



Indian Institute of Banking & Finance

(An ISO-9001-2008 organization)

(CIN: U91110MH1928GAP00)

Kohinoor City, Commercial II, Tower I,

Second Floor, Kirol Road,

Kurla - West

Mumbai – 400 070.

REQUEST FOR PROPOSAL TO

**Select a Service Provider to Conduct Hosted model
Internet Based Online Examinations of the Institute
Across India**

Tender Ref. No:- IIBF/RFP-2 / 2019-20 dated 29th April 2019

**TO BE SUBMITTED ON OR BEFORE
10th May 2019 by 2 PM**

ADDRESSED TO:

Chief Executive Officer

Indian Institute of Banking & Finance

Kohinoor City, Commercial II, Tower I,

2nd Floor, Kirol Road,

Kurla – (West)

Mumbai – 400 070.

Website: www.iibf.org.in

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidders or applicants whether verbally or in written form by or on behalf of Indian Institute of Banking & Finance (IIBF), is provided to the bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

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

Section 1 – BID Schedule and Address

Name of the Project: “Selection of Service Provider to Conduct Hosted Model Internet Based Online Examinations for IIBF Across India

Sr.No	Description of Items	Date
1	Date of releasing the Request For Proposal	26 th April 2019
2	Tender Reference Number	Tender Ref.No:IIBF/RFP-2/2019-20 dated 30 th April 2019
3	Date of submission of written requests for any Clarifications from bidders	4 th May 2019
5	Uploading responses to pre-bid clarification on the website	6 th May 2019
6	Last Date of submission of Proposal	10 th May 2019 by 2PM
7	Opening of Technical Bids in the presence of bidders	13 th May 2019 at 3PM
8	Technical Presentations from bidders who satisfy the mandatory requirements	15 th May 2019 (depending on the need the tech. presentations may spill over for 1 or 2 days)
9	Commercial Bids through reverse auction	The date of reverse auction will be separately communicated to the short-listed bidders
10	Issue of work order	31 st May -2019

S.No.	Description	Detailed Information
1	Place of Bid Submission and opening of Bids	Indian Institute of Banking & Finance Corporate Office Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kiro Road, Kurla – (West) Mumbai – 400070
2	Name and Address for communication	Chief Executive Officer Indian Institute of Banking & finance Kohinoor City, Commercial II, Tower I, 2nd Floor, Kiro Road, Kurla – (West) Mumbai – 400 070.

Note: 1. Technical Bids will be opened in the presence of the Bidders' representative. In case a bidder does not depute any representative its bid also will be opened in the presence of other bidders / their representatives present.

Section 2 – Introduction

2.1 About IIBF

Established in 1928 as a Company under Section 26 of the Indian Companies Act, 1913, 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 its membership of over 677 banks and financial institutions as institutional members and about 8,00,000 of their employees as individual members, IIBF is the largest Institute of its kind in the world and is working with a Mission “To develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programmes”.

During its 91 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, aiming for professional excellence. Since inception, the Institute has educated numerous members and awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diploma and Certificates in about 30 specialized areas and helped them to sustain their professionalism through Continuing Professional Development programs.

The Institute has also contributing in the area of financial inclusion by offering certification course for BC/BFs.

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; (viii) examination related updates on web site; (ix) recorded video lectures etc.

As a professional body, Institute tries to keep the members abreast with the current happenings in the banking space through daily e-news letter called “Fin @ Quest”, a monthly bulletin – “IIBF-Vision”, a quarterly journal – “Bank Quest” and Reports based on the Research Studies commissioned by the Institute on the subjects of topical importance to bankers and finance professionals, besides organizing Seminars, Conferences, Lecturers, short duration programs and Management Development Courses in collaboration with leading management institutions, as part of Continuing Professional Development.

The Institute is managed by a Governing Council comprising eminent persons from the banking and finance sector, academicians and professionals. The day-to-day management of the Institute vests in the hands of the Chief Executive Officer who in turn is supported by Deputy a CEO.

IIBF is an ISO 9001-2015 Organization with its Corporate Office in Mumbai and four Zonal Offices in Delhi, Chennai, Mumbai and Kolkata.

2.2 Background

In the past the Institute used to conduct its examinations in a subjective mode comprising the descriptive papers. However, for the last one and half decades the Institute has adopted objective type examinations with multiple choice questions in an online mode with the help of computers at the examination centres. The periodicity of examinations vary from fortnightly to half yearly intervals. The Institute conducts examinations for 35 courses/ certificates for 60 subjects/papers. The duration of each paper is around 2 hours. Each paper consists of 100 to 120 Multiple Choice Questions for 100 marks. There is no negative marking in the examinations. Around 5 lac subject-candidates apply for these examinations once in a six months and around 10 lac subject-candidates in a year.

2.3 Current process of conducting on-line examinations of the Institute

Presently, examinations of the Institute are conducted in an online mode in a outsourced model with the help of certain service providers. The host-end and front-end infrastructure that is required for the examinations are taken care by the service providers. The responsibilities of preparation of question bank lies with the Institute. During the examinations, the test batteries are loaded centrally in the test engine of the service provider. The Service Provider uses a distributed model across hundreds of venues for conducting tests using the nodes connected in a LAN to a local test server. The Service Provider downloads the test batteries in an encrypted form on each of the servers located at the test centres just before the commencement of a test in a secured manner.

All eligible candidates who are going to appear for examination are provided with test login ids and passwords by the Institute. These credentials are sent to each of the candidates appearing for examination. The candidates can login the test at the test venue using the login id and passwords issued to them on the scheduled date and time of examination

The Service Provider submits the necessary data along with scores (against key provided by IIBF for cross verification) to the Institute. These details are received from the service provider within a week after completion of the examination. Subsequently the data received is processed internally by the Institute. Presently, the online exams are conducted in 250 plus cities across the country.

2.4 Objective of this RFP

Through this RFP, the Institute desires to select a capable, reputed and experienced Service Provider for conducting hosted model Internet Based online assessments. The selected service provider shall take the responsibility of conducting hosted model internet based online examination/s for up to 10,000 candidates in any single day/time (with 2 hours' duration).

The examination center infrastructure (computers, internet connections etc.) will be provided by the Institute's customer (Banks, Financial Institution, Education Institute etc.). Examination supervision, candidate identity verification, local management of Infrastructure will be taken care by the customers of the Institute.

The selected service provider should provide examination test engine hosted in their data centre, facility to upload question bank in the test engine (through an interface), facility to upload registered candidate's data (through an interface), logs of candidates who have taken the examinations, online valuation of results, examination result data, examinations reports, displaying score card to the candidates on submitting the examination, sending score card to candidates through email, co-ordinate/support the customers of the Institute through email/telephone for setting up the required infrastructure to conduct the examinations, provision to conduct mock test at the examination center's, customize the rules of the examinations etc.

IIBF will provide registered candidates data (through an interface) and will upload the question bank (through an interface) and schedule of examinations.

The selected service provider should be proficient in conducting hosted model internet based online examinations and should possess the prior experience of working with various government and major private organizations. In addition, a service provider should have a proven record in undertaking public examinations with utmost confidentiality along with reliable credentials in carrying out this kind of assignments with the best possible physical and logical security features.

