

**Indian Institute of Banking & Finance, Corporate Office, Mumbai**  
**List of Pre-bid queries and IIBF's responses towards RFP related to conduct of online examination**  
**RFP NO: IIBF/EXAM RFP-02/2025-26 dated 02-01-2026**

Sr.	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Response from IIBF
1	IIBF RFP- Eligibility Criteria	26	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.	<b>Suggested change:</b> The Bidder / Group Company should own ISO certified data centre. The data centres should be a Tier – III / Rated - 3.	No change in the RFP
2	IIBF RFP-Eligibility Criteria	27	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.	<b>Suggested Change:</b> 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 for corrupt and fraudulent practices	No change in the RFP
3		Page 26 of 113	Section 4 – Eligibility Criteria /4.2 Eligibility Criteria /Sr. No. - b.	The Bidder should have a minimum annual turnover of <b>Rs. 50 crore</b> in each of the last 3 financial years i.e. 2022-23, 2023-24, and 2024-25.	It is requested to kindly modify the turnover criteria to: "The bidder should have an average annual turnover of 30 crore each year of from examination-based projects in any three financial years out of the last five (2020-21 to 2024-25)" instead of 50 crore in each of the last three years. This relaxation will encourage wider participation from experienced and competent examination service providers who have handled large-scale projects but may have variable turnover across different financial years due to project-based revenue cycles.	No change in the RFP clause
4	Section 4 – Eligibility Criteria  /4.2 Eligibility Criteria /Sr. No. - f.	Page 27 of 113		The bidder must have the following quality, security, product development and service related certifications: CMMI Level 3 or above in Development and Services, ISO 9001:2015, ISO/IEC 27001.	We request that all ISO certifications (9001, 20000, and 27001) and CMMI Level 3 (or above) certification be verified through the following official platforms for authenticity and credibility:  <a href="https://www.iso.org/iso-certification-verification">ISO Certification Verification: The ISO certifications (9001 and 27001) should be verifiable on the International Register of Certificated Organizations available at: https://www.iafcertsearch.org/.</a>  CMMI Level Verification both Service & Software: The CMMI Level Certification <b>Service &amp; Software</b> should be verified on the official CMMI Institute platform at: ( <a href="https://pars.cmmiinstitute.com">https://pars.cmmiinstitute.com</a> )  This addition will ensure the authenticity, capability, and standardization of the bidder's certifications, which are crucial for the security, quality, and reliability of the services provided.  We request your kind consideration and approval of this request.	A copy of valid certificate should be submitted for verification.
5	IIBF/EXAM RFP-02/2025-26	66	Annexure E5–Eligibility Criteria Matrix	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.	Please clarify whether a <b>Tier-III, ISO-certified, and Cert-in certified outsourced data centre / Cloud Service Provider</b> will be acceptable instead of a self-owned data centre.	Ref Annexure E5 Sr. No. E page no 66 of RFP
6		67	Annexure E5–Eligibility Criteria Matrix	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)	The Bidder should have experience of conducting at least one Computer Based test for Govt., PSU department for 30,000 candidates scheduled in a single shift/session at Pan India level (at least 10 or more states)	RFP clause deleted
7				Tender Submission Date	We request that post release of the Pre-bid Queries response –Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response	Last Date of submission of Proposal will be 22nd January 2026 before 3.00 p.m. and Opening of Technical Bids in the presence of bidders will be done on 22nd January 2026 at 4.00 p.m.
8				Credit period	The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In case the customer does not pay the undisputed amounts within 30 days (or the credit days agreed), the same shall be constituted as an EVENT OF DEFAULT by customer. A notice of EVENT OF DEFAULT will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EVENT OF DEFAULT) and in the event the EVENT OF DEFAULT is not cured within the cure period given , the service provider has a right to terminate the contract without any further notice.	No change in RFP clause
9				Submission , EMD and Tender fees	Please confirm that there is no Tender fees? We request to please allow bidders to submit a Bid Declaration form instead of the EMD amount  Currently all Tenders are submitted online instead of Offline mode - we request to pl consider at least Email Submission	There is no tender fees, however Bidders have to submit EMD of Rs.10,00,000/- as per RFP. Tender is to be submitted in sealed covers as mentioned in the RFP Refer 5.15 Page 31. No email submission is allowed.
