Indian Institute of Banking &Finance
Kohinoor City, Commercial II, Tower I,
2nd Floor, Kirol Road,
Kurla - West
Mumbai – 400 070.

RFP NO: IIBF/EXAM RFP-02/2025-26

dated 2nd January, 2026__

REQUEST FOR PROPOSAL TO

Select Service Provider/s to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre-based mode Across India.

ADDRESSED TO:

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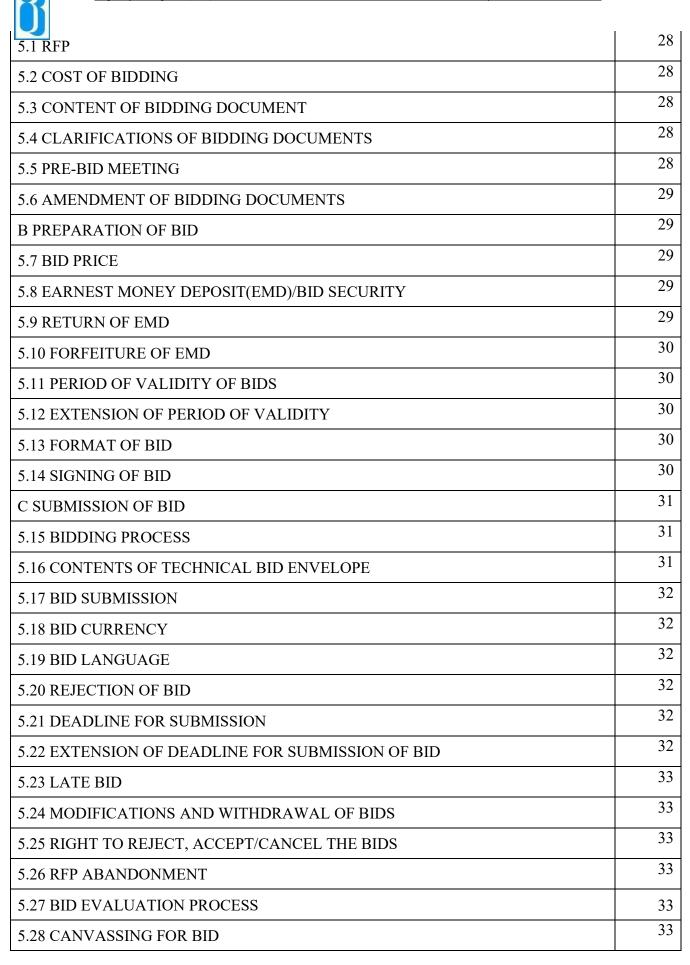**2nd Floor, Kirol Road,**
Kurla – (West)
Mumbai – 400 070.

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 with 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 investigation 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.

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Section 1 – BID Schedule

Name of the Project: "Selection of Service Provider/s to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre-based mode across India.

Sr. No.	Description of Items	Date
1	Date of releasing the Request For Proposal	2nd January 2026
2	Tender Reference Number	Tender Ref. No:- IIBF/EXAM RFP-2/ 2025-2026
3	Date of submission of written requests for any Clarifications from bidders. Queries to be forwarded to jd.exm2@iibf.org.in or add.dir@iibf.org.in	7th January, 2026
4	Pre-bid meeting for clarifications on written Queries.	13th January 2026
5	Uploading responses to pre-bid queries on the website.	15th January 2026
6	Last Date of submission of Proposal.	20th January 2026
7	Opening of Technical Bids in the presence of bidders.	20th January 2026
8	Technical Presentations from bidders who satisfy the mandatory requirements.	To be announced later
9	Opening of the commercial bids in the presence of bidders	To be announced later
10	Tentative Date of issue of order	To be announced later

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.

Sr. 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, Kirol 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, Kirol Road, Kurla – (West) Mumbai – 400 070.

Section 2 – Introduction

2.1 About IIBF

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB), is a professional body of banks, financial institutions and their employees in India with a mission to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programs. During its 97 years of service, IIBF has emerged as a premier institute in banking and finance education for those employed as well as seeking employment in the sector. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped in sustaining their professionalism in banking and finance through continuing professional development programs.

IIBF is a "Learning Institute". The candidates who appear for examinations get adequate educational/knowledge inputs through various educational services offered by the Institute. The pedagogy of Learning offered by the Institute is given below: -
* Publishing specific courseware for each paper/examination.
* Tutorials from accredited institutions.
* Contact classes.
* Video lectures.
* Virtual classes.
* E-learning through portal.
* Campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are enriched by latest developments and updated knowledge of the profession they practice. Towards this end, the Institute offers a daily e-newsletter called"Fin @ Quest", a monthly bulletin – "IIBF-Vision", a quarterly journal –"Bank Quest". It also sponsors research on Banking & Finance and publishes research reports. The Institute offers Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Workshops, Conferences, Lectures, and short duration programs, etc., as part of Continuing Professional Development (CPD).

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

IIBF is an ISO 21001-2018 certified organization with its Corporate Office in Mumbai and four Professional Development Centres in Mumbai, Delhi, Chennai, and Kolkata and development a centre in Guwahati.

Major Activities of the Institute:

Membership: The number of ordinary members of the Institute as on 31st March, 2025 was 11,13,716. There are 687 active Institutional members (Banks, NBFC's and Financial Institutions).

Courses Offered: The Institute currently offers the following courses:

Flagship Courses:

➢ JAIIB
➢ CAIIB
➢ Diploma in Banking and Finance

Diploma Courses:

➢ Diploma in Treasury, Investment and Risk Management, Diploma in International Banking and Finance, Advanced Wealth Management, Diploma in Urban co-operative banking, Specialist Officers of Banks, etc.

Certificate Courses:

➢ Certificate course in Anti-Money Laundering & Know Your Customer, Trade Finance, Information System Banker, IT Security, Cyber Crimes & Fraud Management, FEMA, Emerging Technologies, Strategic Management & Innovation in Banking etc Blended Courses in Credit Management, Treasury, Compliance, Risk Management, Accounting & Auditing etc.

All these examinations are backed by specially developed courseware. The Institute has published these courseware and they are available with the publishers' viz. M/s Macmillan India Ltd. And M/s Taxman Publications Pvt. Ltd. and also with leading book stores.

For details visit- www.iibf.org.in

Web Portal: The web portal disseminates information with regard to Institute's profile, it's products & services. It also facilitates online registrations of examinations, membership, training and other activities by receiving the fees online. The portal also offers educational support towards various courses (examinations) through e-learning and video lectures. These support services are rendered by respective service providers.

2.2 Background

The Institute conducts examinations for more than 30 courses/ certificates for 52 plus 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 6 lac subject-wise candidates apply for these examinations once in six months and around 12 lac subject-wise candidates in a year.

The examinations of the Institute are conducted in an online mode in an outsourced model with the help of service providers. The host-end and front-end infrastructure that is required for the examinations are taken care of by the service providers. The responsibility 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 through **secured VPN** on each of the servers located at the test centres just before the commencement of a test in a secured

manner. The Service Provider should generate QPs as per the set rules and serve the same to the candidate. Question papers/question banks will be uploaded prior to exam dates using XLS file with help of Bidder's support. Thereafter, the question paper rendering process and candidate's login checking will be done. After successful uploading of question papers, Bidders to submit the summary along with parameters including number of question papers created.

Enrolment/registration for the examination will be done by IIBF using its web portal and the subject wise eligible data, photo, signature etc. of the candidates are provided to the testing agency after registration. All eligible candidates who are going to appear for examination are provided with test login id and password by the Institute. These login credentials are mentioned on the admit card issued to the candidates appearing for examination. The candidates will login for the test on the scheduled date and time of examination, at the test venue using the login id and password issued to them.

The candidate will appear for the examination on pre-determined dates/time. The service provider will allow the candidate to take the examination after checking the candidate's admit card and verification of the candidate's identity with required documents in original such as valid photo ID card (Aadhaar card/ Employer's card/ PAN Card/ Driving License/ Election voter's card/ Passport etc.). After each examination, the Service Provider submits the necessary data along with scores, analysis, statistics, reports as required by the Institute, unfair cases with supporting data (such as CCTV footage, evidence, unfair form etc.) and declaration to the Institute. These details should be received from the service provider within a week after completion of the examination. Subsequently the data received is processed internally by the Institute. The Service Provider to provide the provisional scores link within 1-2 days after completion of each of the examination. Presently, the online exams are conducted in 250 plus cities across the country.

2.3 Objective of this RFP

Through this RFP, the Institute desires to select capable, reputed and experienced Service Provider/s to conduct CBT (online) assessments/examinations at centres. The selected service provider/s shall take the responsibility of conducting CBT (online) examination/s for upto 1,00,000 candidates in any single day (with maximum of 3 sessions with one or two hours' duration each (depending on the examination) and with a gap of 45 minutes between two sessions across all centres in India.

The selected service provider should be proficient in conducting CBT (online) examinations at centres and should possess prior experience of working with various governments, reputed educational Institutes and major private organizations. In addition, the service provider should have a proven record in undertaking public examinations with utmost confidentiality along with reliable credentials in carrying out this kind of assignment with the best possible physical and logical security features.

2.4 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 (soft copy) from the Institute's website. www.iibf.org.in

2.5 Due Diligence

Bidders should examine the RFP carefully and if there is any ambiguity, contradictions, inconsistency, gap and/or discrepancy found in the RFP, bidders 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 grounds for rejection of Bid should not be questioned after the selection of the successful Bidder. IIBF reserves the right to cancel the process of RFP at any point in time without assigning any reason whatsoever.

2.6 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. The draft of the SLA will be prepared by the Institute and the same will be shared with the successful bidder/s after completion of RFP process.
Online Examination	Computer Based Examination conducted on LAN using a local server and netboot technology.
Solution	The entire business solution covering Hardware, system software, application software, networking, setting and making the systems operational.
Centre	City in which examination is to be conducted.
Venue	Each City may have more than one location for holding the online examination, which is/are called as Venue/s.

2.7 Ownership of this RFP

The content of this RFP is a copyright material of IIBF. No part or material of this RFP document should be published by bidders 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 is as mentioned below covering:

    (a) Operations
    (b) Question paper
    (c) Support
    (d) Security of Examination
    (e) Pre-examination activities
    (f) During Examination activities
    (g) Post Examination activities

The Bidder will also be responsible for providing the services with high element of integrity and confidentiality. The Institute has been maintaining a very high standard in the conduct of its Examination, and the Bidder is expected to provide its services without causing any damage to the reputation of the Institute.

A. Task 1-Operations: IIBF

1. Enrolment/registration for the examination will be done by IIBF using its web portal.
2. The eligible data will be provided to the testing agency.
3. Uploading and rendering of Question paper and verification of candidates' logins of the uploaded papers with the assistance of the Bidder.

B. Task 1–Operations: Bidder

1. A Bidder should own an application software (test engine) to conduct online examinations. The bidder should provide necessary proof to IIBF in this regard. The software shall be certified as "Safe to Host" by any CERT-in empaneled agency. The cost of CERT-in certification will be borne by the Bidder. The certification exercise must be conducted every year and made available to the Institute.
2. The application software (test engine) should have the following features:-
    a. Should support major Indian languages viz, English, Hindi and others (Font as specified by IIBF).
    b. Should be capable of displaying questions bilingually (English and other language).
    c. Should be capable of shuffling questions.
    d. Should be capable of shuffling of options (alternatives).
    e. Should be capable of displaying image files.
    f. Should be possible to display Group Questions (Case Study with questions based on the case).
    g. Should be possible to have different sections with individual timings.
    h. Should be capable of having a rule-based, module wise examination.

    i. Should be capable of exporting and importing the data in excel / notepad based files or as per IIBF's requirements.

    j. Should have the facility to capture the feedback from Candidates and provide summary and give the report.

    k. Should have the option to set parameters while submitting an examination.

    l. Should have the option of generating question papers based on parameters.

    m. Should display the candidate's details, photo and signature on exam screen based on the data provided by the Institute.

    n. Should display virtual simple calculator to enable the candidate to do the calculations and notepad for rough work during exam.

    o. The Questions in each question paper of an examination should be automatically generated in a randomized manner.

    p. Should support Descriptive/Subjective Questions/compulsory portion and provide space for typing the answers to the descriptive questions by the candidates.

3. The Bidder should use a secure VPN for downloading the QP/candidates' data at the venue.

4. The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. Vendors can monitor any centre/s on live CCTV streaming based on the need/sensitvity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area.

5. The Bidder should have an active dashboard to display the examination status of candidates during the examination slots on the examination day/s. The link and login credentials to be provided to IIBF also.

6. The application software should only allow the candidate to appear for examination on pre-determined dates/time and at the venue/centre mentioned on his/her admit letter.

7. The Bidder will allow the candidate to take the examination only after verification of the candidate's identity, admit card and original documents such as valid photo ID card (Aadhaar card/ Employer's card/ PAN Card/ Driving License/ Election voter's card/ Passport etc.).

8. The Bidder should be capable of capturing photo of the candidate at the verification/registration desk of the venue/centre of exam. The captured photo should be matched with the candidate's photo (shared by IIBF) using Artificial Intelligence (AI) before allowing the candidate's entry. The logs of the matched data to be shared with IIBF.

9. At the time of registration at the venue/centre of exam, the system to automatically allot a random seat number (PC) to the candidate (i.e. exam node).

10. The candidate's exam will only open on the seat no. (PC) randomly allotted to him during registration/verification i.e. candidate's exam will not open on any other PC (seat) other than the one allotted to him during registration/verification. The candidate examination will start only at the scheduled date, time and seat no/PC allotted to him.

11. The duration of the examination usually will be for two hours.

12. The timer displaying the remaining time to be shown on the Right Top Corner of the candidate's screen.

13. Exam Software should provide a summary panel providing information on - Questions Attempted, Questions yet to be attempted, Bookmarked Attempted Questions, Bookmarked Unattempted Questions etc.

14. Exam Software should provide Auto-Save functionality, Review & Auto Submit, if exam duration is over OR alternatively if candidate finishes the exam before time, he/she can submit the question paper by clicking the "Submit' button which will be activated only after one hour of his exam duration in case of a 2 hours examination.

15. Every centre/venue should have UPS/generator or any other power back-up arrangement for ensuring continuous conduct of examination without any disruption.

16. Exam Software should provide candidates with Mock test facility before the actual examination.
17. The Bidder should also mention the degree of customization required in the test engine to meet the Institute's requirements.
18. The Bidder should have a secured environment for uploading the question papers and candidate's responses.

C. TASK 2 - QUESTION PAPER

Test engine should have the following features to support the smooth functioning of content upload and the security of uploaded content:

1. Facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English). Question bank (QB) will be created by IIBF and the same will be uploaded (a few days before the exam date) in the test engine of the server kept in IIBF premises with support of an Officer/representative from the testing agency (Bidder). However, the Bidder should have the capability to develop for upload in JSON also for future requirement.
2. Facility to download the uploaded data in XLS for rendering (checking the uploaded data with XLS content used for uploading). Bidder should have the capability to develop for upload in JSON also for future requirement.
3. Rendering: Bidder must provide Microsoft Excel Macro (macro is an action or a set of actions that we use to automate tasks) for comparison of uploaded content with actual content. Macro is used to check that there is no truncation of question text and options (alternatives) during upload, images are not cropped, and html codes (if any) are displayed appropriately. Provision to check the rendering report is to be provided in the application as per Institute requirement.
4. Facility of customized reports to verify the uploaded data summary (like section/module/unit wise marks wise) is required in the application.
5. Test engine should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).
6. It should have the feature of administering the "Question without Answer option" (numeric questions), where candidate will not be provided any options (no choice for answer), candidate has to key in the answer. Description of 'Question without option – numeric' given below:
   a. These questions will not be in the MCQ format i.e. no answer options will be provided.
   b. After every question, a response box will be provided for keying in the answers.
   c. The candidate will have to key-in the response for each such question.
   d. Candidate will be required to only use 'Virtual keyboard' in-built into the system to key in the numbers /sign.
   e. These questions will be numerical in nature. The candidate will be required to key in numbers (0 to 9) along with appropriate prefix. If the answer is negative, it should be preceded by '-' sign.
   f. The '-' sign wherever applicable should precede the number. For example, if the correct answer is -27, in the response box, the candidate has to key in '-' sign first followed by 27, i.e. the answer should be shown as -27.
   g. In case the candidate has to provide the answer in decimals, he/she will have to key in the required number of digits after the decimal (.) sign, as **specified in the question**.

h. Candidate can key-in only numbers, '-' signs or (.) decimal point. No alphabet and other character/s like coma (,) or hyphen (-) will be accepted.

i. After keying-in the response, the candidate will have to save the answer by clicking the "Save" button before moving to the next question. A prompt should be given to save the typed answer. If the candidate does not click on the "Save" button, the response keyed-in by the candidate will not be saved and consequently, the question concerned will be considered "not attempted".

j. Facility of virtual keyboard (English only for numeric operated through 'Mouse' required along with physical keyboard).