2.5 Cost of the RFP

Bidders shall bear all costs associated with the preparation and submission of its bid and IIBF shall, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Bidders can download the RFP document from the Institute's website. www.iibf.org.in

2.6 Due Diligence

Bidders should examine the RFP carefully and if there is any ambiguity, contradictions, inconsistency, gap and/or discrepancy found in the RFP, bidder shall seek the necessary clarifications by an e-mail as mentioned in Section-1. The Bid shall be deemed to have been submitted after careful study and examination of this RFP. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the Institute is not liable to disclose the grounds for rejection of Bid after the selection of the successful Bidder.

2.7 Definitions and Abbreviations

Words/Phrases	Definitions
Contract	The Agreement entered into between IIBF and the selected Bidder.
Contract Period	Period mentioned in the Contract.
Contract Price	The price or prices arrived at which will form the Contract Agreement.
City	City is the location where the online examinations are likely to be held
Candidates	The proposed candidates who will undertake the online Examination.
Application	The Software Application (systems) proposed to be used for the online examination
Intellectual Property Rights (IPR)	Any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

Project	The entire scope of work as defined in the RFP.
Project life-cycle	The Contract period.
Question Paper (QP)	The entire question paper.
Service Provider	The Successful Bidder after selection will be termed as the Service Provider and in short SP.
SLA	Service Level Agreement
Online Examination	Examination conducted by using internet
Solution	The entire business solution covering Hardware, system software, application software, networking, setting and making the systems operational.

2.8 Ownership of this RFP

The content of this RFP is a copy right material of IIBF. No part or material of this RFP document should be published in papers or in electronic media without prior written permission from IIBF.

Section 3 – Scope of Work

3.1 Broad Scope of Work

The broad scope of work shall cover 2 Tasks:

A. TASK 1–OPERATIONS

1. A Bidder should own or be an authorized licensee of an application software(test engine) to conduct online examinations. The service provider should provide necessary proofs to IIBF in this regard.
2. The application software(test engine) should have the following features :-
 - a. Should support major Indian languages viz, English, Hindi ,Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telegu and Assamese and others(Font as specified by IIBF)
 - b. Should be capable of shuffling of questions
 - c. Should be capable of shuffling of options (alternates)
 - d. Should be capable of displaying .jpg image files
 - e. Should be possible to display Group Questions
 - f. Should be capable of exporting and importing the data in excel / notepad based files or as per IIBF's requirements
 - g. Should have the facility to capture the feedback from Candidates, summaries and give the report
 - h. Should have options to set parameters while submitting an examination
 - i. Should be able to display photograph/signature of candidate's

Please also mention the degree of customization required in the test engine to meet the Institute's requirements.

3. The service provider should have a secured environment for uploading the question papers with candidates responses.
4. The service provider should have an active dashboard to display the examination status of a candidate during the examination slot of the examination day.

B. TASK 2- SUPPORT

1. The service provider should have bulk e-mail facility to send Admit Letters by e-mails to all eligible candidates before an examination and SMS facility to send messages as and when required before an examination
2. Service provider should have Helpdesk Support to resolve candidate queries. Service provider should also support the IIBF's customer for testing the infrastructure for conduct of examination. This support can be provided thru email/telephone calls.
3. Service provider should maintain the software application and the necessary infrastructure for conducting the examinations.
4. Service provider should mention in the proposal the minimum hardware/software infrastructure that will be required for conduct of examination (e.g.internet connection bandwidth, browser, memory, operating system, etc.)
5. Preparation / Compilation of Result
6. MIS / Customized Report Generation of Result

3.2 Deliverables

a. Pre-Examination

1. The Service Provider shall co-ordinate/support the customer of IIBF for setting up the required infrastructure and for conduct of mock test.
2. The backup server should be properly configured to ensure the redundancy in case the primary server fails.

b. During Examination

1. The Questions in each question paper of an examination should be automatically generated in a randomized manner.
2. The test engine software should have the capability to save each response to a question from a candidate (each click of answer). The test engine should also record the time based log on to the server for every candidate with his/her IP address.
3. The test engine should display the remaining time of the session to each candidate.
4. There should be a backup server to take backup from the main server at defined intervals.
5. The service provider should generate score based on answer keys provided by IIBF.
6. Scores should be displayed to the candidates once they finally submit the question paper. A print facility of the score card should be given at the end of the examinations to take print out.
7. Facility to send the score through email within 24 hours should be made available.

3. Post Examination

1. Should provide data of candidates who attended examination as per the requirements of

IIBF.

2. Should provide data containing the scores of candidates
3. Should provide data containing responses of candidates to questions attempted
4. Should report any untoward incidence in case they arise..
5. Proper logs should be made available to the Institute to enable it to reply to queries of candidates if any.
6. Entire data backup of examination should be preserved by the service provider for 1 year from the date examinations.
7. To carry out other works related to post processing of responses and other confidential data and providing data as required by the Institute to deal with a) RTI queries b) Court Cases

3.3 Expected Volumes

- A. The number of candidates may vary from center to center, and venue to venue. The peak number candidates appearing for examinations in a day/time could be 10,000. Expected volume in a period of one year is approx. 1-2 lakhs candidates.

3.4 Tenure of the Contract

Initially the contract shall be for 3 years which may be renewed by mutual consent for an additional 2 years. However, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years.

3.5 Single Point of Contact

1. The selected Bidder (the Service Provider SP) shall appoint a single point of contact with whom IIBF should deal for any activity pertaining to the requirements of this RFP till the conclusion of the bidding process.
2. After signing a contract, the service provider shall provide a single point of contact with whom IIBF should deal with for any issues arising during the Contract period.

3.6 Detailed Technical and functional Requirements

Detailed technical and functional requirements are given in Section-9 .

Section 4 – Eligibility Criteria

4.1 Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements. The Bid must be complete in all respects and should cover the entire scope of work. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

4.2 Eligibility Criteria

The invitation to bid is open to all bidders who qualify the Eligibility Criteria as given below:

- A. The Bidder should be a company registered under Indian Companies Act (Please submit the Articles of Association and Memorandum of Association along with the Certificate of Incorporation).

- B.** The Bidder should have minimum annual turnover of Rs.50 Cr. in each of the last 3 financial years i.e. 2015-16, 2016-17, 2017-18.
- C.** The Bidder should be a profit making company or have positive net worth in the last 3 financial years as mentioned in 4.2(B) above.
- D.** The Bidder should own ISO certified data center and produce documentary proof for having ISO 9001, 27000, 27001 certifications. The data centers of the service provider should be a Tier - III.
- E.** The Bidder should be an owner / authorized licensee of the test engine for conducting online examinations throughout the contract period.
- F.** During the last 3 years, the Bidder should have successfully conducted 3 examinations in a year of which
 - a minimum of 10,000 candidates in single sessions in a day for at least one reputed organization (The Bidder should provide names of the organization, name of the contact person, contact details and details of the examinations conducted).
- G.** The Bidder must be registered under GST. (Please provide VAT/TIN/GST Reg No.)
- I.** The agency should not have been blacklisted by central / state government departments / undertakings. The agency should not have any complaints of leakage of question paper, leakage of question bank or mismanagement of exams. This aspect should be certified by the company secretary/CFO of the company.

4.3 Eligibility Criteria Matrix

The Bidders should complete the Eligibility Criteria Matrix as given in Annexure E5. Failure to provide the desired information and documents may lead to disqualification of the Bidder.