10		37		Financial Bid	We assume that the Rate per candidate for 2 hours session, rate quoted would be Per Scheduled candidate per session, per stage Admit card issued – pl confirm We assume that the Rate quoted will be without Covid Precautions - this would be chargeable extra if incurred We assume that GST would be quoted extra as this is a multi year contract - any hike in the rate would be accordingly borne by the client	(i) Rate is per candidate for a 2 hour session. (ii) Rate is without covid preventive measures. (iii) Pl refer to clause 5.7 Pg 29
11		66	Point B	The Bidder should have minimum annual turnover of Rs. 50 Cr.in each of the last 3 financial years	Request to please change this to : The Bidder should have minimum annual turnover of Rs. 100 Cr.in each of the last 3 financial years only from the CBT business - CA Certificate to be provided as proof	No change in RFP clause
12		67	Point F	The bidder must have the following quality, security, product development and service related certifications: CMMI Level 3 or above in Development and Services, ISO 9001:2015, ISO/IEC 27001	Request to please change this to : The Bidder should have product development and service related certifications: CMMI Level 5 both in Development and Services, ISO 9001:2015, ISO/IEC 27001, ISO 20000, STQC, CERTIN Bidder should provide proof of CMMI Certification showing the Screen shot from : <a href="https://cmmiinstitute.com/learning/appraisals/results">https://cmmiinstitute.com/learning/appraisals/results</a>	Pl refer to RFP clause 4.2 Sr.No. f - No change in RFP clause. A copy of valid certificate should be submitted for verification.
13		67	Point 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.	Request to please change this to : 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 50,000 candidates in a single session in a day for at least one reputed organization.	RFP Clause modified as "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. (ii) A minimum of 15,000 candidates in a single session in a day for at least one reputed organization. ## Vendor who has conducted atleast one online examination across India covering atleast 100 centres will be preferred. "

14		27	Point 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.	We request to please change this to : 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) in the last 3 years - mandatorily - proof to be submitted	RFP clause deleted
15		67-68	Point K	Certified by the Company Secretary/CFO of the Company.	Request to please change this to: Certified by the Company Secretary/CFO of the Company/ Authorized Signatory	Ok. Required authorization be produced.
16		71		Annexure E8 -POA format	We request that vendors be also allowed to submit copy of the existing POA that was made for IIBF previous tender in November 2025 -as the original was submitted to IIBF itself	Ok.
17		72		Annexure E9 - Other Undertakings	To be Fair to all Vendors - We request to please remove this statement : DC should be Cert-In certified - since Certin certification is not applicable for infrastructure	RFP Annexure E9 Sr.No. 2 modified as "Data centre/Data Centre infrastructure should be ISO certified
18		73		Annexure – E10 NON-DISCLOSURE AGREEMENT	Pl confirm all vendors have to submit this NDA or only the Winning Bidder	Only winning Bidder
19		40	PBG	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	As per Std Govt of India Policy request to please reduce this to 3-5% of the Contract value	RFP clause modified - The successful bidder/s shall furnish the Performance guarantee of 5% of TCO.
20		41-42	8.8	Penalty for default in delivery	Request CLIENT to consider the following: i)The total cumulative Penalty imposed on the bidder shall not exceed 10% of the total invoice of the particular service of the respective Order for which the penalty arises. ii) CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period. iii)The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition of any penalty or termination of contract. iv)Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder. v)The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement. vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty. vii)An escalation matrix should be mutually decided between both the parties. viii) We request the client to revise the amount of penalty as per industry standards.	No change in RFP clause
21		45-46	8.19	Resolution of Disputes	Request CLIENT to consider the following: If the dispute between the parties does not resolve mutually, the same shall be submitted to Sole Arbitrator appointed mutually by the parties and the proceedings shall be conducted as per Arbitration and Conciliation Act, 1996	No change in RFP clause
22				Opportunity of Personal Hearing	Request CLIENT to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability.	Service provider will get the necessary opportunity.