7. **Upload process:**

a. A local server (laptop) (with same "Test Engine" software, which will be used for administering the test for candidates) with Question Bank (QB) upload application to be provided by the Bidder to the Institute. This server will be used by Question Bank (QB) team to upload Question Bank files **without internet connection**. which will remain with the Institute.

b. Application should support upload of zip files containing images in .jpeg or .png format and .xls file.

c. Facility to upload files in XLS. Bidder should have the capability to develop for upload in JSON also for future requirement.

d. Zip files to be encrypted with a unique password. In case there are multiple QB files of same Exam subject say English file, Hindi file, file for Visually Impaired (VI) persons of different batches then all files pertaining to a batch should have same unique password. Different batches will have different passwords.

e. Log-in based provision (application interface) to transfer QB files uploaded on the internal server (i.e. standalone server provided by Bidder at IIBF premises) to live servers (Test Engine) of Bidders a day prior to examination.

f. Log-in based provision (application interface) to transfer QB files from main servers at Bidder's end to the servers at all the venues of examination (just 20-30 minutes before examination scheduled time) batchwise.

g. The QB should remain in encrypted form all throughout.

h. Provision to send the decryption password must be through the application interface only.

i. Provision to send the decryption password to all registered Centre supervisors through SMS. This process must be executed immediately once the Institute inputs the password for the batch in the application interface.

j. In all these processes there should be no manual intervention.

k. After receiving the password, Centre supervisors should be able to download QB in encrypted format from Bidder's central server (Test Engine) to Venue's server.

l. QB will be decrypted only on the Candidate's screen once he starts his examination.

m. After the completion of examination i.e. all batches for the day, the 'Decryption Password' will be shared by Institute with the Bidder for necessary processing/checking at Bidder's end.

n. Bidder must ensure that throughout QB life cycle, the QB content should remain in encrypted format only, not in plain text.

8. **Features of Test engine deployed in Institute's premises (on the laptop supplied by bidder)**

   a. Facility for masters creation/subject structure creation before any QP upload.
   b. Facility to upload data including images file in XLS format. Bidder should have the capability to develop for upload in JSON also for future requirement.
   c. Facility to upload all symbols in the test engine.
   d. Facility to map one set of QP to multiple batches of examination.
   e. Facility to map/clone QP of Normal candidates to VI candidates (extra time batch)
   f. Facility to map one set of QP with one exam code and subject code to other exam code and another subject code, for all languages respectively. For e.g. Mapping/cloning of one exam batchwise files to other exam.
   g. Should support all Unicode fonts.
   h. The application should be capable of displaying questions bilingually (English and other languages)
   i. The application should be capable of shuffling of questions and options through parameter.
   j. The necessary parameters should be validated (module wise/unit wise/mark wise questions available/selected during QB upload process only and not thereafter. QB should not get uploaded if parameters are not matched.
   k. Facility to scroll questions and options if questions/options are beyond screen length.
   l. For Question without options (Numeric questions), the correct answer is either absolute value or lies within a predefined range. Facility to support both type of numeric questions during upload.
   m. Virtual keyboard to be enabled for this type of question without options where candidate keys in answer.
   n. The test engine to provide the facility to upload the images of questions or options .
   o. Candidate login: After successful upload of QB, facility to be provided to check the QB/Question Paper (QP) content and format using dummy Candidate login. During candidate login after submission of paper, facility to check question wise answers and marks to validate the correctness of uploaded file. This facility provided during the test candidate login to be disabled after the checking is completed.
   p. The Bidder should certify that all uploaded content is same as per upload file of Institute without any truncation, extra characters or cropping of images and the facility provided for test candidate login is disabled (as mentioned in Sr.No. o) .
   q. Once the exam is completed and all reports are generated and Exam department gives a confirmation of completion of exam cycle, Bidder must provide a facility to QB Admin of Institute's to delete the uploaded QB content. After deletion, Bidder has to provide a Certificate that data is deleted and there are no traces of QB data at the Bidder's site/server etc.
   r. Confidentiality of data to be maintained strictly at all levels.
   s. Data on server to remain in encrypted format only.
   t. Password to decrypt the QB on the day/s of examination should be sent only to registered Centre Supervisors.
   u. API integration (encrypted format) to be done with Authoring Tool (Question Bank software) for transfer to QB files i.e. transfer of files from Authoring tool to Test engine on the laptop provided by the Bidder at the IIBF CO (QB Dept).
   v. Bidder has to depute authorized representatives at IIBF QB Department, for the QB upload process and on all exam days.

D. TASK 3 - SUPPORT

1. The Bidder should have Helpdesk Support to resolve candidate queries in both Hindi and English language as per exam schedules.
2. Adequate no. of representatives from the Bidder should be present at the Institutes' corporate office on the day of the examination for smooth co-ordination of the exam related activities.
3. The Bidder should have a bulk e-mail facility to send e-mails to all eligible candidates before an examination whenever required. The Bidder should also offer bulk SMS facility to send messages as and when required.
4. The Bidder should arrange for trained and qualified staff to conduct the online examinations at each test centre. The Bidder should take care of the technical support and should supervise for the smooth conduct of the examinations. The Bidder should be capable of managing candidates, supervision and vigilance against use of unfair means. Each test venue should have Exam Controller, Invigilators (minimum age to be 21 years), support staff and Security Guards to enable conduct of the examinations in smooth and fair manner.
5. The Bidder should ensure that the exam conducting staff are properly trained in the manner of conducting the examination.
6. The Bidder must arrange for frisking of candidates (female candidates should be frisked by lady staff only) at examination venues by using handheld metal detector as well as by hand.
7. The Bidder must not allow candidates to carry any electronic/smart gadgets, paper (other than admit letter), bag, purse, ornaments, keys etc. inside the exam hall/lab.
8. The Bidder should supervise the exams effectively as per the rules/regulations prescribed by IIBF.
9. The Bidder should remain vigilant throughout the examination sessions against any unfair practices/means used by the candidates.
10. The Bidder should handle the queries of the candidates efficiently.
11. The Bidder should ensure that only verified candidates and authorized personnel are permitted inside the examination hall/lab.
12. The Bidder should ensure that there is no unauthorized access to server/server rooms.
13. The Bidder should request the local police station to depute necessary officials on each of the exam days to prevent any untoward incident and they should be present at each venue/center for smooth conduct of exam.
14. The Bidder should ensure that the time schedule of the examinations is adhered to.
15. The Bidder should securely maintain the software application and the necessary infrastructure for conducting the examinations.
16. The Bidder should prepare and compile the results, and the results (including the response data) should be shared through API and should be authenticated by the Bidder.
17. The Bidder should have a proper mechanism to safeguard the result data of every exam through a comprehensive DSA (Data Sharing Agreement).
18. While sharing the result data, it should be encrypted end-to-end i.e. during the transit and also encrypted during rest at vendor site.
19. The Bidder should submit an undertaking and give a declaration to the Institute that the result data is genuine and not tampered with.
20. The Bidder should ensure that the entire area of the Exam Centre including entry/exit point, server room, labs, registration desk, etc. should have CCTV surveillance i.e. there

should not be any blind spot.

21. The Bidder must ensure that live CCTV streaming is available on the day of the examination for centres/venues as and when required by IIBF.

22. The Bidder should ensure that all the Examination halls will have CCTV surveillance cameras installed in such a way that every activity of the candidates is captured and allows for an unobstructed view of each candidate.

23. The Bidder should ensure real-time centralized monitoring of candidates through live CCTV during the exam based on the need/sensitivity.

24. The Bidder should ensure that the CCTV footage provided after the examination should display the date and time of recording. The CCTV available at the test centres should ensure sufficient clarity for any audit requirements. The recording will be provided in a SSD/Pen Drive on an as is basis within 7 days of completion of the Examination. Each CCTV recording should have Centre Name, Date and Time stamp.

25. The Bidder should ensure that the CCTV cameras record Examination Centre activities from at least 30 minutes before exam start time and time upto at least 30 minutes after the examination end time. The Bidder should ensure that there is proper backup of CCTV footage for at least six months from the date of recording. Only for CCTV live streaming provided to IIBF for the centre/s requested the commercials will be separate.

26. The Bidder must submit the CCTV footage of the incident related the unfair practices along with the other reports.

27. The Bidder should provide MIS / Customized Report to generate the Results.

28. The Bidder should deploy the minimum number of personnel as given below at each venue of examination:

    Test Centre Administrator -   1 (One for each venue)
    IT Manager   - 1 for each 200 candidates
    Invigilators   - 1 per 20 candidates
    Support Staff   - 2 per 50 candidates
    Security Guards   - 2 per 100 candidates
    Electrician   - 1 (One for each venue)
    Peons   - 2 per 100 candidates

Note:
(a) Above staff should be increased proportionately based on candidates allotted to a venue.
(b) All the staff engaged in any capacity to conduct the online examination shall give an undertaking stating that "neither he/she nor his/her relatives are going to appear in any examinations of the Institute".
(c) All the staff engaged in any capacity to conduct the online examination shall give an undertaking stating that they have understood the rules of conduct of the examination and agree to abide by the same.
(d) All the staff engaged in any capacity should be given proper training regarding the "Do's and Don'ts" of the examination.
(e) The Bidder to carry out the due diligence including necessary background checks, police verification of the staff appointed in the conduct of the examination.
(f) At least the IT Manager and the Test Centre Administrator should be employees of the Bidder.
(g) The Bidder should certify after every examination that they have deployed adequate staff/personnel for the examination as per the above-mentioned Point no. 28

D. TASK 4 – SECURITY OF EXAM

1. Exam software system should not have local OS dependency. The desktop/laptop connected in the LAN should be booted (netboot) from the central local server (exam server of the Bidder). Desktop/Laptop should not run any local software in the Hard disk or Static Storage Device (SSD)**.**

2. Exam software system should be able to detect, log and prevent if any candidate utilizes another communication mechanism/ device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, Camera etc.

3. Exam software system should be able to detect any type of intrusion whether Internet, multiple IP, multiple monitors, virtualization, Processor based intrusion, no IP etc.

4. Exam software system should be able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external networks to the exam nodes and the centre server.

5. Exam software system should be able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include the addition of hardware, interference from unauthorized software or service and external network traffic.

6. The Bidder to ensure that strong access controls are maintained before, during and after the exam on the center's server and HO server containing results data.

7. The Bidder to maintain the integrity of the exam software installed on the exam node.

8. The Bidder to map the candidates to the centre/venue, shift and exam node (at the time of registration at the venue). Any changes to the candidate's exam node during exam should be authorized through password and captured accurately.

9. The Bidder to capture and record all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate logs), Firewall/proxy server/IPS /IDS used at the exam centres, and HO centralised server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time)

10. The Bidder sanitizes the exam related data on the exam centre servers (primary, backup and registration), exam nodes and at HO, after the execution of exam.

11. The Bidder should take an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam.

12. The Bidder to ensure candidate photo capture during examination.

13. The Exam software system should be able detect, log and prevent remote access of candidate's computer.

14. There should be encryption of network traffic between candidate node, servers and data centre etc.

15. Security of question paper generation, distribution, candidate response, scores etc. to be maintained at all times.

16. The QP should be encrypted till the start of exam on candidate's machine.

17. The Bidder needs to ensure it employs proven methods and procedures to maintain computer systems, hubs and monitor candidates in test centres to make sure the examination maintains high value with an unparalleled level of security at its testing centres from both the technological and test event perspectives, including workstation drivers that restrict unauthorized data transfer.

18. The software should disable all the special functions of the computer. During the Test, candidate should not copy/ paste/ print/ access devices / switch to any other application of the computer.

19. Auto check in every 30 seconds if any malicious hardware/software is connected/detected. If any such eventuality is detected, the system should suspend the exam and shutdown the computer immediately.
20. The Bidder will ensure that necessary security controls and measures in respect of the equipments/ infrastructure provided to the candidates are properly maintained. It's the Bidders responsibility to maintain integrity and sanctity of the test environment at all centres throughout the examinations.
21. Examination data should be protected with multiple layers of security measures. After the test is completed, all results' data and attendance data should be securely transmitted electronically in encrypted form from exam centres to the Bidder's central server and later from Bidder's central server to the Institute in a secured manner.
22. In other words, exam software should ensure prevention against any type or mode of security breach.
23. There should be a well-defined process on how to respond to, manage and prevent security breaches such as hacking into computers/remote log in during examination. The Bidder should continuously upgrade their Exam Engine to prevent any sort/type of security breach.

3.2 Deliverables

A. Pre-Examination

1. The Bidder shall finalize the Test-Centres and Test Venues based on the centre-wise registration data/expected registration data. For this purpose, the Bidder shall have arrangements with renowned/reputed Institutes/Organizations for conducting online examinations having good quality, high viability, reliable and excellent infrastructure like LAN, nodes, switches, power supply, UPS, DG Sets, redundancy for any single point of failure.
2. The Bidder shall ensure that the venues should also be PWD friendly by having facilities such as operational lifts, slopes/ramps etc. Minimum one venue at each centre should be friendly for differently abled candidates. Arrangement should be in place for physically challenged candidates at ground floor or elevator facility to be extended.
3. After receiving registration data from IIBF regarding centres and number of candidates registered for the exams, the Bidder shall submit admit card data with allocation of venues booked for conduct of examination, batch timings etc. on or before 30 days of start date of exam.
4. The location of examination centres/venues should be easily accessible to the candidates and well connected to public transport. The Examination centres/venues should be centrally located within the city limits and should be geo-tagged.
5. The Examination centres/venues should have basic facilities like drinking water, clean washrooms with proper ventilation etc. Labs/Rooms should have climate conducive arrangements like adequate fans/air coolers/air conditioners/heaters etc. to avoid discomfort to the candidates.
6. The configuration of desktops/laptops proposed to be used for the online examinations should match with the test application requirements. If laptops are used for conducting the examinations, a working mouse should be provided as in the case of desktops.

7. The Bidder should keep atleast 10% buffer stock of computers at each centre as standby/contingency to take care of last-minute computer failures.
8. The Bidder should have a complete power backup facility to ensure that there is uninterrupted power supply during the examination.
9. While providing computers and relevant software with the necessary security systems, the Bidder shall keep in view the requirements of differently abled candidates.
10. Ensure readiness of test centers atleast one day prior to the day of Examination. Ensure that the examination servers & computers are sanitized to meet the Examination requirements. The Bidder should have both physical and logical control of all computers at all centres including third party centers, if any.
11. Ensure that till the end of exam after sanitization activity, the test centers will not to be used for any other activity/exam other than for conducting the Institute examinations.
12. The Bidder should test and certify that the application is functioning at each centre on each node with full load one day before the examination. The Bidder to ensure that mock run done at the centres one/two days prior to the examination is successful for all the exams scheduled at all the centres/venues and have to certify the same to the Institute.
13. The Bidder should certify that adequate arrangements have been made to meet exigencies like power failure, electrical system breakdowns, LAN or switch failing, nodes failing, test-server failing, handling agitated candidates, physical security challenges etc.
14. The Bidder to ensure various levels of all possible checks, tests & trial runs are conducted one/two days before the start of examinations to ensure site readiness for the examinations of the Institute.
15. The Bidder to ensure that any support required in regard to centre/venue is to be provided through the call centre (the support number will be mentioned on the admit letter).
16. The Bidder is responsible for providing adequate space, tables, chairs, and other necessary conveniences for candidates appearing for the examination conducted by the Institute.
17. The Bidder must ensure that the examination centre provided before issuing an admit card is suitable for conduct of exam and should not be changed post confirmation with reasons of unsuitability/non-compatible with software etc. to avoid inconvenience to the candidates.
18. The backup server should be properly configured to ensure the redundancy in case the primary server fails.
19. Gate management:

    a. The Bidder to display the details of the Examination such as Name of Exam, Subject of Exam, Reporting time, Gate closing time, Examination Time at the Entry Gate of the Centre/Venue.
    b. The Bidder to ensure proper security measures at the examination venue including frisking at examination venue. Bidder must arrange for frisking of candidates (lady candidates should be frisked by lady staff only) at examination venues by using handheld metal detector as well as by hand. The Bidder must not allow carrying any electronic gadgets, paper (other than admit letter), bag, purse, keys, or any other belongings by candidates in the exam LAB/Hall.
    c. The Bidder to control the flow and ensure verification of candidates is done at the main entry gate itself, in an orderly manner.

d. Identity of candidates and admit letter should be checked and any electronic gadgets/mobile phones/restricted items should not be allowed inside the examination hall.

e. The Bidder to capture live photo of the candidate/s at the registration/ verification desk at the venue. The captured photo should be matched with the candidate's photo (shared by IIBF) using Artificial Intelligence (AI).

f. To complete the registration process of the candidates before the start of examination and allow the eligible candidates to appear for examination at the Test Centre.

g. The Bidder must ensure that candidates are guided to the Rooms/Labs as per the random seat number assigned during verification/registration.

h. Seating arrangements and signage should be displayed for easily locating the test Room/Lab or Seat.

i. Support staff should help the candidates entering for examinations so that they will occupy the seats quickly and in an orderly manner.

j. The Bidder to ensure announcement is made regarding gate closing.