Section 5 – Instruction to Bidders

A. The Bidding Document

5.1 RFP

- A.** RFP shall mean Request for Proposal.
- B.** Bid, Tender and RFP are interchangeably used to mean the same.
- C.** The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its bid without any further reference to the Bidder.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and IIBF will in no case be responsible or liable for those costs.

5.3 Content of Bidding Document

The technical Bid shall be submitted in a sealed envelope super scribing "Technical Bid"

5.4 Clarifications of Bidding Documents

- A. A prospective Bidder requiring any clarification of the Bidding Documents may notify IIBF in writing at IIBF's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.
- B. The Bidders shall submit the queries only in the format given below:

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

5.5 Amendments of Bidding Documents

- A. At any time prior to the deadline for submission of bids, IIBF, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- B. Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted on IIBF's website, that will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda had been taken into account by the Bidder while submitting its Bid.
- C. In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, IIBF may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on IIBF's website.
- D. From the date of issue, the Addenda/corrigenda to the tender shall be deemed to form an integral part of the RFP.

B Preparation of Bid

5.7 Bid Price

- A. Prices offered through Reverse Auction shall **not** include taxes, duties levies, GST/VAT/Sales Tax and fees whatsoever. However these will be paid additionally at the rates applicable at the time of raising of Invoices.

5.8 Earnest Money Deposit (EMD)/Bid Security

The Bidder shall submit Earnest Money Deposit of Rs.10,00,000/- (Rupees "Ten lakhs only") in the form of a Demand Draft / Pay order or by way of a Bank Guarantee as per format in Annexure E1 or E2 from a scheduled bank in India in favour of "Indian Institute of Banking & Finance" payable at Mumbai valid for 6 months from the last date for submission of proposal as mentioned in Section 1.

No interest will be paid on the EMD.

5.9 Return of EMD

1. EMDs /Bank Guarantees furnished by all unsuccessful Bidders will be returned without

interest on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

2. The EMD /Bank Guarantee of successful Bidder shall be returned / refunded without interest after furnishing Performance Bank Guarantee as required in this RFP.

5.10 Forfeiture of EMD

The EMD furnished by a Bidder shall be forfeited if:

1. The Bidder withdraws his bid before opening of the bids.
2. The Bidder withdraws his bid after opening of the bids but before Notification of Award.
3. The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.
4. The Bidder violates any of the provisions of the RFP till submission of Performance Bank Guarantee.
5. Failure to accept the order by the Selected Bidder within 7 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of IIBF. However IIBF reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

5.11 Period of Validity of Bids

Technical Bids as well as commercial offers made by bidders through Reverse Auction shall remain valid for a period of 180 days from the date of conclusion of Reverse Auction process.

5.12 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, IIBF may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD/Bank Guarantee provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.13 Format of Bid

The Bidders shall prepare one hard copy and one 'soft copy' of the Technical Bid marking it as "Technical Bid".

5.14 Signing of Bid

- A. The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.
- B. All pages of the bid, except for printed instruction manuals and specification sheets shall bear the initials of the person or persons signing the bid along with seal of the company.
- C. The bid should not contain any interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections should be initialed by the person or persons signing the Bid.
- D. The bid should be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority should be either in the form of a written and duly stamped Power of Attorney (Annexure E8) or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

C Submission of Bid

5.15 - Bidding process

- A. The Bid should be sealed and put into an envelope marked as ***'Request for Proposal (RFP) for Selection of Service Provider for conducting hosted model online examinations for IIBF'***
- B. The envelope should be sent to the address as mentioned in Section 1. It should indicate the name and address of the Bidder. If the envelope is not sealed and marked as indicated, IIBF will assume no responsibility for the bid's misplacement or premature opening.

5.16 Contents of "Technical Bid" Envelope

The following documents should be inserted inside Envelope **"Technical Bid" Envelope**:

1. Bid Earnest Money in the form of Demand Draft – Annexure E1.
OR
Bid Earnest Money in the form of Bank Guarantee – Annexure E2.
2. Bidder's Information – Annexure E3.
3. Declaration regarding application – Annexure E4
4. Eligibility Criteria Response Sheet – Annexure E5
5. Declaration of Acceptance of Terms and Conditions – Annexure E6
6. Declaration of Acceptance of the Scope of Work – Annexure E7
7. Power of Attorney or Board Resolution for Signing of Bid – Annexure E8
8. Other undertakings – Annexure E9
9. Non-Disclosure Agreement – Annexure E10
10. Compliance to Technical Specifications– Annexure T1
11. Bidders Experience – Annexure T2
12. Declaration of good Track Record of the Bidder – Annexure T3
13. Client details for Reference– Annexure T4
14. Project Plan – Annexure T5
15. Short description of the proposal – Annexure T6
16. Last three years audited balanced sheet and profit and loss statements.
17. Soft copy of the Technical Bid in an appropriate medium

The envelope containing technical Bid should not include any financial information. If the Technical Bid contains any financial information the entire bid will be summarily rejected.

5.17 Bid Submission

- A.** Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.
- B.** The Technical Bid must reach IIBF on or before the due date and time as mentioned in Section 1. Bids received after the due date and time will be rejected. In the event of due date is declared a holiday, the next due date for submission of the bids will be the following working day at the appointed time and venue.
- C.** The offers should be made strictly as per the formats given in the RFP.
- D.** No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection. The offers should be made strictly as per the formats enclosed.

5.18 Bid Currency

In reverse Auction all prices should be expressed in Indian Rupees only.

5.19 Bid Language

The Bid should be narrated in English Language.

5.20 Rejection of Bid

- A.** The Bid is liable to be rejected if the document doesn't bear signature of an authorized person and seal of the company.
- B.** If it is received through Telegram/Fax/E-mail.
- C.** If it is received after expiry of the due date and time stipulated for Bid submission.
- D.** Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by IIBF.
- E.** No bid will be rejected at the time of bid opening, except for late bids.

5.21 Deadline for Submission

The last date of submission of bids is as given in Section1, unless amended by IIBF through due notification that will be posted on its website.

5.22 Extension of Deadline for submission of Bid

IIBF may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through IIBF website, in which case all rights and obligations of IIBF and Bidders will thereafter be subject to the deadline as extended.

5.23 Late Bid

Bids received after the scheduled time will not be accepted by the IIBF under any circumstances. IIBF will not be responsible for any delay due to postal service or any other means.

5.24 Modifications and Withdrawal of Bids

- A. Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- B. No Bid will be modified after the deadline for submission of bids.

5.25 Right to Reject, Accept/Cancel the bid

- A. IIBF reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.
- B. IIBF does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. IIBF also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.
- C. IIBF reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.

5.26 RFP Abandonment

IIBF may at its discretion abandon this RFP process any time before notification of award.

5.27 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

Stage 1 – In the first stage only the Technical Bids will be opened.

Stage 2 –Top 3 Bidders who qualify in the technical round will be invited to participate in the Reverse Auction Bidding process.

5.28 Canvassing for Bid

During RFP process, any attempt to contact IIBF with a view to canvas for a bid or put any pressure on any official of the IIBF may entail disqualification of the concerned Bidder or his Bid.

Section 6 – Bid Opening

6.1 Opening of Technical Bids

The technical Bids received in a sealed envelope super scribing "Technical Bid" will be opened as per schedule given in Section 1.

