2014-15 2015-16 2016-17
	Turnover declaration in INR		
4	The vendor should be earning a Net Profit/ having Positive Net worth in each of the last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17		Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.
			2014-15 2015-16 2016-17
	Net profit/positive net worth declaration in INR		
5	The vendor has never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company		Self-Certification/declaration
6	The vendor should have Developed/Maintained at least three web enabled projects (each order value of Rs.30 lac or above in last 5 years reference only)		Copy of purchase order or project completion certificate from customer by mentioning the time frame clearly
7	The vendor must have a currently valid Sales Tax/VAT/Service tax registration certificate and Pan number		Copies of Sales Tax/VAT/Service tax/ PAN to be enclosed
8	The vendor should be certified at minimum ISO 9001		Copy of certificate to be attached
9	The Bidder should have direct presence in Mumbai		Self-Certificate with Mumbai Office details

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – IV   Bidder's Information

Sr. No	Description	Details		
1	Name of the Bidder			
2	Address of the Bidder			
3	Telephone No. (with STD Code)			
4	Website			
5	Name and designation of the authorized person			
6	Contact Details of the authorized person(Phone/Email)			
7	Constitution of the Company (Public Ltd/ Pvt. Ltd / Partnership / Proprietorship)			
8	Details of Incorporation / Registration of the Company. Relevant Certificate to be submitted			
9	Line of business			
10	Year of commencement of Business			
11	Valid Sales tax registration no.			
12	Valid Service tax registration no.			
13	Permanent Account Number (PAN)			
14	Name & Designation contact details of the person to whom all references shall be made regarding this tender			
15	Total technical staff strength with skillset available (on payroll) with the Bidder			
16	Specify the details if the Bidder is disqualified/ debarred/blacklisted by any regulatory / statutory body or PSU/company			
17	Goods and Services Tax Identification Number (GSTIN)			
Financial Details :- not of group, as per audited Balance Sheets in Cr.				
18	Year	2014-15	2015-16	2016-17
19	Net worth			
20	Turn Over			
21	PAT			

1. Details are to be furnished/supporting documents should be arranged / numbered in the same order as mentioned. All certificates or documents should also be self-attested and attached/bound together

2. 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.

3. At a later stage i f it is found that, the vendor has provided false information or has

wrongly certified any of the documents in support of the eligibility criteria, the vendor shall be liable for legal action and/or cancellation

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – V   Experience Format

Details of three (3) large-scale, JAVA/RDBMS based web enabled Projects(each order value of Rs.30 lac or above in last 5 years)

Sr. No.	Client Name and Location	Name of the Project	Project Start and End Date	Scope/ Description of the project Size*	Order Value (in Rs. Lakhs)	Technology

*Size of project in terms of function point, person month and duration.

Note:-
   a) **Please refer project for Software Development / Maintenance / support using similar technology.**
   b) **User satisfaction report to be attached (obtained from the customer)**

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – VI   Reference Format

Sr. No.	Name of the Client	Address	Reference Person Name	Reference Person Designation	Reference Person Email	Reference Person Telephone / Mobile No.

Note: References of project mentioned in Annexure – V Experience Format

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – VII   Existing Hardware, Software Stack and Software Applications

Oracle Database and the Oracle Application server are installed on separate Sun Solaris servers.
Oracle Database Server: SUN T5120, Oracle Database 10g R2 (EE)
Oracle Application Server: SUN V245, Oracle Internet Application Server 10g
D2K technology: Oracle Forms and Reports Version 10g
JAVA technology: version 1.4 and 1.5 with Stuts 1.0, 2.0 JDBC and J2EE
IDE: Oracle J Developer/Development suite : 10

List of Application presently used by IIBF (User base: 50-70)

Sr. No.	Module	Approx. Screens/ Forms (a)	Approx. Reports (b)	Approx. Total (a+b)*	Frontend Technology/ Framework	Remark
1	Membership	61	20	71	D2K/Java	Development and Maintenance
2	Examination	106	116	216	D2K	
Sub Systems						
a	Web interface	11	4	15	Java/ Struts	
b	Bulk E-mail interface/Wrapper Label	7	2	9	Java/ Struts	
c	Periodicals subscription management	6		6	D2K	
d	Digital Certificate	10	1	11	JDK 1.8, Struts 2.5, IDE = Eclipse (Neon)	Integration and Maintenance
e	Tally Interface	2		2		

* There is possibility of some form/report getting deleted due to process change/new requirements.

Data Size (Export) : 165 GB approx.

General features of applications:

1. Centralized Web enabled integrated system.
2. Role based access
3. Menu driven, user friendly; information available at click of a button.
4. Multi location and Multi user
5. Supports multi mode of exam application acceptance (Online / Offline)
6. Supports Multi vendors (exam) and multi mode (Online / Offline)
7. Integrated with Tally ERP
8. Integrated with Website and Payment Gateway
9. Integrated with bulk email system
10. Integrated with vendors Online Exam Engine
11. Type of members supported; Ordinary, Fellow, Associate, DB&F, Non-Members, Institutional members
12. Support multiple payment mode (DD, SBI Cash (through Banks) and Online)
13. Option to print major report in two different format (PDF/Character).