20. The Bidder must ensure separate seating arrangements for visually impaired candidates, as well as lift access and ramps for Persons with Disabilities (PWD).

21. The Bidder should have screen-reader facility for visually impaired candidates.

22. The candidates appearing with the scribe should be seated separately from the rest of the candidates.

23. The Bidder to ensure that the candidates appearing with Scribe are seated under CCTV surveillance. For PH candidates with Scribes the ratio of invigilator should be 1:5

24. Photo of the Scribe attending with the candidate to be captured and verified.

25. Each candidate's desk must be separated by privacy dividers and the computer stations should be placed in such a manner that the visibility of other computer screens is restricted. The distance between two candidates should be atleast 2 feet.

26. The Bidder must arrange refreshments/transportation to candidates in case the exam is delayed or shifted to another venue/centre for reasons beyond their control.

B. During Examination

27. Authenticity and identification of the candidates should be carried out as per the guidelines of IIBF before start of an examination. To do the Physical verification of candidates checking the candidates' photo, signature in admit card and also the identity card produced by the candidate, cross checking of details with that of the data provided by the Institute.

28. The attendance sheet should have the membership number, name, registered photo, signature, DOB of the candidate. The Bidder should ensure that the attendance sheet is signed by all the candidates appearing for the examination and that the candidate is matched with registered photo (shared by IIBF) during the exam.

29. The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.

30. The Bidder should announce the Exam instructions/information to the candidates appearing for the test at the exam Lab/Hall including return of rough paper, not writing on the admit

letter, no bio break to be taken without permission of the Incharge, signing the attendance sheet again after taking bio break etc.

31. All the eligible and authorized candidates should be allocated with working computer and mouse.

32. The test should be conducted as per the scheduled date and time at each test centre/venue.

33. The Bidder should ensure that the candidate's question paper opens only on the seat number allotted to the candidate. In case of any issue with the computer allocated to the candidate, the change in seat should be authorized by the HO with authentication/one time password shared by HO. Necessary authorization document to be maintained and submitted to IIBF after the exam.

34. Candidate's responses to a question paper should be sent back to the central host-end server from the server of a test centre/venue at the end of every session.

35. The test engine software should have the capability to save each response to a question from a candidate (click by click to be recorded). The test engine should also record the time-based log on to the server for every candidate with his/her IP address.

36. The test engine should display the remaining time of the exam to each candidate.

37. In case the examination of any candidate is disrupted due to any technical issue/power failure the examination should resume from where the exam had stopped i.e. remaining time to be available and questions answered to be saved.

38. There should be a backup server to take back up from the main server at test centre/venue at defined intervals.

39. The Bidder should generate a score based on answer keys uploaded by IIBF.

40. Scores should be displayed to the candidates once they finally submit the question paper.

41. The Bidder should forward the scores to the candidates by e-mails within 24 hours of an examination held.

42. The Bidder to provide blank paper (rough) sheet/s for rough work, if requested by candidate and ensure that they are collected back before the candidate leaves the venue. Details of the candidate's name, registration/membership number should be mentioned in the rough sheet before it is given to the candidate. A proper log of rough sheet should be maintained to determine, to whom the sheets were given and to ensure that the rough sheet was returned back by the candidates after the examination before leaving the LAB/venue.

43. The Bidder to provide a notepad facility for rough work in built in the test engine.

44. Bidder to ensure that all staff involved in the conduct of the examination including invigilators are present at the venue atleast one hour before the candidate's reporting time for the examination. i.e. readiness for the start of the exam to be done well before the reporting time of the candidates.

45. The Exam Controller must ensure that all invigilators should not carry mobile phones/electronic gadgets, before entering the examination room/LAB.

46. The Exam Controller must ensure that all the invigilators are continuously taking rounds thereby preventing the candidates from resorting to unfair means.

47. The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. Bidders can monitor any centre/s on live CCTV streaming

based on the need/sensitivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area.

48. The Bidder should have real-time dashboard facility for monitoring and supervision of Test Centre activities (Centre level/ Candidate's level) to view the activity of candidates taking the examination at each centre/session. The login credentials should be provided to the Institute to access the dashboard.

49. The Bidder should have a SOP in place for handling exceptional cases at the venue. Each exception should be authorized by monitoring team at the Central Office of the vendor and authenticated through passwords generated on real-time basis.

50. Bidder to have the online form for filling the unfair reports in the formats provided by IIBF with dropdown giving the reasons of unfair means adopted by examinees. The unfair reports should be duly signed by the candidate, Test administrator, Invigilators and the Bank observors/IIBF representative present at the venue. Documentary evidence to be submitted to IIBF after each subject examination.

51. The Bidder must ensure that Exam controllers, Invigilators, and other support staff receive adequate training about the Do's and Dont's before the examination to ensure that the examination is conducted as per the rules and regulations.

52. The Bidder shall be responsible for training suitable personnel who would be authorized to conduct/supervise the online examination at the centres.

53. The Bidder shall be bound by the acts of commission and omission by its personnel appointed to conduct/supervise the exam and also other employees authorized as its supervisors for the online examination notwithstanding the fact that such personnel/supervisors may or may not be on the pay rolls of the Bidder.

C. Post Examination

The Bidder :

54. Should provide the provisional score card link to be hosted on the Institute's website within 4 days of the completion of the subject examination.

55. Should provide data of candidates who attended examinations as per the requirements of IIBF. Soft copy of Attendance details of candidates registered for exams subject wise in Excel format/ any other required format to be provided to the Institute.

56. Should provide data containing the scores of candidates.

57. Should provide data containing responses of candidates to questions attempted.

58. Should report any untoward incident in case they arise.

59. Proper logs/data/reports/CCTV etc. should be made available to the Institute to enable it to reply to queries of candidates, if any.

60. Centre-wise and session-wise attendance reports of candidates should be generated and forwarded to the Institute.

61. Should provide the response analysis of the candidates in excel or any other format as required.

62. Should provide complete candidates' response data of the examination to the Institute after the examination.

63. Should provide audit trail reports in PDF & excel and CCTV recordings to the Institute as and when required.

64. Report on Malpractices (should be filled out electronically and duly signed by the required signatories mentioned in the form) with necessary evidence, reports and CCTV recordings.

65. Entire data backup of examinations should be preserved by the Bidder for 3 years from the date of examinations.

66. To carry out other works related to post processing of responses and other confidential data.

67. Should provide the necessary data as required by the Institute to deal with Court Cases.

68. Must be able to provide reports regarding the activity of the candidates in the formats required by the Institute.

69. To upload the candidates' score data directly to the Institute's server through API.

70. To upload the candidates' attendance data directly to the Institute's server through API.

71. Must provide all necessary information related to the examination to the Institute.

72. Should provide the required reports in the formats shared by the Institute.

73. Is required to submit immediately after each exam a candidate-wise response report, showing the questions, correct answers, and the options selected by each candidate.

74. Must also provide reports such as "answering pattern analysis" reports, unusual answering pattern reports, Result analysis, audit trail reports both pdf and excel, and any other reports required for result analysis, within the time frame specified by the Institute.

75. Shall prepare and provide IIBF with Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

Note : Items in the list(s) under "Scope of Work" in Section 3 is not exhaustive and may undergo minor changes and few more may get added up depending on the real time requirements during the contract period.

3.3 Expected Volumes

The number of candidates may vary from centre to centre and venue to venue. The peak number of candidates appearing for examinations in a day could be around 50,000 - 1,00,000 spread across the country.

3.4 Tenure of the Contract

The contract shall be for a period of 5 years. However, the contract will be reviewed after 3 years. Based on the satisfactory performance, the contract shall be continued for the remaining 2 years. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years. Further, the Institute reserves the right to extend the contract for a period of two more years in case it decides to do so after completion of 5 years on the same terms & conditions or with certain changes as required at the material time. The commercial quote will be reviewed on mutually agreed terms and not exceeding 10% of the current rate.

3.5 Single Point of Contact

1. The selected Bidder shall appoint a single point of contact with whom IIBF shall deal with for any activity pertaining to the requirements of this RFP till the conclusion of the bidding process.

2. After signing the contract, the Bidder shall provide a single point of contact with whom IIBF shall 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 necessary services 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:

Sr. No.	Minimum Eligibility Criteria	Supporting Document/s
a.	The Bidder should be a company registered under Indian Companies Act.	Articles of Association and Memorandum of Association along with the Certificate of Incorporation.
b.	The Bidder should have a minimum annual turnover **of Rs.50 crore** in each of the last 3 financial years i.e. 2022-23, 2023-24, 2024-25.	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 financial years.
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.	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
d.	The bidding agency should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2022-23, 2023-24, 2024-25.	Documentary proof to be submitted
e.	The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified. The data centre of the Bidder should be a Tier - III and above.	Documentary proof to be submitted

f.	The bidder must have the following quality, security and product related certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001.	Documentary proof to be submitted
g.	The Bidder should be an owner of the test engine for conducting online examinations throughout the contract period.	Documentary proof to be submitted.
h.	During the last 3 years, the Bidder should have successfully conducted 3 examinations in a year of which (i) At least one online examination across India covering atleast 50 cities preferably more than 100 cities (locations) and; (ii) A minimum of 15,000 candidates in a single session in a day for at least one reputed organization.	Documentary proof - PO to be submitted and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
i	The Bidder should have experience of conducting at least one Computer Based test for Govt., PSU department for 50,000 candidates scheduled in a single shift/session at Pan India level (at least 10 or more states) preferably.	Documentary proof - PO to be submitted and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
j.	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently.	Certified by the Company Secretary/CFO of the Company.

The Institute's decision in this regard shall be final and binding on the bidder.

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 the disqualification of the Bidder.

4.4 Conflict of Interest:

Any bidder who is in a similar business as that of IIBF in the areas of education, training and certification, will not be considered and no correspondence or queries shall be entertained from such bidder. The Institute's decision in this regard shall be final and binding on the bidder.

Section 5 – Instruction to Bidders

A. The Bidding Document

5.1 RFP

1. RFP shall mean Request for Proposal.

2. Bid, Tender and RFP are interchangeably used to mean the same.

3. The Bidder is expected to examine all instructions, forms, terms & 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 information/notification 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

1. 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.

2. 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 Pre-Bid Meeting

1. IIBF will organize a pre-bid meeting as per the schedule given in Section 1 at its corporate office. The purpose of this meeting will be to clarify doubts, issues and respond to any questions which should be submitted in writing as per the Time Schedule mentioned in Section 1. Responses to all the clarifications, doubts, queries received will be posted on IIBF's website.

2. Prospective Bidders may attend the pre-bid meeting at the address mentioned in Section1. IIBF requests that not more than 2 representatives from each prospective bidder should attend the pre-bid meeting.

3. Those prospective Bidders who choose to attend the pre-bid meeting are requested to carry

with them either an authority letter from their company on their letter head or produce any other identification as proof like visiting/company ID cards of the representing companies who have procured the RFP.

5.6   Amendments to Bidding Documents

1. 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.

2. Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted on IIBF's website, and 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.

3. 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.

4. 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

Prices offered shall **not** include taxes and fees whatsoever. However, taxes 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 the format given 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 the 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 shall remain valid for a period of 180 days from the date of conclusion of 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

The bids shall be evaluated on techno-commercial evaluation method. The evaluation criteria for technical and commercial bids are given in Section 7.

A. The bidder should submit technical bids in a sealed envelope marked as *"Request for Proposal (RFP) for selection of Bidder to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre-based mode Across India – Technical Information only"*

B. The bidders should submit commercial bids in a separate sealed envelope marked as *"Request for Proposal (RFP) for Selection of Bidder to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre-based mode Across India – Commercial Bid"*

C. Both the Bids should be sealed and put into an envelope marked as '*Request for Proposal (RFP) for Selection of Bidder to conduct Online Examinations i.e. Computer Based Test (CBT) of the Institute in centre-based mode Across India'*

D. 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. Bidder's Letter for EMD/Bid Security – Annexure E1.
    OR
    Bid Security Money in the form of Bank Guarantee – Annexure E2.
2. Bidder's Information – Annexure E3.
3. Declaration regarding application – 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 clean 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 balance sheet and profit and loss statements.

17. Soft copy of the Technical Bid in a pendrive

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 Section 1.

B. The Bids 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

All prices should be expressed in Indian Rupees only.

5.19 Bid Language

The Bid should be in English Language.

5.20 Rejection of Bid

The Bid is liable to be rejected

A. If the document doesn't bear the signature of an authorized person and seal of the company.

B. If the bid is received in any other mode other than in sealed cover mentioned above.

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.

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 the 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 distribute the work by allocating up to 40% of the work to vendor who turns out to be L2 provided he matches the L1 price. In case L2 does not agree to match the L1 price, IIBF reserves the right to extend the offer to L3 to match the price of L1 and allocate the work up to 40%.

D. 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 commercial bid evaluation 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) 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. 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.

B. 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.

C. Only those Bids that meet the eligibility criteria will qualify for the technical evaluation.

D. The Bidders have to score a minimum of 60% 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 bids received 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 an 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.   The top three Bidders qualifying in the technical round with a minimum of 70% score will only be considered eligible for participating in commercial bid, 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 disqualified in the technical round.

Technical Bids Evaluation:

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

Points will be awarded on the following basis as against the required technical, features / Functionalities
1) Feature available   - 1.00 Marks
2) Customisation in 10 days   - 0.50 Marks
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 Examinations   - 10 marks
(Proportionate marks out of 5 for centres,
Proportionate marks out of 5 for coverage of candidates
- Refer Annexure – 'CTR' for total no.of centres
and expected no. of candidates)
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

Sr. No.	Description	Marks
1	Functional / Features (Annexure-I)	40
2	Presentation/Walkthrough/Demo	25
3	Capacity to conduct Examinations per session /Hardware and Bandwidth required at candidate's end	10
4	Past Experience, Support/Reference	25
	Total Score	**100**

7.4 Technical Evaluation:

The bidders will be rated based on technical score in the technical round. The technical scores will be converted into technical weightage for a maximum of 70% and will be awarded to a bidder who scores highest points in technical round. The other vendors will be awarded the points proportionately in percentile basis.

For example:

Suppose in response to the RFP, 3 bids are received from Bidder A, Bidder B and Bidder C then their scores will be calculated as under:

Assume, the bidders obtain the points as given below, based on the technical scoring matrix:

Bidder A gets say 65 points,

Bidder B gets say 70 points

and Bidder C gets say 90 points

As technical points are given 70% of weightage, the technical scores of each bidder are calculated as under:(arriving points proportionately with the highest points divided by points obtained by a bidder and multiplied by the technical weightage i.e., 70) (rounded to the nearest decimal)

$$\text{The technical score of Bidder C will be} = \frac{\text{Points awarded to Bidder C (90)}}{\text{Points awarded to Bidder C (90)}} \times 70 = 70$$

$$\text{The technical score of Bidder A will be} = \frac{\text{Points awarded to Bidder A (65)}}{\text{Points awarded to Bidder C (90)}} \times 70 = 51$$

$$\text{The technical score of Bidder B will be} = \frac{\text{Points awarded to Bidder B (70)}}{\text{Points awarded to Bidder C (90)}} \times 70 = 54$$

Note:

- **Bidders who score 60% or above points/marks (will be rounded to nearest integer) in technical round will only <u>be considered as qualified and will be eligible for commercial evaluation.</u>**

- **Bidders who obtain less than 60% points/marks in the technical round shall be disqualified and not be considered for the next process of bidding.**

- **<u>The commercial bids received from the bidders who qualify in the technical round will be opened in the presence of all qualified bidders as per RFP schedule.</u>**

- **<u>No further discussions/interactions will be entertained with a bidder/s who gets disqualified/rejected in the technical round</u>**

- **<u>The bidder/s who gets disqualified in the technical round will be intimated accordingly and their EMD and unopened commercial bids will be returned to them.</u>**

7.5 Submission of Commercial bids:

All the bidders shall submit commercial bids in separate sealed envelopes for the purpose. The commercials should be offered in the below given template.