23		42	8.11	Intellectual Property	Request CLIENT to add the following: Each Party shall continue to be the owner and hold their respective Intellectual Property Rights. The rights, title and ownership of the IPR shall not be transferred. The source code of the software shall belong to the software provider. Provision of license for the use of the software for the required term can be discussed between all the parties.	Refer PFP clause 8.11
24		43-44	8.13	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..... 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.	We request the CLIENT to consider the below clause for indemnity of the successful bidder:- The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses, and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred inter-alia by any willful negligence or wrongful act or omission by the Bidder in connection with the services. In no event shall either party be liable under any contract, strict liability, negligence or other legal or equitable theory for any indirect, incidental, special or consequential damages, lost profits, lost data or cost of procurement of substitute goods, technology or services. The total aggregate liability/indemnity of the Bidder, regardless of whether such liability is based on breach of contract, tort, strict liability/indemnity, breach of warranties, failure of essential purpose or otherwise, under this Agreement shall be limited to 10% of the total invoice value of the assignment paid to the bidder in respect of that particular work which gives rise to such a liability/indemnity.	No change in RFP clause
25		45	8.16.B.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.	We request deletion of this clause.	Ok
26		15	3.1 C 7.c	Facility to upload files in XLS. Bidder should have the capability to develop for upload in JSON also for future requirement.	We assume having the upload feature via xls will also suffice the requirement, kindly confirm	Currently upload through XLS in the format of IIBF will suffice. The Bidder may have to support in JSON format in future
27		16	3.1 C 8 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).	Exact requirement to be discussed with IIBF QB team / QB tool vendor for implementation	Yes, no separate charges shall be payable for such facility
28		49	9 A Functionality 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.	We assume this requirement is for numeric type or short answer (single word) type questions and not for lengthy subjective responses. If the requirement is for lengthy subjective responses, the logic must be provided by the client.	No change in RFP clause

29		18	3.1.D.24	The recording will be provided in a SSD/Pen Drive on an as is basis within 7 days of completion of the Examination.	The timelines for all the examination related activities to be mutually discussed and agreed upon. CCTV recordings will be provided over a secured cloud storage link instead of SSD or pen drive	No change in RFP clause
30		25	3.2.C.65	Entire data backup of examinations should be preserved by the Bidder for 3 years from the date of examinations.	i. We proposed that Examination data will be archived for a period of 1 year instead of 3 years ii. The CCTV recordings will be handed over to the client within mutually agreed timelines and subsequently purged. However, CCTV footage of candidates booked under Unfair Means (UFM) will be retained and archived for a period of three (3) years.	i. No change in RFP clause clause 3 support pt 25 page18 ii. PI refer
31		48	9.A.Space.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.	We propose that the candidate data for the examination will be provided 45 days before the date of the examination.	No change in RFP clause
32		49	9.A.Space.10	The Bidder should have screen-reader facility for visually impaired candidates.	We request you to provide clarification on this point. We proposed that the Image based questions should not be included for Visually Impaired Candidates	Requirement to be provided as per the guidelines of Government of India Ministry of Social Justice & Empowerment Department of Empowerment of Persons with Disabilities (Divyangjan).
33		49	9.A.Functionality.2	The application should have the facility to create the profiles of new candidates.	We assume that the profiles refer to allowing of candidates to appear for the examination on a different system. (SSiD)	Yes
34		55	9.B.Task 2 -Support.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/sensitivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area.	We request you to provide clarification on this point	Vendors 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. PI refer D. TASK 3 - SUPPORT Point 25. Only for CCTV live streaming provided to IIBF for the centre/s requested the commercials will be separate.