14. Support more than 12 lac members of which more than 5 lac active members
15. About 40000+ Ordinary members added every year
16. There are about 740+ Institutional members
17. Exam master has 270+ Exams Centre
18. 34 different type of Diploma and Certificate examinations.
19. 3.5+ lac candidates applied for different examinations in 2016-2017.
20. Handles over 12 lac exams in 2016-2017.

 Expected growth transaction / data 20% YoY.

Existing Integration with External Applications / Service provider

a. Website (Member/Examination Enrolment/ Update etc) – M/s.ESDS
b. E-learning – M/s. TATA Interactive Services, M/s.Sify
c. Online Examination – M/.s Sify/M/s. NSEiT
d. Online Payment: SIB e-Pay
e. Mock test, Video Lecture – M/s. Sify
f. Bulk Email : M/s. Merce Tech.
g. Virtual Classroom – M/s.Sify
h. Tally ERP9 – M/s.Planet Accounting Solution

- Presently, and in future IIBF will engage with various external IT services provider to support its business requirements.

Proposed Hardware and Software Stack

Hardware/OS:

- X86 / Linux / Cent OS

Software stack:

- JDK   – Ver. 1.8
- Struts   – Ver. 2.5
- IDE = Eclipse (Neon)   – Ver. 4.6

Application server:

- Tomcat - Ver. 8.5

Database:

- Postgres SQL

Annexure - VIII Approach/Activities and Methodology Template

(Sample Template)

I) Approach/Activities and methodology

Sr. No.	Description	Coverage	Duration/ Timeframe	Remark
1				
2				
..				
....				

II) Deliverables

Sr. No.	Description
1	
2	
..	
...	

III) Proposed team composition for New Development/ Migration work

Sr. No.	Name of proposed team member	Professional qualification/ certification	Experience & expertise	Past Govt. / Educational Institute Experience	Proposed role in IIBF
1					
2					
..					
....					

IV) Proposed team composition for Maintenance work

Sr. No.	Name of proposed team member	Professional qualification/ certification	Experience & expertise	Past Govt. / Educational Institute Experience	Proposed role in IIBF
1					
2					
..					
....					

Annexure – IX   Commercial Template

Sr.No.	Particular	Cost in Rupees Exclusive of Taxes
1	New Software Application Development Cost	
	1. Candidate Life Cycle Management System	
	2. Data Migration	
	Total(a)	
2	AMC Cost – 2nd year	
3	AMC Cost – 3rd year	
	Total(b)	
4	Charges for 100 man days for developing any new application/module that takes more than seven man days.	
	Total(c)	
	TOC Total(a+b+c)	

Note:

1. The charges are exclusive of statutory duties/tax etc are to be shown separately and shall be payable as applicable.
2. Taxes/ Levies on the above quoted rates to be clearly mentioned in percentage.

Date:.....- .....- 2018

Authorised Signatory.
Name:
Designation:
Organization Seal

Annexure –X   Forwarding Letter

To:

The Chief Executive Officer
Indian Institute of Banking & Finance Kohinoor City,
Commercial II, Tower I, Second Floor, Kirol Road,

Kurla – West,

Mumbai – 400 070.

Dear Sir,

Sub: Ref No. DMCLMS-17-18

This is in reference to your above mentioned RFP for **Development and Maintenance of Candidate Life Cycle Management System**. Having examined the RFP document, the receipt of which is hereby duly acknowledged, we the undersigned, hereby submit our proposal along with necessary supporting documents.

Further, we agree to abide by all the terms and conditions as mentioned in the RFP document. We have also noted that Indian Institute of Banking & Finance reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – XI   Technical Evaluation Template

Sr. No.	Description	Marks
1	Track of being in the Business (Development/Maintenance of software using JAVA/.NET/PHP/RDBMS etc) • Being in the Business for 16 years or more • Being in the Business for 11 to 15 years • Being in the Business for 7 to 10 years	 05 03 02
2	Average turnover for Last 3 years (from software business) • Rs. 31 Crore and above • Rs. 21 Crore to 30.99 Crore • Rs. 10 Crore to 20.99 Crore	 05 03 02
3	Satisfactory Services Certificate (For developing/ maintaining of software for Clients (each order value of Rs.30 lac or above in last 5 years) • Satisfactory Services Certificate by 7 Clients • Satisfactory Services Certificate by 5 Clients • Satisfactory Services Certificate by 3 Clients	 05 03 02
4	Certification • CMM-5 Certification – Yes • CMM-3 Certification – Yes • CMM Certification – No • ISO 27001/BS7799 certification – Yes • ISO 27001/BS7799 certification – No	 06 03 00 03 00
5	#Competency :	36

#Competency :

Please provide the competency of your organization in various areas of technology and the different skill sets that the resources possess with their years of experience. The strength of the competency consists of architects, developers, business analysts and administrators and their experience in the areas of governance models, delivery maturity models, etc.