Sr. No.	Rate per candidate for 2 hours session

Note: Taxes will be extra.

7.6 Commercial Evaluation:

The commercial bids of all the bidders who qualified in the technical round will only be opened.

A commercial bid which carries the lowest cost will be given full weightage of 30 points and other bids are rated inversely proportional to their prices.

As commercial bids are given a 30% of weightage, the commercial score of each bidder is calculated as under: (arriving points inversely proportional with the lowest price divided by price offer by a bidder and multiplied by the commercial weightage i.e., 30) (rounded to the nearest decimal)

For example:

Suppose the prices quoted by the qualified bidders are as under:

Price quoted by bidder 'A' is = Rs.120/-
Price quoted by bidder 'B' is = Rs.100/-
Price quoted by bidder 'C' is = Rs.110/-

In this case, bidder 'B' will get full '30' marks as it is the lowest among others.

$$\text{The commercial score of bidder 'A' will be} = \frac{\text{Bidder B's price (100)}}{\text{Bidder A's price (120)}} \times 30 = 25$$

$$\text{The commercial score of bidder 'C' will be} = \frac{\text{Bidder B's price (100)}}{\text{Bidder C's price (110)}} \times 30 = 27$$

7.7 Techno Commercial Evaluation:

The weightages of technical and commercials will be added together to arrive at the total weightage out of hundred marks for each bidder. The bidder who secures the highest combined weightage will be ranked as H1, second highest as H2 and third highest as H3.

For Example:

From the above examples, three bidders with combined Technical and Commercial evaluations score would be ranked as under:

Bidder A = 51 + 25 = 76 = H3
Bidder B = 54 + 30 = 84 = H2
Bidder C = 70 + 27 = 97 = H1

Please note that in the event two or more bidders get exactly the same final score, the bidder with the higher technical score will be awarded higher ranking.

7.8. Successfully Evaluated Bidder/s

IIBF intends to distribute the work between two vendors, hence the following steps will be followed.

Step 1: The first eligible bidder for award of contract will be H1.

IIBF will then extend the option to the next higher eligible bidder i.e. H2, H3 and so on to accept the terms & conditions finalized between IIBF and the "H1" vendor.

Step 2: If H2 agrees to the terms & conditions of IIBF and accepts the offer the following steps will be followed:

Step2 (a) If the commercials of H1 are higher than the commercials of H2, H1 should match the price of H2, and both the bidders will be awarded the contract in the ratio of 60:40 respectively H1: 60 and H2 : 40

Step2 (b) If the commercial of H2 is more than H1, H2 should match the price of H1, and both the bidders will be awarded the contract in the ratio of 60:40 respectively i.e. H1: 60 and H2:40

Step 2 (c): If H1 does not agree to match the price of H2, H1 will not be considered for award of contract at all, and remaining bidders will be re-ranked by increasing their initial ranking by 1 i.e. Now H2 will become H1, H3 will become H2 and so on, and the process will again be followed starting from Step1.

Step 3: In case H2 refuses to agree to match the price of H1, IIBF may proceed to go on to next vendor i.e. H3. In case none of the other vendors who have qualified for the techno-commercial round agree to match the price of H1, IIBF will take a decision to award the contract to H1 or entirely scrap the RFP process. IIBF's decision in this regard will be final and binding on all bidders.

Note: Selected Service Provider/s has/have to conform to all the existing process of conducting Online examination followed by IIBF, including QP upload, Data formats, mock, templates and result formats.

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 30 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 successful bidder/s shall furnish the Performance guarantee of 10% of TCO. The TCO shall be calculated based on the total number of Examinations billing count (every 2 hour session is taken as one Exam) conducted during last financial year along with the new Rates determined, in the form of Performance Bank Guarantee issued by any Commercial Bank in India. The bank guarantee should be valid for a period of 5-1/2 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 Completion of the Task

The total number of candidates appearing for an examination at each Centre/Venue will be communicated by IIBF to the Bidder, before the examination. There could be a few additions/deletions of candidates just before the examinations. The number of additional candidates shall be conveyed to the Bidder separately by the Institute. An examination shall be deemed to have been completed only when the Bidder completes the examination successfully at all Centres and Venues. The Bidder should ensure that all the candidates present at all the centres/venues should be able to take the examination in a smooth & fair manner without any issues or test failures.

In case of failure of a test at any venue, wherein even if one candidate is unable to appear for the test, besides the penalties that would be applicable, the Bidder shall conduct the re-examination successfully within the next 30 days and only thereafter shall the invoice for payment for the entire examination be considered.

In case if an examination gets postponed or re-scheduled due to any reason, the same should be conducted without any extra charges.

8.5 Payment Terms

1. 100% of the examination charges shall be paid after 30 days from 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 Centres / venues that have been allotted.
3. Each Bill shall be accompanied with work completion certificates indicating the satisfactory levels, jointly signed (by the representative of IIBF and the representative of Bidder) which 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.

8.8 Penalty for default in delivery:

A. The Bidder 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 Bidder will be liable for penalties as shown below.

Sr. No.	Type of problems/ errors due to which the examination becomes unsuccessful	Penalties
1	If Question Paper gets leaked and/or Security breach of the examination system (unauthorised access to the node during examination).	Rs.1 crore along with the expense of re-examination to be incurred thereafter, will be recovered from Bidder, 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.1 crore and re-conduct of examination by the Bidder at no extra cost to IIBF
4	Serving Wrong QP to candidates.	Rs.5,000/- per Candidate
5	Not able to serve QP to candidates for any reasons.	Rs.1000/- per candidate and re-conduct of examination by the Bidder at no extra cost to IIBF.
6	Delay in conduct of examination for more than 30 minutes.	Rs.1000/- 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. 200/- per candidate and re-conduct of examination by the Bidder at no extra cost to IIBF.
8	Delay in giving venue details for an examination, as per the agreed schedule between IIBF and Bidder for each schedule of examination.	Rs.30,000 per venue.

9	Change in venue after giving the venue details to IIBF.	Rs.200/- per candidate and Bidder to generate/email revised admit letter to candidates, SMS the candidate and make telephone calls.
10	Unfair practices overlooked by the invigilators during the examinations	Rs.5000/- per candidate.
11	Not be able to provide CCTV footage of any venue of a particular exam day, mismanagement or mishandling of exam materials (e.g. attendance records etc.)	Rs.50,000/- per venue
12	In case of improper infrastructure of venues, lack of basic facilities such as ramp/lift for differently abled, drinking water, cleanliness of washrooms etc	10,000/- per venue per day
13	Unsatisfactory/unacceptable quality of services: The Bidder does not provide the required number of invigilators, technical personnel and security guards; sufficient power backup; in exam centres as well as other facilities	Rs.200 per candidate

A. In case the Bidder is not in a position to conduct re-examination within 30 days of scheduled date of examination, a penalty @Rs.5000/- per candidate will be imposed.
B. Total combined penalty for Sr.no.1 to 14 will not exceed Rs.2 crores in one exam cycle. This clause excludes Sr.no.1 and 3.

8.9 Duration of contract

The contract will remain in force for a period of 5 years. IIBF reserves the right to review the contract after 3 years. Depending on satisfactory performance by the successful bidder the contract will be continued. However, all the terms and conditions will remain the same for the extended period of contract. Further, the Institute reserves the right to extend the contract for a period of two more years in case it decides to do so after completion of 5 years on the same terms & conditions or with certain changes as required at the material time.

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 agreements 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 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 Bidder 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 Bidder under the contract is terminated and the date upon which such termination become effective. Payment shall be made up to the date of termination.

For Insolvency

IIBF may at any time terminate the contract by giving written notice to the Bidder, if the

Bidder closes its office in India or becomes bankrupt or insolvent. In this event, termination will be without compensation to the Bidder, 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 Bidder repeatedly fails to deliver in accordance with the scope of work given in the Contract.

Termination by either party

Either Party may terminate the agreement by giving a written notice of 180 days to the other party on the following circumstances:
(i) If the other party commits a breach of the agreement, and fails to rectify the same within 30 days from the date of the written notice from the other party;
(ii) If the other party fails to perform any other obligation(s) under the Agreement;
(iii) If any Receiver/Liquidator is appointed in connection with the business of the other party and the other party transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of the party
(iv) If the other party applies to the Court or passes a resolution for voluntary winding up of the party or any other creditor / person files a petition for winding up or dissolution of the other party.

8.16   Effect of termination

In the event of termination or expiry of this Agreement,
(A) IIBF shall (i) forthwith cease to access and/ or use any of Service Provider Application Systems and Services Environment; (ii) return to Service Provider any of Service Provider confidential and proprietary information and material in its possession; and
(B) Service Provider shall (i) return to IIBF all confidential and proprietary information of IIBF ; (ii) if a third party software license is obtained specifically for the IIBF under this Agreement and allows IIBF to use such software after termination of this Agreement (as specifically identified in Schedule), then Service Provider shall transfer such third party software to IIBF on an 'AS IS' basis.

8.17 Force Majeure

a. Notwithstanding the provisions of the RFP, the successful Bidder or IIBF shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of as event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving IIBF or Bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

i.   If force majeure situation arises, the Bidder shall promptly notify IIBF in writing of such condition and cause thereof. Unless otherwise directed by IIBF in writing, the Bidder shall continue to perform its obligations under contract as far as possible.

8.18 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.

i.   If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder/Bidder turns out to be incorrect and/or conceals or suppresses material information.

ii. In case of order cancellation, any payments made by IIBF to the Bidder would necessarily have to be returned to IIBF with interest @15% per annum from the date of each such payment. Further the Bidder 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 Bidder. This is after repaying the original amount paid.

8.19   Resolution of Disputes

All disputes or differences between IIBF and the Bidder 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 Bidder 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 Bidder 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 Bidder 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 Bidder. The third Arbitrator shall be chosen by mutual discussion between IIBF and the Bidder.

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.

4. Appointed by such party or on its behalf shall be borne by each party itself; and

5. 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.

8.20   Applicable Law

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

8.21   Addresses for Notices

Following shall be address of IIBF and Bidder:

IIBF address for notice purpose:

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

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

Section 9 – Technical & Functional Requirements

	A.	The functional requirement for Task 1 – OPERATIONS	Type of Requirement
Owned Software	1	The application software/test engine for conducting online examination should be owned by the Bidder installed at secured data centre in India.	Mandatory
	2	The application software for conducting the online examinations should be certified as "Safe to Host" by any CERT-in empanelled agency.	Mandatory
	3	The bidder should be capable of conducting and handling online examinations for up to 70,000-1,00,000 candidates (with maximum of 3 sessions with 2 hours' duration each and a gap of 45 minutes between two sessions) on any single day across all centres in India.	Mandatory
Space	1	The Bidder should have the past experience of having conducted online Examinations at least in 50 Cities and preferably 100 cities and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations	Mandatory
	2	The Bidder shall agree that, if selected, they shall make arrangements with recognized/reputed Institutes/Organizations as soon as an intimation is received from IIBF regarding Centres / Locations / Venues, not later than one month from the date of receipt of such intimation.	Mandatory
	3	The Service Provider should finalize the Test Centres and forward the details to this effect to IIBF, 30 days before the commencement date of examination.	Mandatory
	4	The location of examination centre should be easily accessible to the candidates, well connected by public transport and as far as possible within city limits.	Mandatory
	5	The Examination centres/venues should have basic facilities like drinking water, clean washrooms with proper ventilation etc. Labs/Rooms should have climate conducive arrangements like adequate fans/air coolers/air conditioners/heaters etc. to avoid discomfort to the candidates.	Mandatory
	6	Prior to commencement of online examination, the Service Provider should submit detailed agreement with the Institutions/organizations where the online examinations are proposed to be conducted..	
	7	The agreement should spell out the timings of the test centre. It should list out clearly the facilities available and not available at the testing centre/venue including the security arrangements that will be available during examination.	
	8	At least one day before the date of the online examination, the Bidder should test and certify that the exam application(test) is functioning at Each Centre.	Mandatory

	9	The Bidder should keep in mind the requirements of the differently abled/visually impaired candidates while selecting test centres.	Mandatory
	10	The Bidder should have screen-reader facility for visually impaired candidates.	
Computers	1	The Bidder should have arrangements for installing desktops/laptops at each centre with a LAN/WAN facility with secure network.	Mandatory
	2	The desktops/laptops with mouse that are proposed to be used for each examination should be in line with the requirements.	Mandatory
	3	The Bidder should keep a buffer stock of at least 10% of computers at each Centre as standby.	Mandatory
	4	While providing computers and relevant software with the necessary security systems, the Bidder should keep in mind the requirements of differently abled candidates.	Mandatory
Power Backup	1	Each Centre should have complete power backup facility to take care of the examinations for the entire/all the sessions.	Mandatory

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.	Mandatory
	2	The application should have the facility to create the profiles of new candidates.	Mandatory
	3	The application should have the facility to display candidates' details, photograph, and signatures on the exam screen based on the data provided by IIBF.	Mandatory
	4	The application should be capable of displaying questions bilingually (English and other languages)	Mandatory
	5	The application should display virtual simple calculator for candidates to do the calculations and notepad for rough work during exam.	Mandatory
	6	The application should be capable of displaying Group/ Case study with questions based on Case.	Mandatory
	7	The application should also be capable of exporting and importing the QB data in excel / notepad-based files or files as per IIBF's requirements.	Mandatory
	8	The application should have the option of generating question papers based on parameters.	Mandatory
	9	The application should have facility to download the uploaded data in XLS for rendering (checking the uploaded data with XLS content used for uploading).	Mandatory
	10	The application should have a facility for customized report like data summary.	Mandatory
	11	The application (Test engine) should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).	Mandatory

	12	The application should have the feature of administering the "Question without Answer option" (only numeric questions), where there will not be any options (no choice for answer), a response box will be provided for keying in the answers with "-" sign and also decimals.	Mandatory
	13	The application should have facility of virtual keyboard (English only) required along with physical keyboard.	Mandatory
	14	The application should have the facility to notify details to candidates via email/sms.	Mandatory
	15	The application should support Multiple choice questions.	Mandatory
	16	The application should support True/False choice questions.	
	17	The application should support Yes/No choice questions.	
	18	The application should be capable of displaying major maths formulae.	Mandatory
	19	The application should have facility to upload charts/graphs/pictures/HTML and display image files.	Mandatory
	20	The application should have Facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English).	Mandatory
	21	The application should be capable of shuffling of questions.	Mandatory
	22	The application should be capable of shuffling of options (alternatives).	Mandatory
	23	The application should have provision of individual timings for different sections.	
	24	The application should have a facility for capturing candidate feedback.	Mandatory
	25	The application should be able to set parameters for submission of exam.	Mandatory
	26	The Bidder should have a real-time Dashboard to view the number of candidates taking the examination on the day. Necessary URL and login credentials to be provided to the Institute to access the dashboard.	Mandatory
	27	Along with MCQ pattern the software should be able to display "Question without Answer option", where candidate will not be provided any options (no choice for answer), candidate has to write/type the answer (for details refer scope of work). The evaluation of such questions will be done by system.	Mandatory
	28	The application should be capable of supporting randomization of test items for additional security.	Mandatory
	29	The application should support upload of zip files containing images in .jpeg or .png format and .xls file.	Mandatory
	30	There should be login-based provision (application interface) to transfer QB files to live servers (Test Engine) of vendors a day prior to examination.	Mandatory
	31	There should be login-based provision to transfer QB files to	Mandatory

		servers at all venues of examination (just 20-30 minutes before examination schedule time).	
	32	There should be a provision to send the decryption password through the application interface only.	Mandatory
	33	There should be provision to send the decryption password to all registered Centre supervisors through SMS. This process has to be executed immediately once Institute shares password for the batch.	Mandatory
	34	The QB should be decrypted only on the Candidate's screen once he starts his examination.	Mandatory
	35	The candidate's exam will only open on the PC allotted to him/her during registration and the exam will start only on the scheduled date and time.	Mandatory
	36	The question paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically with randomization	Mandatory
	37	The application software/test engine 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.	Mandatory
	38	The application software/ test engine should display the remaining time of the session to each candidate.	Mandatory
	39	The application software/test engine should be able to conduct exam in a secured manner.	Mandatory
	40	The Question Paper will be MCQs and/or Case based questions i.e. Case followed by questions based on the case.	Mandatory
	41	The summary panel should display information of questions attempted, unattempted, attempted & bookmarked, unattempted & bookmarked etc.	Mandatory
	42	General features like serving the paper in full or question by question, randomising question/options, shuffling questions within Question paper/module/section wise evaluation, negative marking etc. should be part of the test engine.	Mandatory
	43	The data exchange between the Institute and the agency will be as per the format required by the IIBF.	Mandatory
	44	The software should be capable of evaluating the answers based on answer keys provided by IIBF.	Mandatory
Software requirements	1	The workstations at each centre/venue should be "locked down". No candidate should have access to the local file system or the internet during examination delivery.	Mandatory
	2	Examination platform should be able to support LAN based delivery.	Mandatory