35		56	9.B.Security.2	There should be an analytical Report Module.	We request you to provide clarification on this point	The said Clause does not appear in RFP
36	Section 4 – Eligibility Criteria	26	4.2 (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.	Dear Sir, We request you to kindly consider the average annual turnover of INR 50 cr in last three financial years. Request relaxation or proportional turnover criteria as per GFR guidelines for wider participation.	No change in RFP clause
37	Section 4 – Eligibility Criteria	27	4.2 (h)	The Bidder should have successfully conducted 3 exams in a year covering at least 50 cities and 15,000 candidates in one session.	Request to authority to give us relaxation in this point and read as the bidder should have successfully conducted 3 examination in last three year PAN India and 8000 candidates in one session for government/PSU/Autonomous bodies/State government.	PI. refer Sr.No. 13 for the modified clause
38	Section 4 – Eligibility Criteria	28	4.2 (i)	The Bidder should have experience of conducting at least one Computer Based Test for Govt./PSU for 50,000 candidates in one session at Pan-India level.	Request to authority to give us relaxation in this point and read as The Bidder should have experience of conducting at least one Computer Based Test for Govt./PSU for 50,000 candidates in one single exam at Pan-India level.Request to include reputed educational institutions or national-level recruitment agencies. State government/Central government/ autonomous bodies educational institutions or national-level recruitment agencies. State government/Central government/ autonomous bodies	RFP clause deleted
39	RFP – IIBF Maharashtra	29	Claus e 5.8	Bidder shall submit EMD of ₹10,00,00 0 in the form of DD/Pay Order or Bank Guarantee valid for 6 months	Request to authority to allow EMD exemption for bidders registered under MSME / NSIC / Startup India	Submit certificate from MSME Depart regarding waiver of EMD
40	Section 3 – Scope of Work	13	3.1 (B)(2)(a b)	The test engine should support bilingual questions and multiple Indian languages.	Please confirm if English and Hindi support will be sufficient or regional languages are mandatory.	English and other language which includes regional languages
41	Section 3 – Scope of Work	26	3.3	Expected candidate volume 50,000 1,00,000 in a single day.	Can the number of sessions and venues be shared in advance for capacity planning? Request indicative exam frequency or schedule for infrastructure planning.	Number of sessions are three. PI refer clause 3.2 (1A). Flagship Courses/Diploma/ few certificate courses are held half-yearly. Some other courses are held monthly
42	Section 3 – Scope of Work	26	3.4	Contract tenure of 5 years, extendable by 2 years.	Will the rates remain fixed for the entire period or subject to revision after 3 years? Need clarification for commercial proposal and financial modeling.	PI refer clause 3.4 pg 25
43	RFP – IIBF Maharashtra	Page 40	Clause 8.5	100% of the examination charges shall be paid after 30 days from receipt of examination result data and after receiving invoice from the Service Provider.	We request IIBF to consider a partial advance or milestone-based payment (e.g., 20% after completion of pre exam work 60% after completion exam, 20% after result or completion work. To help bidders manage upfront operational costs such as venue booking, logistics, manpower, and and data centre charges	No change in RFP clause
44	RFP – IIBF Maharashtra	Page 40	Clause 8.5	In case of any failure at any Centre/Venue, payment will be released only after successful re conduct of the examination of all allotted centres.	Kindly clarify if partial payment can be released for successfully completed centres pending re conduct at only a few venues Enables timely cash flow management and ensures continued service delivery during re-exam processes.	No change in RFP clause
45	RFP – IIBF Maharashtra	Page 41	Clause 8.8 (A)	Bidder shall strictly adhere to processes and timelines; penalties applicable for defaults	Kindly clarify whether penalties will be applied per exam session or per exam cycle	No change in RFP clause
46	RFP – IIBF Maharashtra	Page 41	Clause 8.8 – Sr. No. 2	Penalty of ₹1 Lakh per candidate for change in original marks	Kindly confirm whether penalty applies per affected candidate or per incident	No change in RFP clause
47	RFP – IIBF Maharashtra	Page 41	Clause 8.8 – Sr. No. 3	Penalty of ₹1 Crore and re conduct of examination for incorrect result calculation	Please clarify if this penalty is in addition to re examination cost or inclusive	No change in RFP clause
48	RFP – IIBF Maharashtra	Page 41	Clause 8.8 – Sr. No. 6	Penalty of ₹1,000 per candidate for delay beyond 30 minutes	Kindly clarify whether delay due to force majeure or external factors will be exempted	PI refer clause 8.17 pg 45
49	RFP – IIBF Maharashtra	Page 41	Clause 8.8 – Sr. No. 7	Cancellation of examination due to disruption attracts ₹200 per candidate penalty	Please clarify whether power or internet issues beyond bidder control will be considered for waiver	PI refer clause 8.8 pg 41
50		72 of 113	<b>Annexure E9 – Other Undertakings</b>	In Table- Sr. No. 2 DC should be Cert-In certified	Request to please remove the Cert-In requirement as it is not applicable for Infrastructure. Kindly request to modify the requirement as follows: DC should be ISO certified	RFP clause modified as " Data centre/Data Centre infrastructure should be ISO Certified"
51	Generic				Request IIBF to extend the bid submission by 14 working days.	Last Date of submission of Proposal will be 22nd January 2026 before 3.00 p.m. and Opening of Technical Bids in the presence of bidders will be done on 22nd January 2026 at 4.00 p.m.