Sr.No.	Description	Number	Remark/Comment
1	No. of certified JAVA professionals with 3+ Yrs of relevant experience		
3	No. of Project manager/Leader with 5+ Yrs of relevant experience		
3	No. of Certified DBA professionals		
4	No. of Certified Unix/Linux administrators		
5	No. of Project management professionals PMP (Including project managers and program managers)		
6	No. of System/Business Analysts		
7	Total staff strength		
8	No. of projects (onshore model) greater than 7 person months		
9	No. of clients (each order value of Rs.30 lac or above of similar requirement(RFP)/project)		

10	No. of client in Educational Industry (give details)		
11	Number of new customers acquired in last 1 year(give details)		

Maximum Marks for Technical Evaluation: 60

Note:

- Self-Certification/declaration needed.

- Vendors with top 3 values shall be given Marks ranging from 3(for Maximum) ,2 and 1(for Minimum). All other vendors will be awarded zero marks
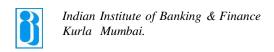
  Example for Sr.No.1:-

  Vendor 1 has 4 certified JAVA professionals with 3+ Yrs of relevant experience will be given 1 Marks.

  Vendor 2 has 6 certified JAVA professionals with 3+ Yrs of relevant experience will be given 3 Marks.

  Vendor 3 has 5 certified JAVA professionals with 3+ Yrs of relevant experience will be given 2 Marks.

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – XII   Declaration for Acceptance of RFP Terms and Conditions

To,

The Chief Executive Officer
Kohinoor City, Commercial-II, Tower –I,
2nd Floor,
Kirol Road, Kurla (W) ,
Mumbai 400 070

Dear Sir,

Sub: Ref No. DMCLMS-17-18

I have carefully gone through the Terms & Conditions contained in the RFP document for **Development and Maintenance of Candidate Life Cycle Management System**

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – XIII   Declaration for Acceptance of Scope of Work

To,

The Chief Executive Officer
Kohinoor City, Commercial-II, Tower –I,
2nd Floor,
Kirol Road, Kurla (W) ,
 Mumbai 400 070

Sir,

Sub: Ref No. DMCLMS-17-18

I have carefully gone through the Scope of Work contained in the RFP document for **Development and Maintenance of Candidate Life Cycle Management System**
.

I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.
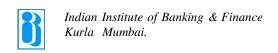
Date:.....- .....- 2018

Authorised Signatory.

Name:

Designation:

Organization Seal

Annexure – XIV   Non Disclosure Agreement

(To be taken on Rupees 100 Non Judicial Stamp Paper)

This Agreement is made on this -------- day of --------------, 2018 ("Effective Date") between INDIAN INSTITUTE OF BANKING & FINANCE, a company registered under the Companies Act 1913, having its Corporate office at Commercial - II, Tower - I, 2nd & 3rd Floor, Kirol Road, Kohinoor City, Kurla (West), Mumbai 400 070 hereinafter referred to as the "Institute" or "Indemnity Holder" (which expression shall unless it be repugnant to the context or meaning thereof shall mean and include its successors and assigns) of the one part.

AND

XXXXXXX LIMITED a company registered in India and having its registered office (Hereinafter referred to as "XXXXXXX", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term "Disclosing Party" refers to the party disclosing the confidential information to the other party to this Agreement and the term "Receiving Party" means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

IIBF and XXXXXXX shall hereinafter be jointly referred to as the "Parties" and individually as a "Party".

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidentiality of the various Confidential Information, which is provided or exchanged between IIBF and XXXXXXX to perform the respective promises in furtherance of this Agreement (hereinafter called "Purpose") set forth in below:

(For Development and Maintenance of Candidate Life Cycle Management System)

Article 2: DEFINITION

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving

Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs.

Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

Article 3: NO LICENSES

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.
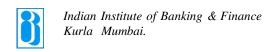
Article 4: DISCLOSURE

Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: NON-WAIVER

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 8: JURISDICTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 as amended from time to time or such other law for the time being in force, by a sole arbitrator appointed by the IIBF Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 9: GOVERNING LAW

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Mumbai in India.

Article 10: NON-ASSIGNMENT
This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.
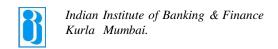
Article 11: TERM

This Agreement shall remain valid from the------- - - - - - - - - - - until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of three years after the termination / expiry of this Agreement.

Article 12: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or otherwise discuss or make reference to such other Party or infringe Patent, Copyrights, in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent. No permission granted for the purposes of execution of this agreement shall be construed as an assignment or license to the other party and upon termination of this agreement each party shall not claim any right over the intellectual property of the other.
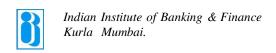
Article 13: GENERAL

Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.

This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.

Any breach of any provision of this Agreement by a party hereto shall not affect the other party's nondisclosure and non-use obligations under this Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

<Bidder/company>   **The Indian Institute of Banking & Finance**

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Annexure – XV   Existing Operational Procedure/Manual for Membership / Examination department

MEMBERSHIP DEPARTMENT MANUAL OF OPERATIONS

Introduction:

The Institute's membership is open to a permanent employee of a bank and certain specified organizations as well as an employee who is on probation in the bank which is an active Institutional member of the IIBF is eligible to apply for ordinary membership of the Institute.