	3	The testing engine should be capable of randomization & shuffling of questions and options for additional security.	Mandatory
	4	The Bidder 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.	Mandatory
	6	Minimum 256 bit SSL encryption should be applied to the data that is transmitted over the internet.	Mandatory
	7	The data should be backed up on tape and should be encrypted and stored offsite securely.	
	8	The Bidder should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in this bid.	Mandatory
	9	There should be a facility for a mock test to the candidates.	Mandatory
	10	There should be complete 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.	Mandatory
	11	The QP/examination files should be delivered to the testing locations from a central hub prior to the examination.	Mandatory
	12	There should be a test delivery software/tool.	Mandatory
	13	The data should be kept and transmitted in encrypted form to ensure no leakage of test items.	Mandatory
	14	The candidates' data/question paper should be downloaded at the centres just before the start of examination using a VPN.	Mandatory
	15	The system should provide automated scoring as per rules defined and agreed with IIBF.	Mandatory
	16	There should be a web-based comprehensive incident management system to track any exigencies reported.	
	17	The system should include priority levels which should be assigned to each incident to enable appropriate time-bound responses.	
	18	The system should be capable of validating candidates as per guidelines given by IIBF.	Mandatory
	19	The Exam Software system should support witho/Subjective Questions/compulsory portion and provide space for typing the answers to descriptive questions by the candidates.	
	20	The Exam software system should not have local OS dependency. The desktop/laptop connected in the LAN should be booted (netboot) from the central local server (exam server of the Bidder).Desktop/Laptop should not run any local software in the Hard disk or Static Storage Device(SSD).	Mandatory
	21	The Exam software system should be able detect, log and prevent any mechanism/ device (external or internal	Mandatory

		hardware in node) for cheating. The mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, Camera etc.	
	22	The Exam software system should be able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.	Mandatory
	23	The Exam Software system should be detect any type of instrusion whether Internet, multiple IP, multiple monitor, virtualization, Processor based intrusion etc. Auto check in every 30 seconds if any malicious hardware/software is connected/detected. If any such eventuality detected the system should suspend the exam and shutdown the computer immediately.	Mandatory
	24	There should be a well-defined process on how to respond to, manage and prevent security breaches such as hacking into computers/remote log in during examination. The Bidder should continuously upgrade their Exam Engine to prevent any sort/type of security breach.	Mandatory
	25	The Bidder should be capable of capturing photo of the candidate at the verification/registration desk of the venue/centre of exam. The captured photo should be matched with the candidate's photo (shared by IIBF) using AI.	Mandatory
	26	The Bidder should be capable of capturing photo of the scribe and verifying the same.	
	27	The Bidder should be capable of alloting a random seat number to each candidate after registration/verification at the venue/centre of exam.	Mandatory
	28	The candidate's exam will only open on the seat no. (PC) randomly allotted to him during registration/verification i.e. candidate's exam will not open on any other PC (seat) other than the one allotted to him during registration/verification.	Mandatory
	29	The Exam Software should provide Auto-Save functionality, Review & Auto Submit if exam duration is over OR alternatively if examinee finishes the exam before time, he can submit the question paper by pressing the "Submit' button after one hour of his exam duration in case of a 2 hour examination.	Mandatory
	30	Bidder should maintain the software application and the necessary infrastructure for conducting the examinations.	Mandatory
	31	The Exam Software should be capable of regenerating the questions and answers of candidates.	Mandatory
	32	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

	33	During examinations, the software should have the capability of taking backup on the backup server from the main server at defined intervals.	Mandatory
	34	The software should be capable of evaluating the answers and generate scorecard based on answer keys provided by IIBF.	Mandatory
	35	There should be provision to generate the score card and give print out of the same to the candidate at the Test Centre. Also, the score card to be saved for future reference.	
During examinatio n	1	The Bidder should allocate computers randomly (system generated) after verification/registration to all valid candidates during the examination at each centre/venue. The test engine should be capable of handling all the candidates.	Mandatory
	2	The Bidder should be capable of conducting one or more sessions of online exams in a proctored manner at each Test centre.	Mandatory
	3	The Bidder should verify the identity of the candidate before allowing him to appear for the exam.	Mandatory
	4	The Bidder should deploy adequate staff with the required expertise to undertake execution of various aspects/tasks of the examination.	Mandatory
	5	Complete operational Plan to be submitted explicitly stating every task and schedule.	
	6	The Bidder must ensure separate seating arrangements for visually impaired candidates, as well as lift access and ramps for persons with disabilities (PWD).	Mandatory
	7	The Bidder should have screen-reader facility for visually impaired candidates.	
	8	The Bidder generates and maintains accurate mapping of candidates to the centre, shift and exam node. Any changes to the candidate's exam node during exam are authorized and captured accurately.	Mandatory
	9	The Bidder should be capable of managing candidates, supervision and vigilance against use of unfair means. The Bidder should provide the necessary certification/declaration in this regard to the Institute in the specified format at the end of each session/day.	Mandatory
	10	For candidates resorting to unfair means, Bidder to provide necessary supporting documents such as test administrator report, Bank Observer report (if present), Unfair form, and CCTV footage.	Mandatory
	11	The Bidder shall maintain and generate attendance reports centre-wise and session-wise.	Mandatory
	12	The Bidder should generate the seating plan of candidates to respond to the post-examination queries from candidates.	Mandatory
	13	The Bidder should push question bank to individual test centres session wise from the central control room.	Mandatory

	14	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.	Mandatory
	15	The Bidder should ensure that candidates follow - Important Instructions given in the admit letter as per Annexure C1	Mandatory
	16	The system should send back the responses of candidates to the central server from the test server at the end of every session.	Mandatory
	17	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.	

	B.	Task 2 – Support	
	1	The Bidder should engage their own trained staff to conduct the online examination at each test centre covering test invigilation and IT administration	
	2	Each test centre should have Security Guards & adequate staff to handle the candidates.	Mandatory
	3	Must arrange for frisking of candidates (lady candidates should be frisked by lady staff only) at examination venues by using hand held metal detector as well as by hand.	Mandatory
	4	The Bidder should have Helpdesk Support to resolve candidates' queries before and during examination through phone call, e-mail or chat.	Mandatory
	5	Bulk e-mail/SMS facility to send e-mails/SMS to candidates before an examination whenever required.	Mandatory
	6	The Bidder should maintain the necessary applications and the computers for conducting the examinations.	Mandatory
	7	The software should maintain proper logs to respond against any query received from candidates.	Mandatory
	8	The Bidder should ensure that the entire area of the Exam including entry/exit point, server room, labs, registration desk, etc. should have CCTV surveillance i.e. there should not be any blind spot. The Bidder must ensure that live CCTV streaming is available on the day of the examination for centres/venues. The CCTV footage to be shared with the Institute in SSD/Pen Drive and should display the date and time of recording.	Mandatory
	9	The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. Vendors can monitor any centre/s on live CCTV streaming based on the need/senstivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area.	Mandatory

	C.	Technical Requirement for Tasks 1 and 2	
	1	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?	
	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?	
	7	How many invigilators do you propose to engage at each Centre?	
	8	One day prior to the examination, the Bidder should test all the PCs and certify that all the PCs have been tested and are found in working condition	
	9	The system should send back the responses of candidates to the central server from the test server at the end of every session.	Mandatory
Post examination	1	In case of any failure on the part of the Bidder of any kind the Bidder should conduct a re-examination for all those candidates that may be affected.	Mandatory
	2	The Bidder should provide the data of candidates applied /attended/scored to IIBF.	Mandatory
	3	The Bidder should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format required by IIBF.	Mandatory
	4	The Bidder should provide consolidated reports in soft copy as well as hard copy to the designated official of IIBF (both for registration and test).	Mandatory
	5	The Bidder should provide the list of candidates who attended the examination after comparing the same with the attendance sheet signed by candidates.	Mandatory
	6	The Bidder should prepare and compile the results (including response data) and the same should be shared through API with IIBF.	Mandatory
	7	The Bidder to share attendance reports, response data, QB analysis, audit trail reports, etc. for necessary reference and record.	Mandatory
	8	Entire data backup of examination should be preserved by the Bidder for 3 years from the date of examinations.	Mandatory
	9	The system should be able to keep necessary audit logs for future reference and the same should be shared with the	Mandatory

		Institute as and when required.	
	10	The Bidder should forward the provisional score to the candidates by e-mail within 24 hours of the examination and make available on the Institute's website for access within 2-3 working days.	Mandatory
Security	1	The Bidder should have a secured environment to upload the question bank.	Mandatory
	2	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 result data/reports as required.	Mandatory
	3	Strong access controls are maintained before, during and after the exam on the centre server and HO server containing results data.	Mandatory
	4	The Bidder captures and records all user access logs of all critical IT infrastructure.	Mandatory
	5	The Bidder sanitizes the exam related data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam.	Mandatory
	6	The Bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam.	Mandatory
	7	The software should disable all the special functions of the computer. During the Test, candidate should not copy/ paste/ print/ access devices / switch to any other application of the computer.	Mandatory
	8	The candidate can give the exam only from the exam node allocated by the system during registration and cannot login from any other node.	Mandatory
	9	Live Intrusion Detection System to prevent unauthorized exam access.	Mandatory
Incident Reporting	1	If any untoward incident takes place such as power failure, computer breakdowns, voltage fluctuations causing disturbance, connectivity failure, etc. should be reported to IIBF Office immediately.	Mandatory
	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 reported to IIBF Office immediately.	Mandatory
	3	Other incidents which are not so significant may be reported to IIBF by e-mail.	Mandatory
	4	Report of any malpractice adopted by candidates to be forwarded to IIBF in the prescribed format with the necessary documentary evidence.	Mandatory
	D.	The Bidder shall undertake as given below:	

	1	The Bidder 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 Bidder should have proper licenses from their OEMs or resellers.	
	3	Complete operational plan to be submitted explicitly stating every task and schedule.	
	4	The Bidder should provide list of staff with required expertise to undertake execution of various aspects of examination cycle.	
	E	**Others**	
	1	Please provide details of hardware, system software, application software, off-the-shelf software, database software, tools, etc., used for the Solution proposed for Examination.	
	2	What types of contingencies have you experienced on previous occasions while conducting examinations and how did you handle them?	
	3	Ratio of candidates to support staff/application software experts proposed before/during the examination for handling queries.	
	4	Ratio of candidates to invigilators proposed to engage at each session	

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.

RULES/INSTRUCTIONS FOR CONDUCT OF EXAM
1. TIMINGS TO BE ADHERED BY THE CANDIDATES

Activities & Timings	Batch 1	Batch 2	Batch 3
Reporting Time	09:00 A.M	11:45 A.M	02:30 P.M
Entry Close	09:15 A.M	12:00 P.M	02:45 P.M
Exam Time	09:30 A.M - 11:30 A.M	12:15 P.M-02:15 P.M	03:00 P.M- 05:00 P.M

   a. Candidates must report at the examination venue **15 minutes prior to the Reporting Time.** Candidates reporting later than the time mentioned above will not be allowed to appear for the online examination **for any reason whatsoever**.
   b. Entry to the examination Lab/hall will close 15 minutes prior to the exam i.e. **9:15 A.M for Batch -1, 12:00 P.M for Batch-2 and 02:45 P.M for Batch-3**. The Institute has instructed the examination conducting authorities of all the venues to strictly follow the timelines. **In case the candidates have reported late and are found to be Arguing/Misbehaving with the Test Administrator, the candidate/s may be booked under Unfair Practice and debarred for a period of 15 months.**
   c. No candidate will be permitted to leave the examination hall in the first 60 minutes from the scheduled start time of the examination.

2. ADMIT LETTER OF EXAMINATIONS:
   a. Candidates are required to **produce printed copy of admit letter** along with Membership identity card or any other valid photo ID card in original (Aadhaar card/ Employer's card/PAN Card/Driving License/Election voter's card/Passport etc.) at the examination venue.
   b. **In the absence of printed copy of Admit Letter and Original Photo Identity Card, candidates will be denied permission to write Examination.**
   c. Admit letter is valid only for the examination, date/s and centre/venue mentioned in the admit letter.

3. Frisking:
   Examination conducting authorities must do the frisking of candidates before entry to the examination hall/venue, to ensure that candidates do not carry items like mobile phone, any electronic/smart gadgets, other items which are not allowed in the examination hall. Candidates are required to co-operate with the examination conducting authorities. Candidates who do not co-operate for frisking activity will be denied entry to the examination hall/venue.

4. Mobile Phones
   a. Mobile phones and other electronic/smart gadgets (except simple calculator as permissible) are not allowed in the examination hall. It is clarified that mere possession of mobile phone and other electronic/smart gadgets in the examination hall whether in switch off mode or silent mode shall also be deemed to be resorting to adoption of unfair means in the examination.
   b. **Institute will not make any arrangement for safe keep of Mobile Phones, electronic/smart gadgets, bags or any other item pertaining to the candidates.**

5. **Use of calculator**
   a. Candidates will be allowed to use battery operated portable calculator in the examination. The calculator can be of any type up to 8 functions i.e. (Addition, Subtraction, Multiplication, Division, Percentage, Sq.-root, Tax+ and Tax -), 12 digits.
   b. Attempt to use any other type of calculator not complying with the specifications indicated above or having more features than mentioned above shall tantamount to use of unfair means. Scientific/Financial calculator is not allowed.

6. **Provisional Score Card/Result.**
   a. **After submitting of the question paper provisional score card/result will be displayed on the computer screen.**
   b. Candidate can download provisional score card from the website by 4-5 days from Institute's website.

7. **Scribe Guidelines.**
   The candidate should make online application on website www.iibf.org.in about such requirement and obtaining permission at least 3 days before the commencement of the examination (This is required to make suitable arrangements at the examination venue). Candidate is required to follow this procedure for each attempt of examination in case the help of scribe is required. For more details pls refer the Institute website for complete guidelines.

8. **Rules, Penalties for Misconduct / Unfair Practices:**
   a. Candidates would be able to login to the system only with the password mentioned in the Admit Letter. This password should not be disclosed to others. Keep it safe to avoid the possible misuse.
   b. Candidates should ensure that they sign the Attendance Sheet.
   c. Candidates are required to strictly follow all the instructions given by the examination conducting authority during the examination and adhere to Rules of the examination.
   d. Candidates are not permitted to logout/switch-off the computer for the sake of going to washroom and if they log out/switch-off NO re-login, will be permitted. Further the candidates are advised that the time taken for going to the washroom would be inclusive of the duration of two hours permitted to them to answer the question paper.
   e. In case candidates go to the washroom, attendance should again be taken for such candidates.
   f. Candidates should not possess and / or use books, notes, periodicals, etc. in the examination hall at the time of examination / or use mathematical tables, slide rules, stencils etc. during the examination
   g. Communication of any sort between candidates or with outsiders is not permitted and complete silence should be maintained during the examination.
   h. Copying answers from other candidates/other printed/Electronic material or permitting others to copy or consultation of any kind will attract the rules relating to unfair practices in the examination.
   i. No candidate shall impersonate others or allow others to impersonate himself/herself at the examination.
   j. No candidate shall misbehave/argue with the Examination Conducting Authorities at the centre.

k. Candidates have to compulsory return any papers given including that given for rough work to invigilator.

l. If the examination could not commence on scheduled time or there is delay due to Failure of power, technical snag of whatsoever nature or for any such reason having bearing upon the conduct of examination; candidates have to :-

    i. Wait till resumption of power supply/solving of technical snag.

    ii. Take-up the examination at other venue arranged by the examination conducting authority.

    iii. Follow instructions given by the examination conducting authority.

m. For all examinations printed result advice (original as well as duplicate) will not be issued but the same will be available on the Institute website www.iibf.org.in in printable form once the result are declared. Candidates are requested to download the same.

n. Candidates should not write Questions/Options etc. on the Admit Letter or use it like rough sheet. If Candidate is found doing so, he/she shall be deemed to be resorting to adoption of unfair means in the examination.

o. **This examination is confidential. It is made available to the candidates solely for the purpose of assessing qualifications in the discipline referenced in the title of this examination. Candidates are expressly prohibited from disclosing, publishing, reproducing, or transmitting the questions/options of the examinations, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission from IIBF. Candidates found doing so, shall be considered as unlawful act and attract the rules relating to unfair practices.**

Violation of any of the Rules / Instructions, misuse of the Admit Letter will be considered to be an act of serious misconduct, and the Institute will take action as per the Rules of the examination, which will also be reported to the employer of the candidate.