- A. IIBF will open Technical Bids in the presence of the representative(s) of a Bidder who choose to be present on the date, time and address mentioned in Section 1 or as amended by IIBF from time to time.
- B. The representatives of a Bidder have to produce an authorization letter from their organization in a hard copy or an intimation by e-mail to represent them at the time of

opening of bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will be still opened at the scheduled time and date at the sole discretion of the IIBF.

- C. The Bidders' representatives who are present should sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for IIBF, the bids shall be opened at the appointed time and place on next working day.
- D. Only those Bids that meet the eligibility criteria will qualify for the technical evaluation.
- E. The Bidders have to score a minimum of 70% in technical round to qualify for Commercial Bid opening.

Section 7 – Bid Evaluation

7.1 Preliminary Examination of Technical Bids

- A. The technical evaluation process would take into consideration whether a bidder has the requisite prior experience and expertise to meet IIBF's requirements and objectives. The evaluation process will gauge the degree of thought process presented by the bidder while preparation of the Bid. It includes the degree of clarity, understanding of IIBF's stated objectives and the level of commitment exhibited by the bidders in partnering with IIBF. The bidder should demonstrate their capability to achieve IIBF's objectives till the last leg of conducting the online examinations.
- B. The received bids will be examined for the following aspects: whether they are complete, whether required information has been provided as specified in the RFP document, whether the documents have been properly signed, and whether the necessary documents are in order.
- C. Eligibility and compliance to all the forms and Annexures would be the next level of evaluation. Only those Bids which comply to the Eligibility Criteria will be taken up for further technical evaluation.
- D. IIBF may waive any minor informality, non-conformity or irregularity in the bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of other bidders.
- E. For scrutiny, evaluation and comparison of bids IIBF may, at its discretion, ask any or all the bidders for the necessary clarifications required if any. The response to clarifications should be submitted in writing and no change in the substance of the bid shall be sought, offered or permitted.
- F. Written replies submitted in response to the clarifications sought by IIBF, if any, will be reviewed if required
- G. If a bid is not found to be substantially responsive, it will be rejected by IIBF. Subsequently, the bid may not be accepted by the Institute by way of correction of the nonconformity. IIBF's determination of bid responsiveness will be based on the content of the bid itself.

7.2 Evaluation of Technical Bids

- A. The Technical Evaluation will be based on the following broad parameters:
 - 1. Compliance to Technical Specifications as specified in the RFP.
 - 2. Bidder's experience in implementing similar assignments.

3. Proposed Solution.
 4. Customer references
 5. Quality of the proposal.
 6. Bidder's presentation.
- B. IIBF reserves the right to call for technical presentations and discussions on the capability, experience etc., by the short-listed Bidders based on the technical bids submitted by them for further evaluation. The exact date and time for the presentations shall be informed in due course. Such presentations will form integral part of technical evaluation.
- C. IIBF may interact with the customer references submitted by Bidders, if required.
- D. The Bidders are required to provide documentary evidence, wherever available, for the Technical and Functional Specifications stated in Annexure T1.
- E. Top 3 bidders qualifying in the technical round with a minimum of 70% score will only be considered eligible for submitting bid through Reverse Auction, the procedure / schedule for the same will be informed to the bidders qualifying the technical round. The other bidders that secure Less than 70% score in technical round shall be declared as dis-qualified in the technical round.

Bids Evaluation :

Mandatory technical/functional requirements as mentioned in Section 9 have to be complied with by the bidder. In case of non-compliance of any of the requirement, the bidder will not be awarded the marks earmarked to such requirements.

Points will be awarded on the following basis as against the each features / Functionalities

- | | |
|-----------------------------|--------------|
| 1) Feature available | - 1 Marks |
| 2) Customisation in 10 days | - 0.5Marks |
| 3) Customisation in 20 days | - 0.25 Marks |

(Sub-weightage for technical/functional feature is 40% and hence, and accordingly the relevant score would be worked out)

Total techno functional features will be given 100 marks follows :

- | | |
|--|------------|
| 1) Functional / Features (Annexure-T1) | - 40 marks |
| 2) Presentation/Walkthrough/Demo | - 25 marks |
| 3) Capacity to conduct internet based Examinations | - 10 marks |
| 4) Past Experience, Support/Reference | - 25 marks |

Customisation period is in calendar days and will commence from the date of the functional sign-off.

No further discussions/interactions will be entertained with a bidder who have been technically disqualified.

7.3 Technical Scoring Matrix

The technical evaluation will be based on the criteria and weight given below:

Technical Evaluation

SL No	Description	% of Marks
1	Functional / Features (Annexure-I)	40
2	Presentation/Walkthrough/Demo	25
3	Capacity to conduct internet based Examinations	10
4	Past Experience, Support/Reference	25
	Total Score	100

7.4 Commercial Bidding through Reverse Auction

Top 3 bidders qualifying in the technical round with a minimum of 70% score will only be considered eligible for submitting bid through Reverse Auction, the procedure / schedule for the same will be informed to the bidders qualifying the technical round. The other bidders that secure Less than 70% score in technical round shall be declared as dis-qualified in the technical round.

7.5 Successful Bidder

The bidder who quotes the lowest price in the reverse auction will be declared as L1 and the second lowest and the third lowest will be declared as L2 and L3 respectively.

Section 8 – Terms and Conditions

8.1 Notification of Award

After selection of the Bidder/s and after obtaining internal approvals and prior to expiration of the period of Bid validity, IIBF will send Notification of Award to the selected Bidder/s and thereafter send the Purchase Order.

8.2 Signing of Contract

Within 15 days of receipt of Notification of Award or as mutually agreed the successful Bidder/s shall execute the Contract with IIBF.

8.3 Performance Bank Guarantee

The selected Bidder/s shall provide Performance Bank Guarantee for an amount of Rs.10 lakhs as performance of all its obligations under Purchase Order, within 15 days of Notification of Award, valid for 3 years as per Annexure 1. The Performance Bank Guarantee shall have an additional clause that it shall be extended for a period of 2 years if the Contract period is extended for further 2 years.

8.4 Payment Terms

1. 100% of the examination charges shall be paid after 15 days after receipt of examination result data and after receiving Invoice from the SP.
2. In case of any failure at any Centre/Venue on the part of SP, SP will be subjected to penalties as stipulated in the RFP and will have to undertake the responsibility of re-conduct of the test at no extra cost to IIBF. Payment will be released only after successful conduct of the examination of all Centers / venues that have been allotted.
3. Each Bill shall be accompanied with jointly signed (by the representative of IIBF and the representative of service provider) work completion certificates indicating the satisfactory levels should be should be submitted to the Institute after completion of every exam.

8.6 Taxes and Duties

- A. All taxes and levies deductible at source, if any, at the time of releasing of payments
- B. The benefits realized by the Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the selected Bidder to IIBF.
- C. Any revision in Taxes will be considered by IIBF as and when it is raised by the Government.

8.7 Price

Prices should remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained..

The price should be quoted per candidate-examination basis in the reverse auction .

8.8 Penalty for default in delivery:

- A. The Service Provider shall strictly adhere to the processes and time schedule given by IIBF for each examination from time to time, and also the successful completion of the examination, failing which the SP will be liable for penalties as shown below..