52	Section 3 – Scope of Work 3.1 Broad Scope of Work , C. TASK 2 - QUESTION PAPER	14	Point 3	Rendering: Bidder must provide Microsoft Excel Macro for comparison of uploaded content with actual content. Macro to check that there is no truncation of question text and options during upload, images are not cropped, and html codes are displayed appropriately.	Request IIBF to delete the point	No change in RFP clause
53	Section 3 – Scope of Work 3.1 Broad Scope of Work , C. TASK 2 - QUESTION PAPER	14	Point 4	Facility of customized reports to verify the uploaded data summary (like section/module/unit wise marks wise) is required in the application.	Post upload of QB, The Bidder will provide IIBF with the facility to check the Question content, format to validate the correctness of uploaded data via candidate console like preview and the same can also be verified during proof reading process before the questions are finalized.	No change in RFP clause
54	Section 3 – Scope of Work B. C. TASK 2 - QUESTION PAPER	15	7. Upload process; Point 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.	After the authorized representative from IIBF keys in the password on the application interface, Centre supervisors would be able to download QB in encrypted format from our central server, without the requirement of password to be sent via SMS/unsecured channel due to security reasons.	No change in RFP clause
55	Section 3 – Scope of Work ,C. TASK 2 - QUESTION PAPE	16	8. Features of Test engine deployed in Institute's premises (on the laptop supplied by bidder); Point 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).	Integration for transfer of data is subject to technical feasibility and would need to be discussed & mutually agreed.	Ok

56	Section 3 – Scope of Work D. TASK 3 - SUPPORT	17	Point 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.	Requesting IIBF to remove the requirement of <del>The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.</del> Since IIBF being exam conducting authority, it shall be responsibility of IIBF to inform the respective District Administration, in advance about the examination, requesting for deployment of police personnel at all exam centers for ensuring smooth conduct of examination.	RFP Clause modified as "Bidder should ensure to submit the necessary documents to the police station near the centre/venue for deputing their personnel on the exam days and co-ordinate with them for them for the smooth conduct of the exams. IIBF will provide the necessary documents as may be required."
57	Section 3 – Scope of Work 3.1 Broad Scope of Work, D. TASK 3 - SUPPORT	17	Point 16	The Bidder should prepare and compile the results, and the results (including the response data) should be shared through API.	The Bidder should prepare and compile the results, and the results (including the response data) should be shared through <del>API</del> , online secured portal	No change in RFP clause
58	Section 3 – Scope of Work D. TASK 3 - SUPPORT	17	Point 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.	Request IIBF to modify the point as: 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 <del>45</del> days of completion of the Examination. Each CCTV recording should have Centre Name, Date and Time stamp.	No change in RFP clause
59	Section 3 – Scope of Work D. TASK 3 - SUPPORT	18	Point 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.	CCTV recording of examination will be provided to Institute in a SSD / Pen Drive on an as is basis with 45 days of completion of the examination and copy will not be retained by TCS. Please confirm if it is acceptable to IIBF.	No change in RFP clause
60	Section 3 – Scope of Work D. TASK 3 - SUPPORT	18	Point 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	Request IIBF to modify the point as: The Bidder should deploy the minimum number of personnel as given below at each venue of examination: Test Centre Administrator/ Venue commanding officer - 1 (One for each venue) IT Manager - 1 for each 200 candidates Invigilators - 1 per <del>20</del> candidates Support Staff - <del>2</del> per 50 candidates Security Guards - 2 per 100 candidates Electrician - 1 (One for each venue) <del>Peons - 2 per 100 candidates.</del>	No change in RFP clause
61	Section 3 – Scope of Work , D. TASK 4 – SECURITY OF EXAM	18	Point 28; sub Point f	At least the IT Manager and the Test Centre Administrator should be employees of the Bidder.	Request IIBF to modify the point as: At least the IT Manager and the Test Centre Administrator should be employees/ long term employee on contract of the Bidder.	No change in RFP clause