Type of Membership
- Ordinary
- Associate
- Fellow
- Honorary Fellow Membership
- Institutional Membership

Membership - Ordinary

A permanent employee of a bank and certain specified organizations as well as an employee who is on probation in the bank which is an active Institutional member of the IIBF is eligible to apply for ordinary membership of the Institute.

The candidate has to fill in the application for ordinary membership by visiting the Institute's website and will have to make the payment via debit/credit card, net banking. Currently Membership Fee is Rs. 1500/- + applicable Taxes

On successful completion of the process a Membership number will be generated and same will be communicated to the candidate via SMS and e mail. (Mentioning of the email ID in the membership form is compulsory)
The processing of the application has been outsourced, which on successful filling of application and payment of fees sends the data to IIBF. Thereafter at IIBF the data is validated and uploaded by Online Cell.
Once candidates become Member of the Institute, candidate's data will be available to MSS department after 3 days from Registration for doing KYC. In KYC, there are two stages, first stage to Recommender and Second stage to approver. While doing KYC, to ensure that candidates photo/signature/ID proof/name are proper. If it is not proper then email will be sent to candidates directly based on the error in form.
Once KYC done and if it is in order, soft Copy of Icard will be made available to members for download through their Edit Profile. 2 down loads will be free of cost.

Old ordinary Members who are not life member of the Institute (Renewal of Membership)

Member can renew his/her Membership by visiting the Institute's website and will have to make the payment via debit/credit card, net banking. Currently Membership Fee is Rs. 1500/- + applicable Taxes. Once it is renewed necessary KYC to be done by MSS dept. as per above.

Associate Membership:

An applicant has to submit the Associate Membership form along with the requisite fees. (Rs.

3,000/- + Taxes for Life) Application is to be checked for the above eligibility criteria. Applications are to be placed before CEO for approval. Once approved the same is to be entered in the Membership system. A list of such admitted members may be placed before the Executive Committee periodically for information

Associate Certificate is to be prepared and forwarded for the signature of the CEO and the President of the Institute. After the signature as above is obtained, the laminated certificate is to be forwarded to the candidate along with a tie enclosed to the covering letter.

Fellow Membership:

An applicant has to submit the Fellow Membership form along with the requisite fees. (Rs. 6,000/- + Taxes for Life) Application is to be checked for the above eligibility criteria. Applications are to be placed before the Governing Council for approval. Governing Council meetings are held once in 3 months. Upon admission in Governing Council, the same is to be entered in the Membership system.

Fellow Certificate is to be prepared and forwarded for the signature of the CEO and the President of the Institute. After the signature as above is obtained, the laminated certificate is to be forwarded to the candidate along with a tie enclosed to the covering letter.

Honorary Fellow Membership:

The members of the Governing council are admitted as Honorary Fellow Members. Upon admission in Governing Council, the same is to be entered in the Membership system.

Honorary Fellow Certificate is prepared and forwarded for the signature of the CEO and the President of the Institute. Thereafter, the laminated certificate is forwarded to the Honorary Fellow Member along with a tie enclosed to the covering letter.

Institutional Membership:

The Institutional membership is applicable to certain specified organizations as approved by the Governing Council. In the matter of election as institutional members, application from banks and other organizations, following procedure has to be followed:

On the IIBF website information is available regarding eligibility and other conditions for acceptance of members. The membership form is also available on the website from where it can be downloaded. Whenever various banks apply for new membership they submit the forms along with the requisite fees to Member Support Service, Maker Tower Mumbai.

On receipt of application they are checked to ensure that the relevant documents and fees are received. Subscription to be paid Annually.

All the applications found in order are to be placed for approval before the Executive Committee/Governing Council. Normally the meeting is held once in a quarter. Eligible applications are to be placed before the Committee for approval

On approval, a new entry is created in the system, an Institution code is allotted to the organization and the same is communicated to the organization by letter to which are enclosed the receipt, latest exam forms, brochures and publications of the Institute.

Renewal of Institutional Membership:

The subscription is payable in the month of April every financial year. Invoice is generated in the month of April, along with it a letter is sent to all the Institutional Members every year requesting them to pay the subscription as prescribed.

On receipt of the subscription, the same is to be processed in the system under membership, Address and other details are updated in the system, Amount received through NEFT/RTGS/DD to be entered in the System and DD is to be deposited with the Accounts department along with the remittance sheet. A receipt is generated and dispatched to the Institutional Member.

A reminder is to be sent once in each quarter to the Institutions who have not paid the subscription.

EXAMINATION DEPARTMENT MANUAL OF OPERATIONS

Introduction:

The Institute's main activity is to conduct Examinations and award qualifications to members who are permanent employees of banking establishments and approved financial institutions. A few Examinations are open to non members also. The main thrust of these Examinations has been the Associate Examination which is conducted in two parts viz. JAIIB and CAIIB. In addition, the Institute conducts other ancillary and specialised Examinations which are reviewed and revised from time to time.