S.No.	Type of problems/ errors due to which the examination becomes unsuccessful	Penalties
1	If Question Paper gets leaked	Rs.50 lakhs along with the expense of re-examination to be incurred thereafter, will be recovered from SP, besides a case of criminal offence may be lodged against the person/party responsible for such breach of confidentiality.
2	If the original marks of a candidate are found to be having changed subsequently from the original marks	Rs.1 lakh per Candidate
3	If the entire results gets calculated wrongly	Rs.50 lakhs and Re-conduct of examination by the SP at no extra cost to IIBF
4	Serving Wrong QP to candidates.	Rs.5,000/- per Candidate

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5	Not able to serve QP to candidates For any reasons	Rs.100/- per candidate and Re- conduct of examination by the SP at no extra cost to IIBF.
6	Delay in conduct of examination for more than 30 minutes	Rs.100/- per candidate
7	Cancellation of examination on account of Disruption during conduct of examination on account of power / connectivity / computer failure or any other reason	Rs.100/- per candidate and Re- conduct of examination by the SP at no extra cost to IIBF.

- B. In case the service provider is not in a position to conduct re-examination within 30days of scheduled date of examination, a penalty @Rs.5000/- per candidate will be imposed.
- C. Total combined penalty for Sr.no.1 to 8 will be Rs.1 crore. This clause excludes Sr.no.1 and 3.

8.9 Duration of contract

The contract will remain in force for a period of 3 years. IIBF reserves the right to extend the contract period by another 2 years depending on satisfactory performance by the successful bidder. However, all the terms and conditions will remain the same for the extended period of contract.

8.10 Observation of LAWS

The successful bidder shall be duty bound to observe all the Laws, Rules, Regulations, Policies and Procedures and Guidelines of the Government of India as in force from time to time.

8.11 Intellectual Property

Intellectual Property Rights in all Standard software, all off-the-shelf software and Application Software shall remain vested in the owner of such tools.

8.12 Confidentiality

The Bidder and subcontractors if any shall (whether or not he submits the tender) treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate non-disclosure agreement on the lines of the draft provided (refer **Annexure- E10**).

8.13 Indemnity

The Bidder shall indemnify, protect and save IIBF and hold IIBF harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- (i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,
- (ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- (iii) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all

- components provided to fulfill the scope of this project,
- (iv) claims made by the employees, sub-contractor, employees of sub-contractors, who are deployed by the Bidder, under this Agreement,
 - (v) breach of confidentiality obligations of the Bidder,
 - (vi) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.

The Bidder shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on IIBF for malfunctioning of the equipment or software or deliverables at all points of time, provided however, IIBF notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related negotiations for settlement.

Bidder shall be responsible for any loss of data, loss of life, etc, due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.

The Bidder shall indemnify IIBF (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.

Bidder shall indemnify, protect and save IIBF against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipment or other systems supplied by them to IIBF from whatsoever source, provided IIBF notifies the Bidder in writing as soon as practicable when IIBF becomes aware of the claim however,

- (i) the Bidder has sole control of the defense and all related settlement negotiations
- (ii) IIBF provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and
- (iii) IIBF does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where IIBF is required by any authority/ regulator to make a comment / statement/ representation. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However indemnity would

cover damages, loss or liabilities suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.

8.14 Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.

8.15 Termination of Contract

For Convenience

IIBF by written notice sent to the Service Provider may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which performance of the Service Provider under the contract is terminated and the date upon which such termination become effective. Payment shall be made upto the date of termination.

For Insolvency

IIBF may at any time terminate the contract by giving written notice to the Service Provider, if the Service Provider closes its office in India or becomes bankrupt or insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action of remedy which has accrued or will accrue thereafter to IIBF.

For Non-performance

IIBF reserves its right to terminate the contract in the event the Service Provider repeatedly fails to deliver in accordance with the scope of work given in the Contract.

8.16 Force Majeure

- A. Notwithstanding the provisions of the RFP, the successful Service Provider or IIBF shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving IIBF or Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.
- B. If force majeure situation arises, the Service Provider shall promptly notify IIBF in writing of such condition and cause thereof. Unless otherwise directed by IIBF in writing, the Service Provider shall continue to perform its obligations under contract as far as possible.

8.17 Order cancellation

IIBF reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to IIBF alone;

- A. Serious discrepancy observed during performance as per the scope of the project.
- B. If the Service Provider makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Service Provider/Service Provider turns out to be incorrect and/or conceals or suppresses material information.
- C. In case of order cancellation, any payments made by IIBF to the Service Provider would necessarily have to be returned to IIBF with interest @15% per annum from the date of each such payment. Further the Service Provider would also be required to compensate IIBF for any direct loss incurred by IIBF due to the cancellation of the contract and any additional expenditure to be incurred by IIBF to appoint any other Service Provider. This is after repaying the original amount paid.

8.18 Resolution of Disputes

All disputes or differences between IIBF and the Service Provider shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

IIBF and the Service Provider shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If, IIBF and the Service Provider find themselves unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation, arbitration/ mediation by a third party and/or adjudication in an agreed national forum.

The dispute resolution mechanism to be applied shall be as follows:

1. In case of Dispute or difference arising between IIBF and the Service Provider relating to any matter arising out of or connected with the agreement to be executed later, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by IIBF and the Service Provider. The third Arbitrator shall be chosen by mutual discussion between IIBF and the Service Provider.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

8.19 Applicable Law

The Contract to be executed between IIBF and successful Service Provider shall be interpreted in accordance with the laws of the Union of India and the Service Provider shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of IIBF falls.

8.20 Addresses for Notices

Following shall be address of IIBF and Service Provider :

IIBF address for notice purpose:

Chief Executive Officer, Indian Institute of Banking & Finance
Kohinoor City, Commercial II, Tower I, 2nd Floor, Kiro Road,
Kurla – (West) Mumbai – 400 070.

(Service Provider's address for notice purpose :(To be filled by the Service Provider)

Section 9 – Technical & Functional Requirements

	A.	The functional requirement for Task 1 – OPERATIONS	Type of Requirement
Owned /Licenced SW	1	The application software for conducting online examination should be owned by / licensed to the Bidder.	Mandatory
	2	The bidder should be capable of conducting and handling online examinations for up to 10,000 candidates on any single day/time.	Mandatory
Computers	1	The Service Provider should have arrangements for hosting of servers at the data centres.	Mandatory
Power Backup	1	Data Centre should have 4 hours power backup facility to take care of examination for the entire session which is likely to last 2 hours.	

Function-ality	1	The application(test engine) should support major Indian languages including English and Hindi – Please provide details of the languages supported. The bidder should be able to support any font provided by IIBF	Mandatory
	2	The application should have the facility to create the profiles of new candidates	
	3	There should be facility to display candidates' photographs in .jpg files.	
	4	The application should be capable of displaying Group/ Case based Questions.	Mandatory
	5	It should also be capable of importing data from excel file.	Mandatory
	6	It should have the facility to notify details to candidates via email/sms.	Mandatory
	7	The application should support Multiple choice questions.	Mandatory
	8	The application should support True/False choice.	
	9	The application should support Yes/No choice.	
	10	The application should be capable of displaying major maths formulae.	Mandatory
	11	There should be facility to upload charts/graphs/pictures/HTML.	Mandatory