PLEASE REFER INSTITUTE'S WEBSITE UNDER THE MENU "EXAM RELATED" FOR DETAILS OF DEBARMENT PERIOD FOR UNFAIR PRACTICES ADOPTED BY CANDIDATES DURING CONDUCT OF INSTITUTE'S EXAMINATIONS.

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, Kirol Road,
Kurla – (West)
Mumbai – 400070

Subject: RFP No. IIBF/EXAM RFP-02 /2025-26 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, Kirol 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/ EXAM RFP-02 /2025-26 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

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	GST tax registration no.			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender.			
8	Telephone No. (with STD Code)			
9	E-Mail of the contact person :			
10	Website			
11	Financial Details for last 3 Financial Years (as per audited Balance Sheets) (in Cr)			
	Year	Year 1 2022-23	Year 2 2023-24	Year 3 2024-25
11.a	Networth			
11.b	Turn Over			
11.c	PAT			

Annexure E4–DECLARATION REGARDING APPLICATION

To

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

Dear Sir,

Re: RFP No. . IIBF/ EXAM RFP-02 /2025-26 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.

and

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

SR.NO.	MINIMUM ELIGIBILITY CRITERIA	RESPONSE OF THE BIDDER			DOCUMENTS ATTACHED
A	The Bidder should be a company registered under Indian Companies Act.				Please submit: 1. Articles of Association 2. Memorandum of Association 3. Certificate of Incorporation.
B	The Bidder should have a minimum annual turnover **of Rs.50 crore** in each of the last 3 financial years	2022-23	2023-24	2024-25	Please submit Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 financial years.
		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**	**YES/NO**	**YES/NO**	This must be supported by audited financial statements (Reports)
		2022-23	2023-24	2024-25	
D	The bidding Company should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2022-23, 2023-24, 2024-25.				Documentary proof to be submitted
E	The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified. The data centre of the Bidder should be a Tier - III and above.				Documentary proof to be submitted

		Clients Reference			
F	The bidder must have the following quality, security and product related certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001				Documentary proof to be submitted
G	The Bidder should be an owner of the test engine for conducting online examinations throughout the contract period.				Documentary proof to be submitted
H	During the last 3 years, the Bidder should have successfully conducted 3 examinations in a year of which (i) At least one online examination across India covering atleast 50 cities preferably more than 100 cities (locations) and; (ii) A minimum of 15,000 candidates in a single session in a day for at least one reputed organization.	1 2			Documentary proof - PO to be submitted and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted
I	The Bidder should provide reference from clients for whom the Bidder has conducted online examinations.				Documentary proof to be submitted
J	The Bidder should have experience of conducting at least one Computer Based test for Govt., PSU department for 50,000 candidates scheduled in a single shift/session at Pan India level (at least 10 or more states)				Documentary proof - PO to be submitted and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted examinations conducted.
K	The Bidder shall not be under a declaration of ineligibility / banned /				Certified by the Company

blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently.		Secretary/CFO of the Company.

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, Kirol Road,
Kurla – (West)
Mumbai – 400070

Sir,

Re: RFP No. . IIBF/ EXAM RFP-02 /2025-26 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, Kirol Road,
Kurla – (West)
Mumbai – 400070

Dear Sir,

Re:

RFP No. . IIBF/EXAM RFP-02 /2025-26 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 and 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 _____ 2026.
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, Kirol Road,
Kurla – (West)
Mumbai – 400070

Dear Sir,

Re:

RFP No. IIBF/ EXAM RFP-02 /2025-26 dated _____ for "Name of the RFP"

We declare as under that the Data centre/Data Centre infrastructure is owned/leased by us.

Sr. No.	Description	Bidder should provide
1	Owned or leased (third-party name)	Documentary proof
2	DC should be Cert-In certified	Documentary proof
3	Data Centre and DR Location	Indicate nos. & documentary proof
4	Are DC and DR located in different seismic zone	Indicate zones & documentary proof

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 --------------, 2025 ("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 independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs.

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

Article 3: NO LICENSES

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

Article 4: DISCLOSURE

Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential

Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

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

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

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

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

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or

information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: 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 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.

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.

XXXXXXXXX

By: By:

Name: Name:

Designation: Designation:

Annexure T1 - COMPLIANCE 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 /	1	The application software/test engine for conducting online examination should be owned by the Bidder installed at secured data centre in India.				
	2	The application software for conducting the online examinations should be certified as "Safe to Host" by any CERT-in empanelled agency.				
	3	The bidder should be capable of conducting and handling online examinations for up to 70,000-1,00,000 candidates (with maximum of 3 sessions with 2 hours' duration each and a gap of 45 minutes between two sessions) on any single day across all centres in India.				
Space	1	The Bidder should have the past experience of having conducted online Examinations at least in 60 Centres/Locations and preferably 100 centres/locations and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations				
	2	The Bidder shall agree that, if selected, they shall make arrangements with recognized/reputed Institutes/Organizations as soon as an intimation is received from IIBF regarding Centres / Locations / Venues, not later than one month from the date of receipt of such intimation.				
	3	The Bidder should finalize the Test Centres and forward the details to this effect to IIBF, 30 days before the commencement date of examination.				
	4	The location of examination centre should be easily accessible to the candidates , well connected by public transport and as far as possible within city limits.				
	5	The Examination centres/venues should have basic facilities like drinking water, clean				

		washrooms with proper ventilation etc. Labs/Rooms should have climate conducive arrangements like adequate fans/air coolers/air conditioners/heaters etc to avoid discomfort to the candidates				
	6	Prior to commencement of online examination, the Bidder should submit detailed agreement with the Institutions/organizations where the online examinations are proposed to be conducted.				
	7	The agreement should spell out the timings of the test centre. It should list out clearly the facilities available and not available at the testing centre/venue including the security arrangements that will be available during examination.				
	8	At least one day before the date of online examination, the Bidder should test and certify that the exam application(test) is functioning at each Centre.				
	9	The Bidder should keep in mind the requirements of the differently abled/visually impaired candidates while selecting test centres.				
	10	The Bidder should have screen-reader facility for visually impaired candidates.				

Computers	1	The Service Provider should have arrangements for installing desktops/laptops at each centre with a LAN/WAN facility with secure network.				
	2	The desktops/laptops with mouse that are proposed to be used for each examination should be in line with the requirements.				
	3	The Bidder should keep a buffer stock of at least 10% of computers at each Centre as standby.				
	4	While providing computers and relevant software with the necessary security systems, the Bidder should keep in mind the requirements of differently abled candidates.				
Power Backup	1	Each Centre should have complete power backup facility to take care of the examinations for the entire/all the sessions.				

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.				
	2	The application should have the facility to create the profiles of new candidates.				
	3	The application should have the facility to display candidates' details, photograph, signature on the exam screen based on the data provided by IIBF.				
	4	The application should be capable of displaying questions bilingually (English and other languages)				
	5	The application should display virtual simple calculator for candidates to do the calculations and notepad for rough work during exam.				
	6	The application should be capable of displaying Group/ Case study with questions based on Case.				
	7	The application should also be capable of exporting and importing the QB data in excel / notepad based files or files as per IIBF's requirements.				
	8	The application should have the option of generating question papers based on parameters.				
	9	The application should have facility to download the uploaded data in XLS for rendering (checking the uploaded data with XLS content used for uploading).				
	10	The application should have a facility for customized report like data summary.				
	11	The application (Test engine) should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).				
	12	The application should have the feature of administering the "Question without Answer option" (only numeric questions), where there will not be any options (no choice for answer), a response box will be provided for keying in the answers with "-" sign and also decimals.				
	13	The application should have facility of virtual keyboard (English only) required along with				

		physical keyboard.				
	14	The application should have the facility to notify details to candidates via email/sms.				
	15	The application should support Multiple choice questions.				
	16	The application should support True/False choice questions.				
	17	The application should support Yes/No choice questions.				
	18	The application should be capable of displaying major maths formulae.				
	19	The application should have facility to upload charts/graphs/pictures/HTML and display image files.				
	20	The application should have Facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English).				
	21	The application should be capable of shuffling of questions.				
	22	The application should be capable of shuffling of options (alternatives).				
	23	The application should have provision of individual timings for different sections.				
	24	The application should have a facility for capturing candidate feedback.				
	25	The application should be able to set parameters for submission of exam.				
	26	The Bidder should have a real-time Dashboard to view the number of candidates taking the examination on the day. Necessary URL and login credentials to be provided to the Institute to access the dashboard.				
	27	Along with MCQ pattern the software should be able to display "Question without Answer option", where candidate will not be provided any options (no choice for answer), candidate has to write the answer (for details refer scope of work). The evaluation of such questions will be done by system.				
	28	The application should be capable of supporting randomization of test items for additional security.				
	29	The application should support upload of zip files containing images in .jpeg or .png format and .xls file.				

	30	There should be login-based provision (application interface) to transfer QB files to live servers (Test Engine) of vendors a day prior to examination.				
	31	There should be login-based provision to transfer QB files to servers at all venues of examination (just 20-30 minutes before examination schedule time).				
	32	There should be provision to send the decryption password through the application interface only.				
	33	There should be provision to send the decryption password to all registered Centre supervisors through SMS. This process has to be executed immediately once Institute shares password for the batch.				
	34	The QB should be decrypted only on the Candidate's screen once he starts his examination.				
	35	The candidate's exam will only open on the PC allotted to him/her during registration and the exam will start only on the scheduled date and time.				
	36	The question paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically with randomization.				
	37	The application software/test engine 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.				
	38	The application software/ test engine should display the remaining time of the session to each candidate.				
	39	The application software/test engine should be able to conduct exam in a secured manner.				
	40	The Question Paper will be MCQs and/or Case based questions i.e. Case followed by questions based on the case.				
	41	The summary panel should display information of questions attempted, unattempted, attempted & bookmarked,				

		unattempted & bookmarked etc.				
	42	General features like serving the paper in full or question by question, randomising question/options, shuffling questions within Question paper/module/section wise evaluation, negative marking etc. should be part of the test engine.				
	43	The data exchange between the Institute and the agency will be as per the format required by the IIBF.				
	44	The software should be capable of evaluating the answers based on answer keys provided by IIBF.				
Software requirements	1	The workstations at each centre/venue should be "locked down". No candidate should have access to the local file system or the internet during examination delivery.				
	2	Examination platform should be able to support LAN based delivery.				
	3	The testing engine should be capable of randomization & shuffling of questions and options for additional security.				
	4	The Bidder 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 256 bit SSL encryption should be applied to the data that is transmitted over the internet.				
	7	The data should be backed up on tape and should be encrypted and stored offsite securely.				
	8	The Bidder 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 complete 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 candidates' data/question paper should be downloaded at the centres just before the start of examination using a VPN.				
	15	The system should provide automated scoring as per rules defined and agreed with IIBF.				
	16	There should be a web-based comprehensive incident management system to track any exigencies reported.				
	17	The system should include priority levels which should be assigned to each incident to enable appropriate time-bound responses.				
	18	The system should be capable of validating candidates as per guidelines given by IIBF.				
	19	The Exam Software system should support Descriptive/Subjective Questions/compulsory portion and provide space for typing the answers to descriptive questions by the candidates.				
	20	The Exam software system should not have local OS dependency. The desktop/laptop connected in the LAN should be booted (netboot) from the central local server (exam server of the Bidder).Desktop/Laptop should not run any local software in the Hard disk or Static Storage Device(SSD).				
	21	The Exam software system should be able detect, log and prevent any mechanism/ device (external or internal hardware in node) for cheating. The mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, Camera etc.				
	22	The Exam software system should be able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.				

	23	The Exam Software system should be detect any type of instrusion whether Internet, multiple IP, multiple monitor, virtualization, Processor based intrusion etc. Auto check in every 30 seconds if any malicious hardware/software is connected/detected. If any such eventuality detected the system should suspend the exam and shutdown the computer immediately.				
	24	There should be a well-defined process on how to respond to, manage and prevent security breaches such as hacking into computers/remote log in during examination. The Bidder should continuously upgrade their Exam Engine to prevent any sort/type of security breach.				
	25	The Bidder should be capable of capturing photo of the candidate at the verification/registration desk of the venue/centre of exam. The captured photo should be matched with the candidate's photo (shared by IIBF) using AI.				
	26	The Bidder should be capable of capturing photo of the scribe and verifying the same.				
	27	The Bidder should be capable of alloting a random seat number to each candidate after registration/verification at the venue/centre of exam.				
	28	The candidate's exam will only open on the seat no. (PC) randomly allotted to him during registration/verification i.e. candidate's exam will not open on any other PC (seat) other than the one allotted to him during registration/verification.				
	29	The Exam Software should provide Auto-Save functionality, Review & Auto Submit if exam duration is over OR alternatively if examinee finishes the exam before time, he can submit the question paper by pressing the "Submit' button after one hour of his exam duration in case of a 2 hours examination.				
	30	Bidder should maintain the software application and the necessary infrastructure for conducting the examinations.				
	31	The Exam software should be capable of regenerating the questions and answers of				

		candidates.				
	32	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.				
	33	During examinations, the software should have the capability of taking backup on the backup server from the main server at defined intervals.				
	34	The software should be capable of evaluating the answers and generate scorecard based on answer keys provided by IIBF.				
	35	There should be provision to generate the score card and give print out of the same to the candidate at the Test Centre. Also, the score card to be saved for future reference.				
During examination	1	The Bidder should allocate computers randomly (system generated) after verification/registration to all valid candidates during the examination at each centre/venue. The test engine should be capable of handling all the candidates.				
	2	The Bidder should be capable of conducting one or more sessions of online exams in a proctored manner at each Test centre.				
	3	The Bidder should verify the identity of the candidate before allowing him to appear for the exam.				
	4	The Bidder should deploy adequate staff with the required expertise to undertake execution of various aspects/tasks of the examination.				
	5	Complete operational Plan to be submitted explicitly stating every task and schedule.				
	6	The Bidder must ensure separate seating arrangements for visually impaired candidates, as well as lift access and ramps for persons with disabilities (PWD).				
	7	The Bidder should have screen-reader facility for visually impaired candidates.				
	8	The Bidder generates and maintains accurate mapping of candidates to the centre, shift and exam node. Any changes to the candidate's exam node during exam are authorized and captured accurately.				

	9	The Bidder should be capable of managing candidates, supervision and vigilance against use of unfair means. The Bidder should provide the necessary certification/declaration in this regard to the Institute in the specified format at the end of each session/day.				
	10	For candidates resorting to unfair means, Bidder to provide necessary supporting documents such as test administrator report, Bank Observer report (if present), Unfair form, and CCTV footage.				
	11	The Bidder shall maintain and generate attendance reports centre-wise and session-wise.				
	12	The Bidder should generate the seating plan of candidates to respond to the post-examination queries from candidates.				
	13	The Bidder should push question bank to individual test centres session wise from the central control room.				
	14	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.				
	15	The Bidder should ensure that candidates follow - Important Instructions given in the admit letter as per Annexure **C1**				
	16	The system should send back the responses of candidates to the central server from the test server at the end of every session.				
	17	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.				

Task - Support	1	The Bidder should engage their own trained staff to conduct the online examination at each test centre covering test invigilation and IT administration				
	2	Each test centre should have Security Guards &				

		adequate staff to handle the candidates.				
	3	Must arrange for frisking of candidates (lady candidates should be frisked by lady staff only) at examination venues by using hand held metal detector as well as by hand.				
	4	The Bidder should have Helpdesk Support to resolve candidates' queries before and during examination through phone call, e-mail or chat.				
	5	Bulk e-mail/SMS facility to send e-mails/SMS to candidates before an examination whenever required.				
	6	The Bidder should maintain the necessary applications and the computers for conducting the examinations.				
	7	The software should maintain proper logs to respond against any query received from candidates.				
	8	The Bidder should ensure that the entire area of the Exam including entry/exit point, server room, labs, registration desk, etc. should have CCTV surveillance i.e. there should not be any blind spot. The Bidder must ensure that live CCTV streaming is available on the day of the examination for centres/venues. The CCTV footage to be shared with the Institute in SSD/Pen Drive and should display the date and time of recording.				
	9	The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. Vendors can monitor any centre/s on live CCTV streaming based on the need/senstivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area.				
	C.	Technical Requirement for Tasks 1 and 2				
	1	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?				
	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?				
	7	How many invigilators do you propose to engage at each Centre?				
	8	One day prior to the examination, the Bidder should test all the PCs and certify that all the PCs have been tested and are found in working condition				
	9	The system should send back the responses of candidates to the central server from the test server at the end of every session.				
Post examination	1	In case of any failure on the part of the Bidder of any kind the Bidder should conduct a re-examination for all those candidates that may be affected.				
	2	The Bidder should provide the data of candidates applied /attended/scored to IIBF.				
	3	The Bidder should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format required by IIBF.				
	4	The Bidder should provide consolidated reports in soft copy as well as hard copy to the designated official of IIBF (both for registration and test).				
	5	The Bidder should provide the list of candidates who attended the examination after comparing the same with the attendance sheet signed by candidates.				
	6	The Bidder should prepare and compile the results (including response data) and the same should be shared through API with IIBF.				
	7	The Bidder to share attendance report, response data, QB analysis, audit trail reports, etc. for record and necessary reference and record.				