62	Section 3 – Scope of Work , D. TASK 4 – SECURITY OF EXAM	19	Point 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/DPS 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)	Request IIBF to modify the point as: 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/DPS used at the exam centres, and HO centralised server. <del>The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time).</del>	No change in RFP clause
63	Section 3 – Scope of Work ; 3.2 Deliverables	20	A. Pre-Examination, Point 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.	Request IIBF to modify the point as: 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/r eputed 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.	No change in RFP clause
64	Section 3 – Scope of Work , 3.2 Deliverables	20	A. Pre-Examination, Point 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.	Request IIBF to modify the point as: 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 <del>venue</del> city 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.	No change in RFP clause
65	Section 3 – Scope of Work ,3.2 Deliverables	22	A. Pre-Examination, Point 21	The Bidder should have screen-reader facility for visually impaired candidates.	Request IIBF to modify the point as: The Bidder should have <del>screen-reader</del> scribe facility for visually impaired candidates.	Any requirements as per the guidelines of Government of India Ministry of Social Justice & Empowerment Department of Empowerment of Persons with Disabilities (Divyangjan) need to be complied with
66	Section 3 – Scope of Work ,3.2 Deliverables	22	B. During Examination, Point 29	The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.	Requesting IIBF to remove the requirement of <del>The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.</del> Since IIBF being exam conducting authority, it shall be IIBF's responsibility to inform the respective District Administration, in advance about the examination, requesting for deployment of police personnel at all exam centers for ensuring smooth conduct of examination.	RFP Clause modified as "Bidder should ensure to submit the necessary documents to the police station near the centre/venue for deputing their personnel on the exam days and co-ordinate with them for them for the smooth conduct of the exams. IIBF will provide the necessary documents as may be required."
67	Section 3 – Scope of Work 3.2 Deliverables,	24	C. Post Examination, Point 64	Entire data backup of examinations should be preserved by the Bidder for 3 years from the date of examinations.	Customer Data may be retained only as long as Services continue under a valid contract.	The SP shall handover entire data to incoming service provider/IIBF after expiry or termination of contract
68	Section 3 – Scope of Work 3.2 Deliverables,	24	C. Post Examination, Point 68 and 69 The Bidder:	To upload the candidates' score data directly to the Institute's server through API. To upload the candidates' attendance data directly to the Institute's server through API.	Request IIBF to modify the point as: To upload the candidates' score data directly to the Institute's server through <del>API</del> , secured online portal To upload the candidates' attendance data directly to the Institute's server through <del>API</del> , secured online portal	No change in RFP clause
69	Section 4 – Eligibility Criteria	26	Point G	The Bidder should be an owner of the test engine for conducting online examinations throughout the contract period. Supporting Document/s Documentary evidence to be enclosed.	Request IIBF to accept the Self Declaration from authorized signatory in this regard.	OK. Required authorization be produced.
70	Section 4 – Eligibility Criteria, Eligibility Criteria	26	Point h	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as: Documentary evidence PO/ Experience certificate to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	RFP clause modified as : Documentary evidence such as masked PO/Experience Certificate from the clients to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
71	Section 4 – Eligibility Criteria, Eligibility Criteria	27	Point i	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as: Documentary evidence PO/ Experience certificate to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	RFP clause modified as :Documentary evidence such as masked PO/Experience Certificate from the clients to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
72	Section 4 – Eligibility Criteria, Eligibility Criteria	27	Point j	Certified by the Company Secretary/CFO of the Company.	Request IIBF to modify the point as: Certified by the Company Secretary/CFO/ authorized signatory of the Company.	OK. Required authorization be produced.