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	12	It should be capable of shuffling of questions.	Mandatory
	13	It should be capable of shuffling of options (alternates).	
	14	It should be possible to have individual timings for different sections.	
	15	There should be a facility for candidate feedback.	
	16	Should be able to set parameters for submission of exam.	Mandatory
	17	The Service Provider should have an active Dashboard to display the examination status on the day of the exam.	
Software requirements	1	Examination platform should be able to support online delivery.	Mandatory
	2	The testing engine should be capable of supporting randomization of test items for additional security.	Mandatory
	3	The Service Provider should have a defined and documented process for obtaining and controlling access to their data centre.	
	4	The access to the web and database should be protected by multilayered firewalls. Two separate layers of firewalls should be there, each layer being different type.	Mandatory
	5	Minimum 256 bit SSL encryption should be applied to the data that is transmitted over the internet.	Mandatory
	6	The data should be backed up on tape and should be encrypted and stored offsite securely.	
	7	The Service Provider should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in this bid.	
	9	There should be a facility for a mock test to the candidates.	Mandatory
	9	There should be minimum of 4 hours power back up at the data centre covering all IT equipment to avoid any test disruption. In the event of a power-outage, that affects the test/s, the examination should resume exactly where it left off when the power returns.	
	10	The QP/examination files should be delivered to the testing locations from a central hub prior to the examination.	
	11	There should be a test delivery software/tool.	Mandatory
	12	The data should be kept and transmitted in encrypted form to ensure no leakage of test items.	Mandatory
	13	The system should provide automated scoring as per rules defined and agreed with IIBF.	Mandatory
	14	There should be a web based comprehensive incident management system to track any exigencies reported.	
	15	The system should include priority levels which should be assigned to each incident to enable appropriate time-bound responses.	
	16	There should be a well-defined process on how to respond to and manage security breaches such as hacking into computers/remote log in during examination. For any such security breach the bidder shall be responsible.	Mandatory
	17	The Service Provider should deploy adequate staff with required expertise to undertake execution of various aspects of examination.	

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	18	Complete operational Plan to be submitted explicitly stating every task and schedule.	
	19	Should support Descriptive/Subjective Questions and provide space for typing the descriptive questions by the candidates	
During examination	1	The test engine should be capable of handling all the candidates.	
	2	The Service Provider should be capable of conducting one or more Sessions of online exams at each Test centre.	
	3	The Service Provider shall maintain and generate reports centre-wise and session wise attendance.	Mandatory
	4	The Service Provider should upload the question bank online, in an encrypted form, at least 1 day prior to examination at each centre.	
	5	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.	Mandatory

	B.	Task 2 – Support	
	1	The Service Provider should have Helpdesk Support to resolve queries raised by test conducting authorities, before the examination, during examination or after the examination.	
	2	The Service Provider should maintain the necessary applications for conducting the examinations	
	3	The software should maintain proper logs to respond against any query from a candidate	Mandatory
	4	The system should be capable of regenerating the questions and answers of candidates.	Mandatory
	C.	Technical Requirement for Tasks 1 and 2	
	1	Please provide details of hardware, system software, application software, off-the-shelf software, database software, tools etc., used for the Solution proposed for Online Examination.	
	2	What kind of connectivity is proposed for the solution?	
	3	What is the contingency plan if the connectivity is broken?	
	4	What is the ratio of candidates to application software experts that will be stationed during examination for handling software queries.	
	5	What types of contingencies have you experienced on previous occasions while conducting online examinations and how did you handle them.	
	6	One day prior to the examination, the Service Provider should necessary support for mock test	

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	7	The software should be capable of saving each response from a candidate (each mouse click). It should also provide a time based log on the server for every candidate along with his/her IP.	Mandatory
	8	During examination, the software should have the capability of taking backup on the backup server from the main server at defined intervals.	Mandatory
	9	The software should be capable of evaluating the answers based on answer keys provided by IIBF.	Mandatory
	10	There should be provision to generate the score card and giving print out of the same to the candidate at the Test Centre. Also the score card to be saved for future reference.	Mandatory
Post examination	1	In case of any failure on the part of the Service Provider of any kind the Service Provider should conduct a re-examination for all those candidates that may be affected.	Mandatory
	2	The Service Provider should provide the database of candidates applied /attended/scored to IIBF	
	3	The Service Provider should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format asked by IIBF.	Mandatory
	4	The Service Provider should provide consolidated reports in soft copy as well as hard one to the designated official of IIBF (both for registration and test).	
	5	The Service Provider should provide the list of candidates attended the examination after comparing the same with attendance sheet signed by candidates	
Security	1	The Service Provider should have a secured environment to upload the question bank.	Mandatory
	2	There should be an analytical Report Module.	
	3	The security should be ensured with minimum 256 bit encryption at every stage of data life cycle right from uploading question bank till receipt of various data/reports as required.	Mandatory
	B.	Task 2 – Support	
	1	The Service Provider should engage their own trained staff to conduct the online examination and IT administration	
	4	The Service Provider should maintain the necessary applications and the computers for conducting the examinations	
	5	The software should maintain proper logs to respond against any query from a candidate	Mandatory
	6	The system should be capable of regenerating the questions and answers of candidates.	Mandatory
	C.	Technical Requirement for Tasks 1 and 2	
	1	Please provide details of hardware, system software, application software, off-the-shelf software, database software, tools etc., used for the Solution proposed for Online Examination.	
	2	What kind of connectivity is proposed for the solution?	
	3	What is the contingency plan if the connectivity is broken?	
	4	What is the ratio of candidates to hardware technicians that will be stationed during examination for handling hardware issues.	

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	5	What is the ratio of candidates to application software experts that will be stationed during examination for handling software queries.	
	6	What types of contingencies have you experienced on previous occasions while conducting online examinations and how did you handle them.	
Incident Reporting	1	If any untoward incident takes place such as power failure, computer breakdowns, voltage fluctuations causing disturbance, connectivity failure, it should be reported to IIBF Office immediately.	
	2	If there is any other type of untoward incident causing a disruption to a candidate or candidates appearing for the online examination it should be reporting immediately to IIBF Office immediately.	
	3	Other incidents which are not so significant may be reported to IIBF by e-mail.	
	D.	The Service Provider shall undertake as given below:	
	1	The Service Provider shall not sub-let or subcontract this job to any other person or firms in any circumstances. It shall undertake and complete this work on its own.	
	2	All software used by the service provider should have proper licenses from their OEMs or resellers.	

Important Note :

Compliance to Mandatory requirements will enable the bidder to successfully participate in the technical round, however other requirements stated in the above Section are equally important and the bidder is expected to fulfill them.

Section 10 - ANNEXURES

DOCUMENTS ,FORMS TO BE PUT IN TECHNICAL BID ENVELOPE

Annexure E1 - Bidder's Letter for EMD/Bid Security

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kirod Road,
Kurla – (West)
Mumbai – 400070

Subject: RFP No. IIBF: RFP: XXXX dated _____ for “Name of the RFP”

We have enclosed an EMD in the form of a Demand Draft No. _____ issued by the branch of the _____ Bank, for the sum of Rs. __ lakhs (Rupees “Amount in words”). This EMD is as required in Section 5- Instructions to Bidders - of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Annexure E2 - Bid Security (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kirod Road,
Kurla – (West)
Mumbai – 400070

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under

Subject: RFP No. IIBF: RFP: 2019-20/XXXX dated _____ for "Name of the RFP"

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. XX lakhs(Rupees "Amount in words)) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of the terms of the Request for Proposal.