	8	Entire data backup of examination should be preserved by the Bidder for 3 years from the date of examinations.				
	9	The system should be able to keep necessary audit logs for future reference and the same should be shared with the Institute as and when required.				
	10	The Bidder should forward the provisional score to the candidates by e-mail within 24 hours of the examination and make available on the Institute's website for access within 2-3 working days.				
Security	1	The Bidder should have a secured environment to upload the question bank.				
	2	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 result data/reports as required.				
	3	Strong access controls are maintained before, during and after the exam on the centre server and HO server containing results data.				
	4	The Bidder captures and records all user access logs of all critical IT infrastructure.				
	5	The Bidder sanitizes the exam related data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam.				
	6	The Bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam.				
	7	The software should disable all the special functions of the computer. During the Test, candidate should not copy/ paste/ print/ access devices / switch to any other application of the computer.				
	8	The candidate can give the exam only from the exam node allocated by the system during registration and cannot login from any other node.				
	9	Live Intrusion Detection System to prevent unauthorized exam access.				
Incident Reporting	1	If any untoward incident takes place such as power failure, computer breakdowns, voltage fluctuations causing disturbance, connectivity failure, etc. 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 reported to IIBF Office immediately.				
	3	Other incidents which are not so significant may be reported to IIBF by e-mail.				
	4	Report of any malpractice adopted by candidates to be forwarded to IIBF in the prescribed format with the necessary documentary evidence.				
	D.	The Bidder shall undertake as given below:				
	1	The Bidder 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 Bidder should have proper licenses from their OEMs or resellers.				
	3	Complete operational plan to be submitted explicitly stating every task and schedule.				
	4	The Bidder should provide list of staff with required expertise to undertake execution of various aspects of examination cycle.				
Others	1	Please provide details of hardware, system software, application software, off-the-shelf software, database software, tools, etc., used for the Solution proposed for Examination.				
	2	What types of contingencies have you experienced on previous occasions while conducting examinations and how did you handle them?				
	3	Ratio of candidates to support staff/application software experts proposed before/during the examination for handling queries.				
	4	Ratio of candidates to invigilators proposed to engage at each session				

Annexure T2 - Bidder's Experience

A - Bidder's Organization

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

To
IIBF
Mumbai

Dear Sir,

Re: RFP No. IIBF/EXAM RFP-02/2025-26 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 under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies currently 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	Blacklisted / debarred by Government / Semi Government organizations/Institutions	Reason	Since when and for how long

NOTE:

1. 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.
2. Any Adverse comments/complaints by any Institution should be mentioned.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal

Annexure T4 - Client Details

Provide client details wherever available:

Sr. No.	Name of Institution	Contact Person's Name and Designation	Contact Details with e-mail	Preferable 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)

Bank guarantee to be submitted by the successful Bidder on stamp paper after issue of award

The successful bidder/s shall furnish the Performance guarantee of 5% of TCO. The TCO shall be calculated based on the total number of Examinations billing count (every 2 hour session is taken as one Exam) conducted during last financial year along with the new Rates determined, in the form of Performance Bank Guarantee issued by any Commercial Bank in India. The bank guarantee should be valid for a period of 5-1/2 years. If the contract is extended, bidder has to furnish a fresh bank guarantee for the extended period for the same amount.

SECTION – 12 INFORMATION ABOUT PRESENT CENTRES AND CANDIDATES

ANNEXURE - "CTR" : CENTRE LIST WITH NUMBER OF CANDIDATES

The below mentioned list gives number of candidates enrolled during May/June/July 2025 for various centres/examinations. JAIIB and CAIIB as well as various Diploma and Certificate examinations are conducted on 2nd & 4th Saturdays/Sundays.

JAIIB COUNT

SR. NO.	EXAM CENTRE NAME	S1	S2	S3	S4
1	ABOHAR	111	93	94	90
2	ADILABAD UTNOOR	147	129	129	115
3	ADONI	77	67	69	64
4	AGARTALA	288	238	264	227
5	AGRA	641	545	583	548
6	AHMEDABAD	1410	1182	1259	1110
7	AHMEDNAGAR	213	183	190	167
8	AIZAWL	122	101	118	103
9	AJMER	197	168	180	160
10	AKOLA	221	181	199	181
11	ALIGARH	290	238	265	237
12	ALWAR	201	169	180	169
13	AMBALA CANTT	152	123	136	118
14	AMBIKAPUR	183	153	166	139
15	AMRAVATI	248	205	226	194
16	AMRITSAR	314	263	279	253
17	ANANTAPUR	338	290	312	278
18	ANANTNAG	94	73	81	73
19	ASANSOL	251	207	227	189
20	AURANGABAD	480	403	448	399
21	AZAMGARH	183	151	166	142
22	BAGALKOT	209	173	179	177
23	BALAGHAT	88	73	82	73
24	BALASORE	280	237	262	206
25	BALLARI	221	185	203	171
26	BANSWARA	110	97	100	93
27	BARAMULLA	117	99	107	99
28	BARDHAMAN	260	225	238	203
29	BAREILLY	474	408	439	403
30	BARRACKPORE	345	300	315	274
31	BEGUSARAI	113	96	103	92
32	BELAGAVI	264	230	243	206
33	BENGALURU	2088	1713	1896	1643
34	BERHAMPUR	220	190	203	177
35	BETUL	76	64	74	61

36	BHAGALPUR	241	222	224	219
37	BHATINDA	316	271	272	251
38	BHAVNAGAR	218	173	200	164
39	BHAWANIPATNA	93	80	89	68
40	BHILAI	241	192	214	182
41	BHILWARA	149	115	131	115
42	BHOPAL	823	655	742	648
43	BHUBANESHWAR	946	752	848	708
44	BHUJ	174	148	149	133
45	BIDAR	123	100	112	94
46	BIJAPUR	212	178	198	171
47	BIKANER	264	240	253	230
48	BILASPUR CHH	318	276	299	265
49	BOKARO	153	134	143	128
50	BONGAIGAON	95	73	88	77
51	BULDHANA	82	71	81	67
52	CACHAR SILCHAR	173	138	154	132
53	CHANDIGARH	760	618	680	592
54	CHANDRAPUR	127	96	112	90
55	CHENNAI	1972	1593	1746	1525
56	CHHATARPUR	117	94	111	92
57	CHHINDWARA	141	126	137	115
58	CHITTOOR	173	149	162	136
59	COIMBATORE	621	506	548	461
60	COOCH BEHAR	141	117	129	105
61	CUTTACK	202	171	176	163
62	DALTONGANJ	121	109	114	109
63	DARBHANGA	252	209	234	226
64	DEHRADUN	606	514	557	485
65	DEOGHAR	243	216	221	210
66	DEVANAGERE	309	261	289	255
67	DHANBAD	199	165	178	158
68	DHARMAPURI	287	242	274	232
69	DHARWAD	96	84	85	83
70	DHUBRI	26	19	22	21
71	DHULE	158	119	144	118
72	DIBRUGARH	139	110	119	107
73	ELURU WEST GODAVARI	164	134	146	129
74	ERNAKULAM	881	642	731	622
75	ERODE	291	237	262	227
76	ETAH	142	111	121	103
77	ETAWAH	193	161	171	159
78	FAIZABAD	255	200	227	199
79	FARIDABAD	284	221	246	219
80	FEROZEPUR	74	64	67	56
81	GANGTOK	49	39	41	34

82	GAYA	192	150	178	149
83	GHAZIABAD	571	471	518	456
84	GHAZIPUR	172	145	156	141
85	GONDA	309	273	291	255
86	GORAKHPUR	702	607	668	595
87	GULBARGA	245	214	227	207
88	GUNA	116	93	103	84
89	GUNTUR	537	452	485	437
90	GURUGRAM	609	502	557	491
91	GUWAHATI	647	541	597	517
92	GWALIOR	338	284	327	275
93	HAMIRPUR	189	161	174	155
94	HARIDWAR	150	116	128	111
95	HASSAN	278	237	254	222
96	HAZARIBAGH	131	119	123	108
97	HINDUPUR	130	114	122	111
98	HOSHIARPUR	126	111	119	97
99	HUBBALLI	475	389	423	378
100	HYDERABAD	1815	1488	1656	1423
101	IMPHAL	111	85	98	89
102	INDORE	594	476	538	475
103	JABALPUR	429	345	395	332
104	JAGDALPUR	136	113	123	110
105	JAIPUR	1003	853	913	829
106	JAISALMER	60	46	51	47
107	JALANDHAR	380	331	337	316
108	JALGAON	228	191	205	185
109	JAMMU	654	537	602	520
110	JAMNAGAR	136	113	130	112
111	JAMSHEDPUR	251	205	231	208
112	JAUNPUR	128	108	124	106
113	JHANSI	331	278	316	272
114	JODHPUR	482	414	432	410
115	JORHAT	205	179	196	173
116	JUNAGADH	213	182	188	173
117	KADAPA	321	267	298	270
118	KAKINADA	208	178	200	172
119	KALYAN	397	335	355	315
120	KANNUR	276	226	240	215
121	KANPUR	827	696	751	666
122	KARIMNAGAR	728	601	679	575
123	KARNAL	374	308	340	316
124	KARUR	148	117	126	98
125	KATHUA	99	86	89	79
126	KHAMMAM	434	369	415	368
127	KHANDWA	138	109	121	108

128	KHARAGPUR	194	155	178	157
129	KHARGONE	52	46	48	45
130	KOHIMA	56	53	55	48
131	KOKRAJHAR	30	24	27	27
132	KOLHAPUR	348	276	312	266
133	KOLKATA	1461	1225	1329	1157
134	KOLLAM	339	261	313	263
135	KORAPUT	107	78	91	80
136	KOTA	415	364	389	367
137	KOTTAYAM	363	262	308	256
138	KOZHIKODE	489	369	428	366
139	KURNOOL	228	198	215	183
140	LATUR	223	169	203	180
141	LEH	59	51	55	47
142	LUCKNOW	1487	1219	1360	1201
143	LUDHIANA	310	251	280	248
144	MADIKERI	65	53	55	49
145	MADURAI	956	777	849	751
146	MAHBUBNAGAR	253	207	238	196
147	MALDA	304	259	283	245
148	MANDI	210	177	199	168
149	MANGALURU	612	483	529	472
150	MANSA	80	68	71	69
151	MARGAO	166	133	151	120
152	MEERUT	370	303	345	292
153	MEHSANA	176	167	160	149
154	MIDNAPORE	123	103	106	104
155	Mira Road	258	202	224	192
156	MOKOKCHUNG	18	13	15	12
157	MORADABAD	512	433	468	420
158	MOTIHARI	200	170	190	172
159	MUMBAI	2006	1635	1787	1574
160	MUZAFFARNAGAR	182	149	163	144
161	MUZAFFARPUR	348	301	329	284
162	MYSURU	500	430	466	423
163	NAGAON	115	96	108	96
164	NAGERCOIL	228	176	205	162
165	NAGPUR	739	629	691	604
166	NAINITAL	403	335	371	324
167	NALGONDA	245	205	229	197
168	NANDED	222	185	211	190
169	NANDYAL	130	105	118	96
170	NASHIK	416	347	380	313
171	NAVI MUMBAI	1225	956	1112	945
172	NELLORE	275	223	257	222
173	NEW DELHI	2017	1706	1819	1635

174	NIZAMABAD DICHPALLY	438	368	409	358
175	NORTH LAKHIMPUR	113	96	107	92
176	ONGOLE PRAKASAM	286	234	270	227
177	OOTY	46	40	43	36
178	PALAKKAD	256	202	218	185
179	PALAKOL	124	100	103	83
180	PALAMPUR (HP)	186	164	178	155
181	PALANPUR BANASKANTHA	175	146	157	147
182	PANAJI	239	196	216	176
183	PARBHANI	114	88	104	90
184	PATHANKOT	228	194	204	180
185	PATIALA	153	135	134	130
186	PATNA	1300	1124	1236	1103
187	POONCH	33	28	29	28
188	PORBANDAR	80	59	74	57
189	PORT BLAIR	39	31	36	31
190	PRAYAGRAJ ALLAHABAD	490	413	451	387
191	PUDUCHERRY	483	374	434	364
192	PUNE	1336	1125	1153	1051
193	PURNEA	262	224	238	226
194	RAICHUR	174	149	161	151
195	RAIGARH	97	80	84	76
196	RAIPUR	471	377	430	372
197	RAJAHMUNDRY	329	276	297	258
198	RAJKOT	439	353	382	335
199	RAJOURI	26	23	26	25
200	RANCHI	571	474	511	445
201	Ratlam	150	115	130	114
202	RATNAGIRI	127	104	118	101
203	REWA	152	113	139	122
204	ROURKELA	128	107	115	90
205	SAGAR MP	169	146	155	138
206	SAHARANPUR	123	101	106	105
207	SAHARSA	76	67	72	66
208	SAHIBGANJ	35	33	33	31
209	SALEM	500	403	464	386
210	SAMASTIPUR	112	105	106	98
211	SAMBALPUR	301	247	276	230
212	SANGLI	189	160	171	143
213	SANGRUR	98	82	87	79
214	SASARAM	124	100	113	103
215	SATARA	173	135	155	141
216	SATNA	132	102	119	102
217	SAWAI MADHOPUR	101	93	94	92
218	SECUNDERABAD	493	384	423	360

219	SERAMPORE	210	159	172	147
220	SHAHDOL	150	122	127	110
221	SHAHJAHANPUR	213	177	192	165
222	SHILLONG	110	90	100	87
223	SHIMLA	378	339	362	321
224	SHIVAMOGGA	262	215	252	211
225	SIKAR	345	282	314	286
226	SILIGURI	349	294	312	271
227	SOLAPUR	314	270	293	260
228	SRI GANGANAGAR	281	260	268	248
229	SRIKAKULAM	214	181	200	176
230	SRINAGAR	360	299	321	308
231	SURAT	681	562	582	534
232	TEZPUR	115	100	110	90
233	THANE	458	382	391	348
234	THANJAVUR	507	416	463	398
235	THIRUVALLA	244	172	197	172
236	THIRUVANANTHAPURAM	475	366	416	373
237	THRISSUR	440	348	381	335
238	TINSUKIA	108	91	96	81
239	TIRUCHIRAPPALLI	553	435	507	427
240	TIRUNELVELI	458	396	431	370
241	TIRUPATI	308	263	279	242
242	TIRUPPUR	209	147	173	151
243	TURA	33	25	26	27
244	UDAIPUR	346	296	303	294
245	UDHAMPUR	77	66	71	64
246	UJJAIN	196	153	184	151
247	VADODARA	835	712	771	669
248	VAPI	151	131	140	121
249	VARANASI	673	579	628	561
250	VELLORE	428	339	387	321
251	VIJAYAWADA	755	650	703	604
252	VISAKHAPATNAM	469	393	423	374
253	VIZIANAGARAM	260	201	221	203
254	WARANGAL HASANPARTHY	442	378	410	366
255	WARDHA	96	84	95	71
256	YAMUNANAGAR	122	109	114	111
TOTAL		**85504**	**70791**	**77557**	**68096**