1. INSTITUTE PRESENTLY CONDUCTS THE FOLLOWING EXAMINATIONS:

Only for Members:

1. JAIIB
2. CAIIB
3. Banking Oriented Paper in Hindi

For Members/ Non Members

Diploma Examinations

4. Diploma in Banking Technology
5. Diploma in Treasury, Investment and Risk Mgmt
6. Dip. in International Banking & Finance
7. Dip. in Comm. Derv. for Bankers.
8. Diploma in Home Loan Advising
9. Adv Diploma In Co-Op Banking
10. Advanced Dip In Urban Coop Banking
11. Advanced Wealth Management Course(Formerly known as PGDFA)

Certificate Examinations

12. Certificate in Trade Finance
13. Certificate in Project Finance
14. Certificate in AML/ KYC
15. Certified Information System Banker
16. Certificate in MSME Finance For Bankers

17. Certificate in Quant. Methods for Banking & Fin.
18. Certificate in Treasury & Risk Management for RBI Employees
19. Certificate in Customer Service & Banking Codes and Standards
20. Certificate examination in IT Security
21. Certificate examination in Rural Banking Operations for RRB Staff
22. Certificate examination in Prevention of Cyber Crimes and Fraud Management
23. Certificate examination in Foreign Exchange Facilities for Individuals
24. Certificate examination in Microfinance
25. Certified Bank Trainer
26. Certified Banking Compliance Professional
27. Certified Credit Officer Course
28. Certified Treasury Dealer Course
29. Certificate In Risk In Financial Services
30. Certificate in Foreign Exchange
31. Certificate in Digital Banking
32. Certificate in Introduction to Banking

For Non Members only

33. Dip. in Banking & Finance
34. Certificate in Basics of Banking
35. Certificate in Functions of Banks
36. Certificate in Credit Card Operations
37. Certificate Examination for DRA
38. Certificate Examination for DRA Tele Callers
39. Certificate Examination for BC/BF

Frequency of conducting Examinations:

All the above examinations are conducted twice a year ie. in May/June/July and November /December/January except the following examinations:

- Examinations at Sr. Nos 14, 16 and 19 conducted once in three months
- Examinations at Sr. Nos 14, 16 and 19 will also be conducted on 2nd and 4th Saturday of every month at Mumbai and Kolkata Centre, where the Institute has built its own test centres.
- Examinations at Sr. Nos 37 to 39 is conducted once in two months.
- All other examinations are conducted once in six months.
- Frequency of conduct of all/any examination/s may be changed depending upon the requirement of banking industry.

Note 1: The JAIIB is equivalent to Part I and CAIIB is equivalent to Part II of the earlier Associate Examination

Note 2: The Examination rules as regards attempts/ amount of fees, syllabus etc. as amended from time to time are made available to candidates on the web site

Note 3: The details of examination schemes provided above are informational. The latest list of examinations conducted and the fees applicable for the candidates and relevant rules are available on the website. Whenever changes occur in these and other matters, the website is updated immediately. As such the website is to be referred to for latest updated list/information, at all times.

2. PRE-EXAMINATION ACTIVITIES

At Corporate Office:

1. **Fixing up dates for examinations:**

The preparation for conduct of Examinations in the calendar year commence from the month of November of the previous calendar year. The Directorate of Examinations:

- Collects a list of public holidays in the respective states in the ensuing calendar year by visiting websites and referring to Government notifications and also referring to various calendars e.g. KALNIRNAY
- Ensures that all Examinations of the Institute are held on Sundays and/or on 2nd and 4th Saturdays (since bank staffs have holidays on these days) in a sequence without an intervening gap (except in case of public holidays). It should be ensured that no Examination is held on a public holiday occurring in any state if it happens to fall on a Sunday. Keeping this parameter in view the dates for the examinations are to be so identified as to facilitate conduct of examinations simultaneously throughout the country on two or three consecutive Sundays and/or on 2nd and 4th Saturdays. A comprehensive note proposing dates for holding examinations (held once in every six months) should be prepared and submitted to CEO for approval The approval of the dates should be made latest by first week of January of the respective calendar year. For examinations held weekly, fortnightly, monthly and quarterly the approval of the schedule dates should be made at least 30 days before the date of examination.

2. **Activation of Online Registration for the scheduled Examinations:**

The Directorate of Examinations in consultation with IT Dept. and Online Services Cell finalise the date from which the online application system is to be activated and accordingly create master records for the related examinations including centre master linkage with examination period master for the related examinations and also mark online / offline centres in the Examination System. The Directorate of Examinations will thereafter give the Master data and eligible Member data for all examinations to website/registration maintenance vendor with clear instructions as to the activation date and the last date for accepting applications. The Online Services Cell will attend to all the queries/grievances of the candidates/members pertaining to online registrations and also upload received registration data in the Examination System under the guidance of IT Dept. periodically and the same shall be completed within the stipulated time period in consultation with Directorate of Examinations.

3. **Printing of Brochures, Examination Rules & Syllabus Booklets etc.**
   In the past the Directorate of Examinations used to compile the information received from the MSS/PDC Offices about their requirements of Examination Rules & Syllabus Booklets, brochures, applications etc. and prepare the total requirements within 30 days from the date of conclusion of previous Examinations. Since the examination application has been made online and the soft copies of these items are available on the Institute's portal for download, these are printed as and when any request/requirement is informed. However updation of Rules & Syllabus Booklets are to be done by Directorate of Examinations in consultation with Directorate of Academic Affairs from time to time.
4. Preparation of timelines of activities for the CO and MSS/PDC Offices for the forthcoming examinations.
5. Creation of master records in the examination system for the period of examination and

informing all MSS/PDC offices.