[signature(s)]

Annexure E3 -Bidder's Information

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.	Date:		
		CIN :		
5	Sales tax registration no.			
6	GST registration no.			
7	Permanent Account Number (PAN)			
8	Name & Designation of the contact person to whom all references shall be made regarding this tender			
9	Telephone No. (with STD Code)			
10	E-Mail of the contact person :			
11	Fax No. (with STD Code)			
12	Website			
13	Financial Details for last 3 Financial Years (as per audited Balance Sheets) (in Cr)			
13(a)	Year	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
13(b)	Net worth			
13(c)	Turn Over			
13(d)	PAT			

Annexure E4–DECLARATION REGARDING APPLICATION

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kirod Road,
Kurla – (West)
Mumbai – 400070

Sir,

Re: RFP No. IIBF: RFP: 2019-20/XXXX dated _____ for “Name of the RFP”

The application for the proposed Solution for Online examination

I declare that we M/s (Name _____) are the sole owners of the proposed application for conducting online examination

Or

I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure E5–Eligibility Criteria Matrix

S.N O.	MINIMUM ELIGIBILITY CRITERIA	RESPONSE OF THE BIDDER			DOCUMENTS ATTACHED
A	The Bidder should be a company registered under Companies Act, since the last three years.				Please submit: 1. Articles of Association 2. Memo of Association 3. Certificate of Incorporation.
B	The Bidder should have minimum annual turnover of Rs. 50 Cr.in each of the last 3 financial years	Year 1	Year 2	Year 3	This must be supported by audited financial statements (Reports) for the financial year 2016-17, 2017-18 and 2018-19.
		YES/NO	YES/NO	YES/NO	
		Amt in Rs.Cr.	Amt in Rs.Cr.	Amt in Rs.Cr.	
C	The Bidder should have positive net worth	YES/NO			This must be supported by audited financial statements (Reports)
		Year 1	Year 2	Year 3	
D	The Bidder should primarily be the owner of ISO certified data centre from where they would be hosting the servers for conducting online examinations.				Attach proof
E.	The Bidder should be the owner of the application for conducting online examinations				Attach proof
F	The Bidder should be CMM certified company.				Attach proof
G	The Bidder should provide Reference from clients For Whom the Bidder has conducted online examinations.				Provide details
H	The Bidder should have Experience of having Conducted online examinations in India with a Minimum of 10,000 Candidates in a single day/time for at least one reputed organization within the last 3 years	Clients Reference			Required Proof has to be submitted.
		1.			
		2.			
I	The Bidder is registered under L Tax / GST/ Sales Tax.				Provide details

Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kiroi Road,
Kurla – (West)
Mumbai – 400070

Sir,

Re: RFP No. IIBF: RFP: 2019-20/XXXX dated _____ for “Name of the RFP”

I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP 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.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure E7 – Declaration for Acceptance of Scope of Work

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kiroi Road,
Kurla – (West)
Mumbai – 400070

Dear Sir,

Re:

RFP No. IIBF: RFP: 2019-20/XXXX dated _____ for “Name of the RFP”

I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP 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.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure E8 – Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “_____” in response to the RFP No. _____ by IIBF, including signing and submission of all the documents and providing information/responses to IIBF in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2019.

For

_____. (Signature)
(Name Designation and Address)

Accepted
Signature)
(Name Designation)
Date:
Business Address:

Annexure E9 – Other Undertakings

To

Indian Institute of Banking & Finance
Corporate Office
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kirod Road,
Kurla – (West)
Mumbai – 400070

Dear Sir,

Re:

RFP No. IIBF: RFP: XXXX dated _____ for “Name of the RFP”

We declare as under that the Data Centre is owned by us.

We also undertake we shall be responsible for ensuring smooth functioning of the entire Project.

We undertake that we shall not sub-let or subcontract this job to any other person or firms in any circumstances. We shall complete this work on our own.

All software used shall be licenced versions.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure – E10 NON-DISCLOSURE AGREEMENT

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

This Agreement is made and entered on this ----- day of -----, 2017 (“Effective Date”) between _____, a company incorporated in India (Hereinafter referred to as “IIBF”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

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 of 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 confidence the various Confidential Information, which is provided between IIBF and XXXXXXX to perform the considerations (hereinafter called “Purpose”) set forth in below:

(For Engagement of Agency for Supply of IT Manpower)

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 being proprietary and/or 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

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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

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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: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: 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 9: JURISDICTION

If any dispute arises between the parties hereto during the subsistence or

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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 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. 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 10: 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 11: 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 12: TERM

This Agreement shall remain valid from the date last written below 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 13: 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.

Article 14: 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.

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Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure 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.

XXXXXXXXXX

By:

By:

Name:

Name:

Designation:

Designation:

Annexure T1 - COMPLAINE TO TECHNICAL & FUNCTIONAL REQUIREMENTS

	A.	The functional requirement for Task 1 – OPERATIONS	Feature available	Feature customisable within		Feature NOT available
				10 days	20 days	
Owned /Licenced SW	1	The application software for conducting online examination should be owned by / licensed to the Bidder.				
	2	The bidder should be capable of conducting and handling online examinations for up to 10,000 candidates on any single day/time				
Space	1	At least one day before the date of online examination, the Service Provider should test and certify that the application(test) is functioning				

Computers	1	The Service Provider should keep a buffer stock of at least 10% of computers at the data centre as standby.				
	2	While providing computers and relevant software with necessary security systems, the Service Provider should keep in mind the requirements of differently abled candidates.				

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Power Backup	1	Each Centre should have 4 hours power backup facility to take care of examination for the entire session which is likely to last 2 hours.				
Functionality	1	The application(test engine) should support major Indian languages including English and Hindi – Please provide details of the languages supported. The bidder should be able to support any font provided by IIBF				
	2	The application should have the facility to create the profiles of new candidates				
	3	There should be facility to display candidates' photographs in .jpg files.				
	4	The application should be capable of displaying Group/ Case based Questions.				
	5	It should also be capable of importing data from excel file.				
	6	It should have the facility to notify details to candidates via email/sms.				
	7	The application should support Multiple choice questions.				
	8	The application should support True/False choice.				
	9	The application should support Yes/No choice.				
	10	The application should be capable of displaying major maths formulae.				
	11	There should be facility to upload charts/graphs/pictures/HTML.				
	12	It should be capable of shuffling of questions.				
	13	It should be capable of shuffling of options (alternates).				
	14	It should be possible to have individual timings for different sections.				
	15	There should be a facility for candidate feedback.				
	16	Should be able to set parameters for submission of exam.				
	17	The Service Provider should have an active Dashboard to display the examination status on the day of the exam.				
Software requirements	1	Examination platform should be able to support online and LAN based delivery.				
	3	The testing engine should be capable of supporting randomization of test items for additional security.				
	4	The Service Provider should have a defined and documented process for obtaining and controlling access to their data centre.				
	5	The access to the web and database should be protected by multilayered firewalls. Two separate layers of firewalls should be there, each layer being different type.				
	6	Minimum 128 bit SSL encryption should be applied to the data that is transmitted over the internet.				