CAIIB Count

Sr. No.	EXAM CENTRE NAME	S1	S2	S3	S4	S5
1	ADILABAD UTNOOR	47	56	50	40	45
2	ADONI	28	33	30	27	27
3	ANANTAPUR	106	154	136	109	116
4	CHITTOOR	61	75	69	52	64
5	KADAPA	142	181	167	139	145
6	ELURU WEST GODAVARI	67	82	73	59	66
7	GUNTUR	230	311	275	234	235
8	HINDUPUR	51	65	57	47	48
9	HYDERABAD	865	1100	965	836	861
10	KAKINADA	126	174	154	134	134
11	KARIMNAGAR	251	330	274	231	244
12	KHAMMAM	170	212	195	154	169
13	KURNOOL	111	149	120	111	106
14	MAHBUBNAGAR	79	101	93	80	76
15	NALGONDA	71	100	83	67	72
16	NANDYAL	47	57	50	45	46
17	NELLORE	122	154	133	116	118
18	NIZAMABAD DICHPALLY	157	198	177	146	149
19	ONGOLE PRAKASAM	141	164	156	133	146
20	PALAKOL	78	99	88	76	83
21	RAJAHMUNDRY	160	211	189	155	164
22	SECUNDERABAD	318	428	368	299	295
23	SRIKAKULAM	110	143	123	99	112
24	TIRUPATI	120	176	145	117	121
25	VIJAYAWADA	352	500	423	347	350
26	VISAKHAPATNAM	298	399	339	297	306
27	VIZIANAGARAM	133	170	148	126	137
28	WARANGAL HASANPARTHY	164	215	182	150	160
29	DHUBRI	6	8	7	7	7
30	DIBRUGARH	64	79	70	71	66
31	GUWAHATI	245	336	276	251	246
32	JORHAT	70	84	74	69	69
33	KOKRAJHAR	6	7	7	6	6
34	NORTH LAKHIMPUR	37	54	43	38	36
35	NAGAON	28	36	29	25	24
36	CACHAR SILCHAR	61	84	74	68	65
37	TEZPUR	39	50	42	37	36
38	TINSUKIA	36	50	41	34	34
39	BONGAIGAON	29	34	31	29	29
40	BEGUSARAI	44	62	53	46	40
41	BHAGALPUR	103	134	119	94	103

42	BOKARO	85	112	97	92	84
43	DALTONGANJ	40	46	44	37	39
44	DARBHANGA	106	141	122	111	118
45	DHANBAD	95	111	95	86	93
46	HAZARIBAGH	56	69	65	57	56
47	JAMSHEDPUR	139	173	147	129	134
48	MUZAFFARPUR	184	224	209	171	182
49	PATNA	627	788	681	607	623
50	PURNEA	113	139	125	109	110
51	RANCHI	240	296	252	230	233
52	SAHARSA	46	54	45	41	43
53	SAMASTIPUR	48	67	60	49	49
54	SASARAM	58	77	67	53	57
55	DEOGHAR	96	119	103	95	92
56	MOTIHARI	73	83	71	59	64
57	SAHIBGANJ	14	15	15	13	12
58	AHMEDABAD	706	922	770	689	691
59	VADODARA	387	525	424	362	370
60	BHAVNAGAR	87	122	93	85	83
61	BHUJ	72	90	79	69	68
62	JAMNAGAR	34	44	38	33	32
63	JUNAGADH	91	110	97	84	85
64	MEHSANA	58	67	59	54	55
65	PALANPUR BANASKANTHA	47	59	58	45	47
66	PORBANDAR	16	20	17	17	16
67	RAJKOT	192	259	217	175	181
68	SURAT	255	334	284	257	265
69	AMBALA CANTT	88	112	91	76	84
70	FARIDABAD	98	142	106	94	98
71	GURUGRAM	373	503	415	360	377
72	KARNAL	185	244	199	168	179
73	YAMUNANAGAR	54	63	55	49	53
74	HAMIRPUR	79	106	88	74	77
75	MANDI	78	94	86	79	80
76	PALAMPUR (HP)	83	103	93	85	84
77	SHIMLA	135	185	157	139	142
78	ANANTNAG	48	59	53	46	49
79	BARAMULLA	47	55	51	47	50
80	JAMMU	277	373	310	270	266
81	KATHUA	48	66	60	51	47
82	LEH	22	26	24	23	23
83	POONCH	28	30	28	28	27
84	RAJOURI	11	12	10	8	9
85	SRINAGAR	145	197	162	153	145
86	UDHAMPUR	32	40	31	28	30

87	BAGALKOT	97	113	98	89	90
88	BENGALURU	1143	1516	1291	1138	1135
89	BELAGAVI	67	95	83	67	64
90	BALLARI	97	114	103	87	88
91	BIDAR	36	43	39	33	35
92	BIJAPUR	52	76	61	48	53
93	DEVANAGERE	96	126	110	92	90
94	DHARWAD	34	47	41	30	30
95	GULBARGA	97	116	99	84	88
96	HASSAN	88	113	103	79	83
97	HUBBALLI	144	191	158	143	137
98	MADIKERI	28	39	34	30	25
99	MANGALURU	318	431	371	305	321
100	MYSURU	195	251	225	191	191
101	RAICHUR	67	92	78	64	64
102	SHIVAMOGGA	97	127	104	91	89
103	KOZHIKODE	223	301	252	220	221
104	KANNUR	121	153	131	116	116
105	ERNAKULAM	434	592	474	437	427
106	KOTTAYAM	149	206	172	150	147
107	PALAKKAD	128	166	141	127	123
108	KOLLAM	161	206	184	169	161
109	THIRUVALLA	122	161	140	113	112
110	THRISSUR	252	330	294	251	253
111	THIRUVANANTHAPURAM	290	386	335	307	297
112	AMBIKAPUR	90	107	96	82	88
113	BALAGHAT	24	36	28	22	24
114	BHILAI	133	152	132	119	118
115	BHOPAL	398	545	455	401	396
116	BILASPUR CHH	136	174	144	125	131
117	CHHATARPUR	40	49	45	36	38
118	CHHINDWARA	64	79	71	56	60
119	GUNA	45	66	53	46	43
120	GWALIOR	158	211	186	168	160
121	INDORE	241	327	270	241	233
122	JABALPUR	200	260	229	194	192
123	JAGDALPUR	41	54	50	46	47
124	KHANDWA	60	80	67	60	59
125	KHARGONE	23	28	25	22	22
126	RAIGARH	31	44	38	32	36
127	RAIPUR	213	306	251	222	220
128	Ratlam	84	105	95	80	82
129	REWA	82	95	84	77	82
130	SAGAR MP	76	93	84	77	75
131	SATNA	51	66	54	49	51
132	SHAHDOL	52	65	54	47	53

133	UJJAIN	71	91	76	65	67
134	BETUL	31	33	31	28	28
135	AHMEDNAGAR	66	87	72	63	66
136	AKOLA	59	77	68	56	57
137	AMRAVATI	102	133	118	107	103
138	AURANGABAD	184	241	207	169	179
139	MUMBAI	1146	1478	1248	1117	1109
140	BULDHANA	21	29	27	18	16
141	CHANDRAPUR	48	59	47	43	42
142	DHULE	66	76	65	63	61
143	JALGAON	73	92	83	64	70
144	KALYAN	145	186	152	133	125
145	KOLHAPUR	112	152	120	110	109
146	LATUR	78	104	89	77	77
147	NAGPUR	360	468	386	336	338
148	NANDED	76	87	79	72	73
149	NASHIK	155	217	186	152	146
150	PARBHANI	56	78	64	57	59
151	PUNE	540	713	593	527	509
152	RATNAGIRI	43	50	46	43	43
153	SANGLI	59	73	65	49	55
154	SATARA	64	80	69	64	63
155	SOLAPUR	116	155	123	107	104
156	THANE	249	314	255	233	221
157	WARDHA	51	65	52	43	50
158	NAVI MUMBAI	748	1012	843	751	709
159	IMPHAL	50	64	50	47	47
160	SHILLONG	20	38	24	23	20
161	TURA	10	11	10	8	9
162	AIZAWL	18	28	20	18	19
163	KOHIMA	18	20	19	18	15
164	MOKOKCHUNG	4	5	5	4	4
165	BALASORE	90	126	115	91	96
166	BERHAMPUR	81	115	105	84	90
167	BHAWANIPATNA	44	59	48	41	44
168	BHUBANESHWAR	478	646	531	467	461
169	CUTTACK	110	147	123	105	113
170	KORAPUT	45	55	50	48	44
171	ROURKELA	44	66	50	43	45
172	SAMBALPUR	112	151	129	111	113
173	ABOHAR	53	65	59	47	48
174	AMRITSAR	135	167	140	129	127
175	BHATINDA	149	198	170	144	152
176	FEROZEPUR	47	58	51	47	48
177	HOSHIARPUR	51	64	56	45	46
178	JALANDHAR	183	226	197	169	161

179	LUDHIANA	156	216	179	146	153
180	MANSA	73	95	84	73	79
181	PATHANKOT	88	112	95	85	80
182	PATIALA	90	115	100	88	90
183	SANGRUR	62	83	65	66	57
184	AJMER	100	129	114	97	97
185	ALWAR	94	122	104	95	91
186	BANSWARA	25	35	29	23	24
187	BHILWARA	81	105	90	83	81
188	BIKANER	131	149	135	127	130
189	SRI GANGANAGAR	126	171	139	127	125
190	JAIPUR	579	731	620	551	579
191	JAISALMER	30	33	29	24	24
192	JODHPUR	247	293	261	238	240
193	KOTA	195	237	219	199	190
194	SAWAI MADHOPUR	45	50	45	42	42
195	SIKAR	169	210	182	154	168
196	UDAIPUR	133	175	149	133	123
197	GANGTOK	16	23	17	18	16
198	COIMBATORE	263	382	313	263	260
199	DHARMAPURI	76	100	84	72	73
200	ERODE	122	162	140	118	120
201	KARUR	84	121	97	79	83
202	CHENNAI	999	1229	1112	959	950
203	MADURAI	426	537	459	408	411
204	NAGERCOIL	103	146	118	96	103
205	OOTY	14	22	20	12	16
206	SALEM	196	262	220	183	187
207	THANJAVUR	139	186	167	140	139
208	TIRUCHIRAPPALLI	241	326	279	233	245
209	TIRUNELVELI	237	300	263	221	239
210	TIRUPPUR	103	137	109	94	96
211	VELLORE	132	166	143	127	131
212	AGARTALA	121	151	128	112	121
213	AGRA	300	422	345	307	306
214	ALIGARH	123	157	133	112	117
215	PRAYAGRAJ ALLAHABAD	226	314	259	233	233
216	AZAMGARH	91	119	102	92	95
217	BAREILLY	194	265	221	191	190
218	DEHRADUN	291	384	325	288	290
219	ETAH	31	45	42	33	33
220	ETAWAH	62	77	66	59	60
221	FAIZABAD	110	138	115	107	99
222	GHAZIABAD	292	393	330	287	299
223	GHAZIPUR	86	105	94	84	84

224	GONDA	100	126	112	99	97
225	GORAKHPUR	274	367	299	270	261
226	HARIDWAR	57	78	65	57	54
227	JAUNPUR	47	55	49	44	44
228	JHANSI	97	142	115	96	98
229	KANPUR	349	465	382	344	341
230	LUCKNOW	795	1028	884	781	768
231	MEERUT	171	229	194	166	172
232	MORADABAD	184	237	219	189	193
233	MUZAFFARNAGAR	73	99	80	70	76
234	NAINITAL	169	226	188	174	169
235	SAHARANPUR	47	62	53	45	43
236	SHAHJAHANPUR	113	137	119	110	111
237	VARANASI	318	406	353	315	324
238	ASANSOL	147	190	161	143	145
239	BARRACKPORE	135	200	157	137	136
240	BARDHAMAN	114	149	125	114	114
241	KOLKATA	783	1019	869	774	768
242	COOCH BEHAR	47	61	49	45	47
243	MALDA	100	131	123	105	107
244	MIDNAPORE	55	73	59	53	52
245	SERAMPORE	127	162	137	121	114
246	SILIGURI	145	194	165	137	143
247	PORT BLAIR	17	21	19	18	16
248	CHANDIGARH	497	661	540	484	478
249	NEW DELHI	1201	1642	1353	1208	1215
250	MARGAO	59	92	72	59	59
251	PANAJI	115	142	120	103	105
252	PUDUCHERRY	170	205	189	167	164
253	VAPI	57	64	60	52	56
254	GAYA	98	131	117	96	102
255	KHARAGPUR	52	80	68	59	57
256	Mira Road	117	171	133	117	112
	Total	**38740**	**50698**	**43197**	**37718**	**37999**

DIPLOMA/CERTIFICATE EXAMS

Sr. No.	EXAM CENTRE NAME	S1	S2	S3	Grand Total
1	AGARTALA	3	1	3	7
2	AGRA	13	11	13	37
3	AHMEDABAD	58	88	69	215
4	AHMEDNAGAR	0		5	15
5	AJMER	2	1	1	4
6	AKOLA	2		2	4
7	ALIGARH	3		2	5
8	AMRAVATI	4	4	1	9
9	AMRITSAR	2	5	4	11
10	AURANGABAD	10	6	9	25
11	BALLARI	6	2	3	11
12	BARDHAMAN	6	5	8	19
13	BAREILLY	9	8	9	26
14	BENGALURU	78	67	84	229
15	BHAGALPUR	4	3	3	10
16	BHOPAL	18	18	24	60
17	BHUBANESHWAR	36	26	24	86
18	BIKANER	6	5	3	14
19	BILASPUR CHH	3	2	8	13
20	CACHAR SILCHAR	1	1	4	6
21	CHANDIGARH	35	18	25	78
22	CHENNAI	98	109	114	321
23	COIMBATORE	34	26	41	101
24	DEHRADUN	22	21	21	64
25	DHANBAD	3	6	4	13
26	DIBRUGARH	3	3	3	9
27	DURGAPUR	3	3	5	11
28	ERNAKULAM	31	27	37	95
29	FARIDABAD	7	6	2	15
30	GHAZIABAD	13	18	13	44
31	GORAKHPUR	10	7	10	27
32	GUNTUR	15	12	10	37
33	GURUGRAM	24	21	30	75
34	GUWAHATI	17	14	10	41
35	GWALIOR	3	2	9	14
36	HALDWANI	8	5	5	18
37	HUBBALLI	9	5	6	20
38	HYDERABAD	95	56	73	224
39	INDORE	13	14	23	50

40	JABALPUR	9	7	6	22
41	JAIPUR	16	11	24	51
42	JALANDHAR	10	12	8	30
43	JALGAON	1	6	5	12
44	JAMMU	5	5	6	16
45	JAMNAGAR	2	1	4	7
46	JAMSHEDPUR	3	2	3	8
47	JODHPUR	9	7	7	23
48	KANNUR	1	2	1	4
49	KANPUR	14	11	13	38
50	KARIMNAGAR	16	4	5	25
51	KARNAL	11	4	7	22
52	KOLHAPUR	8	9	8	25
53	KOLKATA	74	57	76	207
54	KOLLAM	11	12	13	36
55	KOTA	7	2	5	14
56	KOTTAYAM	7	9	9	25
57	KOZHIKODE	7	5	9	21
58	KURNOOL	18	13	9	40
59	LUCKNOW	44	35	41	120
60	LUDHIANA	7	8	7	22
61	MADURAI	23	19	23	65
62	MANGALURU	36	19	43	98
63	MEERUT	8	10	15	33
64	MORADABAD	4	1	5	10
65	MUMBAI	152	181	109	442
66	MUZAFFARPUR	3	5	5	13
67	MYSURU	12	8	15	35
68	NAGPUR	12	12	61	85
69	NANDED	11	3	1	15
70	NASHIK	9	15	11	35
71	NAVI MUMBAI	55	69	61	185
72	NELLORE	7	1	2	10
73	NEW DELHI	98	90	138	326
74	PANAJI	11	10	13	34
75	PATIALA	10	8	10	28
76	PATNA	27	23	26	76
77	PRAYAGRAJ ALLAHABAD	22	18	22	62
78	PUDUCHERRY	8	2	5	15
79	PUNE	30	27	32	89
80	RAIPUR	16	12	17	45
81	RAJAHMUNDRY	10	8	11	29
82	RAJKOT	6	10	8	24
83	RANCHI	15	11	12	38
84	SAGAR MP	3	3	3	9

85	SALEM	23	21	27	71
86	SAMBALPUR	3	2	2	7
87	SHILLONG		2	1	3
88	SHIMLA	3	5	9	17
89	SHIVAMOGGA	4	2	7	13
90	SIKAR	3	1	4	8
91	SILIGURI	9	9	8	26
92	SOLAPUR	5	4	3	12
93	SRI GANGANAGAR	7	3	3	13
94	SRINAGAR	13	11	3	27
95	SURAT	15	17	16	48
96	THANJAVUR	14	14	17	45
97	THIRUVANANTHAPURAM	21	16	20	57
98	THRISSUR	29	23	49	101
99	TIRUCHIRAPPALLI	21	22	18	61
100	TIRUNELVELI	14	13	8	35
101	TIRUPATI	11	9	6	26
102	UDAIPUR	5	6	1	12
103	VADODARA	27	25	29	81
104	VALSAD	3	1	1	5
105	VARANASI	18	20	23	61
106	VELLORE	11	7	8	26
107	VIJAYAWADA	20	13	21	54
108	VISAKHAPATNAM	30	24	19	73
109	WARANGAL HASANPARTHY	11	9	21	41
	Grand Total	**1895**	**1702**	**1958**	**5555**