6. Updating the website with for giving information on examination schedule
7. Preparing indent for purchase of various pre-examination related stationary, giving details of quantity and date of requirement.
8. Checking & correcting text of letter to be sent to Examination Coordinators (ECS) by the MSS/PDC office intimating the schedule of various examinations. Correction to be done in the examination system. Also inform MSS/PDC offices to send the letter to ECS
9. Preparing and sending office Note to MSS/PDC offices intimating the schedule of various activities.
10. Processing examination ID cards in the system for all the examination applications
11. Providing approx count of candidates to vendors for the next online examination and obtain confirmation of Online centres
12. Preparing office notes for deputing officers from central office and MSS/PDC offices to various examination centres.
13. Get Test Centres/Venue addresses list from Vendors and verify. After verification send details of approval with details of descrepancies, if any, to Vendors.
14. Reminding MSS/PDC offices for Confirmation of work completed as per schedule dates for various activities. Confirmation is to be obtained 1 day before the specified schedule date for each activity.
15. Re-enrollment procedure to be run and confirmation to be obtained from IT Dept.
16. Checking count of candidates as informed to Vendors with actual examination application data
17. Sending softcopy of online examination application data to Vendors.
18. Obtaining confirmation from Vendors for conducting online examination in all notified centres.
19. Receiving final list of changes pertaining to centre, offline to online, online to offline, etc from MSS/PDC offices
20. Sending details for change of Centre, addition of applications, deletion of applications etc to Vendors, for the list received from MSS/PDC offices till the last date fixed for the same. No changes to be entertained after the last date.
21. Obtaining of soft copy of admit cards of online examination from Vendors.
22. Sample checking of admit cards to be done and if found any discrepancies inform Vendors.
23. Dispatching of Admit Cards for online examination through email and uploading the Admit Letters in the website of the Institute one week before the examination date.
24. Updating web site with respect to (a) Examination Instructions(Guidelines for writing online/offline examinations for the benefit of candidates) at the web site (b) Admit letters (c) other important announcements, if any.
25. Send soft copy of admit cards to all MSS/PDC offices
26. Prepare and dispatch Supervision request letters to Examination Coordinators (ECS) for conduct of Online Examinations
27. Sending online/offline examination application data to Vendors. for hosting it in our web-site. To co-ordinate with IT Dept for the same.
28. Informing Sify to host admit cards in the web-site for online/offline examination
29. Preparing Inter-office note for deputing officers and staff of the central office for supervision in the examination centres with list of venues to be visited / to be called at the CO on examination day.
30. Getting confirmation from some candidates regarding receipt of admit cards - by phone.
31. Checking with some of Test centres whether they have information about our exams and whether they have received the guidelines from Service Providers.

Time limit for Admit Cards:

1. Admit Cards for online Examinations are generated at Corporate offices of the Institute

with the help of the Vendors (lIBF Technology partners for conduct of online Examinations) Technical Team members at Chennai/ Mumbai.

2. Once the uploading of data of all Examination forms is over, Directorate of Examinations will run a report from the computer system for extracting data of candidates who opted for online examinations.

3. The said data is also independently checked. Once data accuracy is checked and verified, the data in soft file is sent to Vendor's office, for generation of admit cards. This is required to be done at least two months before the first Sunday of the Examination.

4. Vendor then finalises the Test centres required for the conduct of the Examination and allocates candidates to the Test centres.

5. Vendor should send to IIBF a primary allocation report for **lIBF** approval. Once the allocation is approved by Joint Director (Examinations), the same is communicated to the Service Providers.

6. On the basis of the same, Vendor will run final allocation of candidates to Test Centres/Cyber cafes and send the soft files of admit cards to IIBF. The said files should be city-wise.

7. The soft copies of admit cards should be sent by Vendors to IIBF at least 30 days before the first Sunday of Examination

8. Once, soft copies are received from vendors, Directorate of Examinations should arrange to make a sample checking and give OK for sending the Admit Letters through email to the vendors.

9. Soft copies of admit cards are then sent to MSS/PDC offices to enable them to print duplicate cards and hand over to candidates who have reported non-receipt of the same.

3. POST-EXAMINATION ACTIVITIES

1. Preparing indent for purchase of various post-examination related stationary, giving details of quantity and date of requirement.
2. On completion of examination, admit card link to be removed from the website
3. To send letters of unfair cases to candidates / centers etc.
4. Obtain Format-F from Service Providers and attendance sheets
5. To receive soft copy of online result file from Service Providers
6. Completing of loading the result data in the examination system. Check the control totals.
7. Informing IT Dept to check the consistency of data and get clearance from them to start the processing work
8. Getting approval from IT dept to start the result processing work
9. Result Processing to be completed
10. Check the control figures of result data. Also check samples of result after processing work is complete.
11. Remove Unfair cases in result processing
12. Attend Discrepancy cases of the Result – Solve, update in the examination system
13. Prepare note for result declaration and obtain CEOs approval
14. Update the web-site giving information of the result date.
15. Enter the examination result date in the examination system
16. Send result data to Service Provider for creating result link.
17. Send soft copy of address data of candidates to the stationary vendor. Stationary vendor prints the address of the candidate in the envelope.
18. Print the final Certificate, check it, print DCEO and CEO's signature in the certificate.
19. Sending the signed certificates for lamination.
20. Insert the laminated certificates in the cover and give it to admin department for dispatch thru registered/speed post.
21. Get dispatch details from the post agencies.