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	7	The data should be backed up on tape and should be encrypted and stored offsite securely.				
	8	The Service Provider should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in this bid.				
	9	There should be a facility for a mock test to the candidates.				
	10	There should be minimum of 4 hours power back up at the centres/venues covering all IT equipment to avoid any test disruption. In the event of a power-outage, that affects the test centres, the examination should resume exactly where it left off when the power returns.				
	11	The QP/examination files should be delivered to the testing locations from a central hub prior to the examination.				
	12	There should be a test delivery software/tool.				
	13	The data should be kept and transmitted in encrypted form to ensure no leakage of test items.				
	14	The system should provide automated scoring as per rules defined and agreed with IIBF.				
	15	There should be a web based comprehensive incident management system to track any exigencies reported.				
	16	The system should include priority levels which should be assigned to each incident to enable appropriate time-bound responses.				
	17	There should be a well-defined process on how to respond to and manage security breaches such as hacking into computers/remote log in during examination. For any such security breach the bidder shall be responsible.				
	18	The Service Provider should deploy adequate staff with required expertise to undertake execution of various aspects of examination.				
	19	Complete operational Plan to be submitted explicitly stating every task and schedule.				

	20	The system should be capable of validating candidates as per guidelines given by IIBF.				
	21	Should support Descriptive/Subjective Questions and provide space for typing the descriptive questions by the candidates				
During examination	1	The test engine should be capable of handling all the candidates.				
	2	The Service Provider should be capable of conducting one or more Sessions of online exams at each Test centre.				
	3	The Service Provider shall maintain and generate reports centre-wise and session wise attendance.				

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	4	The Service Provider should upload the question bank online, in an encrypted form, at least 1 day prior to examination at each centre.				
	5	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.				

Post examination	1	In case of any failure on the part of the Service Provider of any kind the Service Provider should conduct a re-examination for all those candidates that may be affected.				
	2	The Service Provider should provide the database of candidates applied /attended/scored to IIBF				
	3	The Service Provider should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format asked by IIBF.				
	4	The Service Provider should provide consolidated reports in soft copy as well as hard one to the designated official of IIBF (both for registration and test).				
	5	The Service Provider should provide the list of candidates attended the examination after comparing the same with attendance sheet signed by candidates				
Security	1	The Service Provider should have a secured environment to upload the question bank.	1			
	2	There should be an analytical Report Module.	2			
	3	The security should be ensured with minimum 256 bit encryption at every stage of data life cycle right from uploading question bank till receipt of various data/reports as required.	3			
	B.	Task 2 – Support	B.			
	1	The Service Provider should engage their own trained staff to conduct the online examination and IT administration	1			
	4	The Service Provider should maintain the necessary applications and the computers for conducting the examinations	4			
	5	The software should maintain proper logs to respond against any query from a candidate	5			
	6	The system should be capable of regenerating the questions and answers of candidates.	6			
	C.	Technical Requirement for Tasks 1 and 2				
	1	Please provide details of hardware, system software, application software, off-the-shelf software, database software, tools etc., used for the Solution proposed for Online Examination.				

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	2	What kind of connectivity is proposed for the solution?				
	3	What is the contingency plan if the connectivity is broken?				
	4	What is the ratio of candidates to hardware technicians that will be stationed during examination for handling hardware issues.				
	5	What is the ratio of candidates to application software experts that will be stationed during examination for handling software queries.				
	6	What types of contingencies have you experienced on previous occasions while conducting online examinations and how did you handle them.				
Incident Reporting	1	If any untoward incident takes place such as power failure, computer breakdowns, voltage fluctuations causing disturbance, connectivity failure, it should be reported to IIBF Office immediately.				
	2	If there is any other type of untoward incident causing a disruption to a candidate or candidates appearing for the online examination it should be reporting immediately to IIBF Office immediately.				
	3	Other incidents which are not so significant may be reported to IIBF by e-mail.				
	D.	The Service Provider shall undertake as given below:				
	1	The Service Provider shall not sub-let or subcontract this job to any other person or firms in any circumstances. It shall undertake and complete this work on its own.				
	2	All software used by the service provider should have proper licenses from their OEMs or resellers.				

Annexure T2 - Bidder's Experience

A - Bidder's Organization

[Provide here a brief description of the background and organization of your

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firm/company. The brief description should include ownership details, date and place of incorporation of the company/firm, objectives of the company/firm etc.

B - Bidder's Experience

[Using the format below for each Project for which your company/firm was legally contracted either individually as a corporate entity for supply, installation and maintenance of Servers:

Sr.No.	Particulars	Details
1.	Name of the Project	
2.	Approximate cost of contract/Project cost	
3.	Organization	
4.	Duration of Project (months)	

Note: Please provide documentary evidence from the client wherever applicable.

Signature: _____

Name: _____

Designation: _____

Date: _____ Place _____

Annexure T3 - Declaration regarding Clean Track by Bidder

Declaration for Clean Track Record (On Company's

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Letterhead)

To

IIBF
Mumbai

Dear Sir,

Re: RFP No. IIBF: XXXX dated _____ for “Name of the RFP”

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company to make this declaration.

Or

I declare the following

S.No.	Country in which The company is Debarred / blacklisted /case is pending	Black Listed / debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company was blacklisted previously, please provide the details

regarding Period for which the company was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

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**Annexure T4 - Client
Details**

Provide client details wherever available:

S. No.	Name of	Contact Person's Name	Contact Details	Preferable
--------	---------	-----------------------	-----------------	------------

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	Institution	and Designation	with e-mail	time to contact

Signature: _____.

Name: _____ -

Designation: _____

Date: _____, Place _____

Annexure T5 – PROJECT PLAN

Please describe the Project Plan and the Implementation period required.

Annexure T6 – SHORT DESCRIPTION

Short Description of the Proposal

Please provide a short description of the Proposal proposed by you, giving details of the Hardware proposed to be used, the Software, the manpower, your contingency plan etc.

SECTION – 11 Documents to be submitted by the selected Bidder after Notice of Award

(To be completed by the successful Bidder)

Annexure - 1 Draft Performance Security Guarantee

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE

(To be submitted on Stamp Paper of the appropriate value to be purchased in name of the issuing bank)

Date

Beneficiary : Indian Institute of Banking & Finance

Indian Institute of Banking & Finance
Kohinoor City, Commercial – II, Tower-I, 2nd Floor, Kiroi Road,
Kurla – (West)
Mumbai – 400070

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called “the Supplier”) has received the purchase order no. “----- ” dated ----- issued by Indian Institute of Banking & Finance for ----- (hereinafter called “the Purchase Order”).

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required.

At the request of the supplier, We ----- (name of the Bank), the issuing Bank to furnish the details of its incorporation, and having its registered office at ----- and, for the purposes of this Guarantee and where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "**Bank**" which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of **Rs.----- (in figures) (Rupees----- (in words)- ----- only)** upon receipt by us of your first demand in writing on or before -----

(Date) declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein. Notwithstanding anything regarding validity of this bank guarantee stated above, this bank guarantee can be invoked within 2 months of the expiry of the validity period.

Please note that you may, if you so require, independently seek confirmation with –(Bank Name & Issuing branch address)-----

-----, that this Bank Guarantee has been duly and validly issued.

RFP for Setup and Management of Contact Centre

Notwithstanding anything contained in the foregoing:

- (i) The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- <Amount in figures and words>.
- (ii) The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of IIBF within three months of the expiry of the validity period of this Bank Guarantee viz. from ----- .
- (iii) Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)-----
----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (Date) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder. This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to -----
----- (Bank & Its Address), upon the earlier of (a) its discharge by payment of claims aggregating to Rs. ----- <Amount in figures & words>. (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) <Claim Expiry Date>

All claims under this Bank Guarantee will be made payable at -----
----- (Bank & Its Address).

Signature of Authorised representative of the Bank