22. Send email to candidates informing dispatch of certificate, giving consignment note number of dispatch with date.
23. Ensure Certificate is not dispatched for UNFAIR cases.
24. Bills received from Service Providers, Examination Centre/s, Chief Examiners etc. to be verified and put up for approval of payment.
25. Accumulating Examination Grievance's from Candidates. Discussing and fixing date for re-examination, if any. Co-ordination with Service Providers for such re-examination. Informing candidate for re-examination. Preparing Admit card & dispatch for re-examination. Updating web-site with re-examination details.

Over view of task:

1. The Institute currently offers Associate Qualifications, Certificate Courses, Specialized Certificate Courses, Diploma Courses and Advanced Management Programme. The Institute offers different levels of examinations aimed at building various competency levels within banks and financial institutions. The Institute offers Associate Examinations (JAIIB and CAIIB examinations) only to its Members. Besides these, the Institute also offers a number of Diploma and Certificate examinations which are open to non-members as well. All examinations are conducted in online mode with multiple choice objectives.

2. Institute conducts about 12,00,000 subject examination in a year.

3. Responsibility of Directorate of Examinations is to handle all the operational & administrative functions of examination processes & ensure all examinations & their results are delivered on time. The Directorate is also responsible for functions pertaining to Online Cell of the Institute. Online cell manages registration of membership and examination applications. Separate MOP for the online is annexed herewith.

POST EXAMINATION MATTERS

On-Line Examination:

Vendors should send a soft file of score report (day-wise) to IIBF, immediately after conclusion of the Examination. Vendors also need to send report giving details of candidates who have adopted unfair practices during the examinations. Once above data is received at CO; Directorate of Examinations should:

- Check whether result data's for all centres are received from testing agencies. This is to be checked with allocation report data of eligible candidates for each centre/venue/session. For any discrepancies/doubts, necessary confirmation to be obtained from testing agencies.
- Enter details of candidates who have adopted unfair practices, by modifying the validity date of I card to previous period (last year), so that their result is not processed and flagged as discrepancy.
- Take steps to insert the data into Examination records.
- Ensure that all data is inserted in to Examination stubs
- All stub entries are processed and posted in the history or error files
- Scrutinise all error records and take necessary steps either to correct the records if there is an error in result processing or intimate the candidate about cancellation of his result based on the reason.

Generation of results

1. After the scores are inserted into computer system for Examinations i.e. creating stub records. The figures received from online examination Service Providers are tallied with the figures in the Examination stubs module.
2. Once figures are matched, next Result Processing is done. For this purpose ranges of candidates are prepared consisting of about 20000 candidates in each range. This is done to avoid pressure on the system and also to enable checking of processing in a stratified way.
3. Considering the past experience earned by the Department with respect to behaviour of the examination system in result processing, the examination Department by using SQL checks various aspects of results processing as under:

   - count of marks stubs,
   - marks posted in the candidates examination history,
   - stub rejected cases, records not processed,
   - records inserted in error table along with the error code
   - stub rejected cases with M flag
   - number of stub record for rejected cases
   - pass-fail flag value wrong in transaction file
   - Fail flag for any subject in candidates history when passed
   - pass flag for any subject in candidates history when not passed
   - correctness with respect to single attempt aggregate passing rule
   - candidates passed but part completion date not updated in history master record
   - difference if any in marks between marks stubs and marks posted in candidates history transactions
   - proper updation in candidates history transactions with respect to absence for any subject appearance
   - updation of number of attempts availed by candidates

4. All error cases are scrutinised in detail and corrections are carried out wherever necessary to ensure that results are not erroneously withheld.
5. Cases of candidates whether adoption of unfair practices is reported, are compiled together and result of such candidates are withheld.
6. Results are to be placed before the CEO for his approval prior to their declaration. For this purpose a detailed note giving analytical statistics such as number of candidates appeared, number passed, pass percentage in each subject, comparative position of pass in the previous Examination, number of marks in distinction level etc.; Later on the details of all results should be placed before the Examination Committee for ratification.
7. The practice of issuing Completion memorandums to JAIIB and CAIIB candidates is discontinued from Nov/Dec'15 examination.
8. The practice of issuing consolidated mark sheet in printed form is discontinued from Nov/Dec'15 examination
9. Steps should be taken for hosting the result and consolidated mark sheet (wherever applicable) of all Examinations at the Institute's website www.iibf.org.in immediately. The results should be displayed on the website before 12.00 Noon on the date of declaration of result. Necessary data should be sent to M/s. Sify for hosting the consolidated mark sheet at least 2-3 days before the result date.
10. Consolidated mark sheet for candidates completing JAIIB & CAIIB and other examinations, is to be made available on the Institute's website after the declaration of results. Candidates can download the same after entering login credentials using their membership number and profile password.
11. Final certificates of each examination is to be sent by speed post within 2 months after

the declaration of result.

Reports received from Service Providers about conduct of online Examination:

If reports about adoption of malpractices are received from Service Providers for online Examination following procedure should be followed:

Issue of show-cause notice:

Candidates reported to be involved in adoption of unfair practice should be sent show cause notices seeking their explanation in the matter. In the event of issue of show-cause notice the specific nature of unfair practice should be dearly stated and duly supported by copies of documents viz copy of material seized, etc. The notice should be sent by Registered Post A D and a reasonable period minimum 15 days should be allowed to send reply or explanation.

Scrutiny of explanation:

The explanation received should be acknowledged. Thereafter second stage scrutiny of the case should be done. If explanation is not received, a reminder should be sent. If still no reply is received, the complaint should be dealt with on that basis.

Final actions on complaint:

If the second stage scrutiny establishes a prima-facie case of copying, a detailed note has to be put up to the Examination Committee for approval and awarding of suitable punishment.

On the other hand a prima-facie case is not established, then a note should be put up to the CEO to absolve the candidates from the charge and matter has to be closed.

Punishment Letters:

As soon as the Examination Committee records its approval for award of punishment, the letter imposing the punishment has to be sent to the candidates in question. A list of such candidates should be sent to the concerned MSS/PDC Office for information.

Informing employer banks:

It is necessary to keep the employer bank for the delinquent candidates informed about the punishment awarded to their employees. Hence letters about the action taken by the Institute should be sent to the concerned bank.

Correction of records:

Once the process of awarding punishment is completed the records in the system have to be corrected by suitable entries against the candidates. This has to be done immediately so as to check the inadvertence of those candidates appearing for the Examinations despite the ban imposed.

Prize list for merit candidates:

The Institute has a scheme of awarding prizes to candidates who completes the Examination in single attempt with highest aggregate marks. Prizes are also awarded to those candidates who secure highest marks in individual subjects. The prizes are awarded

based on the performance at all the examinations held in a financial year (April-March). The list of prize winners is to be given due publicity by publication of names/photographs etc on the website of the Institute. Prize winners will be given a certificate along with prize money by cheque. Prize awarding function is held in Mumbai, Delhi, Chennai and Kolkatta. Prize list giving information of candidates, criteria of prize, prize name, prize amount, etc needs to be prepared by examination dept and thoroughly checked before it is finalized. Once finalized, necessary office note is to be prepared for obtaining approval of Dy. CEO and CEO. On approval, candidates need to be informed through email/letters with details of venue of function, date, time etc, requesting them to personally collect the prize. For cases, where candidates are unable to come personally to collect it at the functions, cheques need to sent to candidates through speed post immediately after the prize awarding function is over.

Payment of bills of Service Providers

After completion of the Examination Service Providers submit their bills to CO. These bills are to be scrutinised with respect to the number of candidates and the rate charged and sanctioned/approved as per powers delegated.

Procedure for Processing of exemption applications:

- The candidates are required to make formal application claiming exemption. Apart from producing copy of passing certificate.
- The applications received in examination dept at Central Office are to be subjected to proper scrutiny to ensure that all required documents are produced and that the application is in order.
- Examination dept then makes the entry in the Examination system of the eligible candidates   for Exemption and recommends it to Jt. Director-Examinations who in turn gives approval in the Examination System
- Directorate of Examination will forward the list of 'Exemption Granted' to respective MSS/PDC office, which generates a letter of grant/rejection and dispatches the same to the candidates.

Processing for declaration of Result/s

Target: Declaration of results of all examinations within 60 days from the last date of Examination.

Stated Requirements:

1) Ensuring timely receipt of data from vendors who conducted the Online mode of Examinations.
2) Loading the data on the Examination System
3) Tallying the loaded data in the system with data received from vendors by compiling both, any mismatch to be identified and rectified
4) Informing IT Dept. for checking the data for any discrepancy and for taking back up before the final processing.
5) Attending to the anomalies, if any, noticed and informed by IT Dept.
6) Final processing of the data in the examination system
7) Tallying the data finally processed with data loaded
8) Taking out various statistics required for preparing result note to be put up for approval
9) Preparing result note with required statistics and fixing the date of declaration to be

put up for approval for declaration of result/s

10) Once approval received, hosting the result data on the web site of the Institute

11) Printing of the Result Advices for examinations other than JAIIB/CAIIB and dispatch the same to candidates.

Implied Requirements:

1) Re-examination if any to be held, planned and conducted to ensure the data to be available for timely declaration of results of the re-examination along with the regular results.

2) Co-ordination with vendors for expediting the process.

3) Co-ordination with IT Dept. for the activities related to result processing to ensure timely declaration of results.

4) Taking into consideration the time required for all the activities to be completed fixing the date of declaration.

Some of the requirements mentioned above are Efficiency related and some others are Effectiveness related.

Annexure – XVI Existing Application Software Integration Flow Diagram