73	5.16 Contents of "Technical Bid" Envelope	31	Point 17	Soft copy of the Technical Bid in a pendrive	Request IIBF to accept the soft copy over email/ allow us to physically submit the hard copy of the bid.	No change in RFP clause

74	Section 7 – Bid Evaluation, 7.8. Successfully Evaluated Bidder/s	38	7.8. Successfully Evaluated Bidder/s	7.8. Successfully Evaluated Bidder/s	Request IIBF to remove the entire clause and accept the H1 as the final qualified bidder for the award of contract.	No change in RFP clause
75	8.8 Penalty for default in	41		Entire Point	We request IIBF to mutually discuss penalty clause at the time of contract signing.	No change in RFP clause
76	Section 9 – Technical & Functional Requirements	48	The functional requirement for Task 1 – OPERATIONS, Point 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	Request IIBF to modify the point as: 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 <del>with 2 hours' duration each and a gap of 45 minutes between two sessions</del> ) on any single day across all centres in India.	No change in RFP clause
77	Section 9 – Technical & Functional Requirements	57	Post examination, Point 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.	Request IIBF to modify the point as: The Bidder should forward the provisional score to the candidates by e mail QPHTML link within 48 <del>24</del> hours of the examination <del>and make available on the institute's website for access within 2 3 working days</del> . IIBF can also host this link on their website for candidates to access.	No change in RFP clause
78	Annexure - C1 RULES/INSTRUCTIONS FOR	60	5. Use of calculator	Candidates will be allowed to use battery operated portable calculator. 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.	Please clarify the requirement of the usage of physical calculator in the exam. Candidate Console can be enabled with calculator for candidates.	Candidates' shall make their own arrangements for physical calculators. Virtual calculator should be inbuilt in the test engine
79	Annexure E5 Eligibility Criteria Matrix	67	Point J	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as: Documentary evidence PQ/ Experience certificate to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	RFP clause modified as :Documentary evidence such as masked PO/Experience Certificate from the clients to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
80	Annexure E5 Eligibility Criteria Matrix	67	Point K	Certified by the Company Secretary/CFO of the Company.	Request IIBF to modify the point as: Certified by the Company Secretary/CFO/ authorized signatory of the Company.	Ok. Required authorization be produced.
81	Annexure E5 Eligibility Criteria Matrix	67	Point K	The Bidder should not have been blacklisted by central / state government departments / undertakings. The agency should not have any complaints about leakage of question paper, leakage of question bank or mismanagement of exams.	Request IIBF to modify the point as: The Bidder should not have been blacklisted by central / state government departments / undertakings as on bid submission date. The agency should not have any complaints about leakage of question paper, leakage of question bank or mismanagement of exams.	No change in RFP clause. PI refer to Clause K Page 67-68
82	Annexure E8 – Format Power of Attorney	71	Annexure E8 – Format Power of Attorney		In case of a large organization POA cannot be created for the authorized person for a specific tender due to logistic issues.	Ok. But necessary Board resolution authorizing the person to be provided
83	Annexure T2 - Bidder's Experience	93	B - Bidder's Experience	Approximate cost of contract/Project cost	Due to confidentiality agreement signed with our clients we cannot share the details as required.	No change in RFP clause
84	Section 3 – Scope of Work, 3.4 Tenure of the Contract	25	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. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years and it will hold good during the extension period also if the contract gets extended for 2 more years The commercial quote will be reviewed on mutually agreed terms and not exceeding 10% of the current rate.	Request IIBF to modify the point as: The contract shall be for a period of 5 years. However, the contract will be reviewed after 3 years on mutually agreed terms. 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. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years and it will hold good during the extension period also if the contract gets extended for 2 more years The commercial quote will be reviewed on mutually agreed terms and not exceeding 10% of the current rate.	No change in RFP clause
85	Section 8 – Terms and Conditions	40	8.5 Payment Terms	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.	Request IIBF to modify the point as: 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 <del>of all Centres / venues that have been allotted</del> . 3.Each Bill shall be accompanied with work completion certificates <del>indicating the satisfactory levels</del> , jointly signed (by the representative of IIBF and the representative of Bidder) which should be submitted to the Institute after completion of every exam. All amounts payable to Service Provider are exclusive of any Taxes. IIBF shall be entitled to deduct from applicable payments to Service Provider, any tax on Service Provider' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide Service Provider with evidence or certificate of payment of such tax to the taxing authorities. Service Provider shall submit invoices to IIBF in accordance with the payment schedule in Schedule 4. IIBF shall remit payment to Service Provider within thirty (30) days from the date of invoice. Service Provider shall invoice and IIBF shall make payment, in advance, in accordance with the billing period specified in Schedule 4. If any invoice remains unpaid after the aforesaid period, Service Provider shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.	No change in RFP clause
86	Section 8 – Terms and Conditions	41	8.8 Penalty for default in delivery:	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.	Request IIBF to modify the point as: A.In case the Bidder is not in a position to conduct re-examination within 30 days of scheduled date of examination, a penalty <del>@Rs.5000/-</del> per candidate will be imposed. B.Total combined penalty for Sr.no.1 to 14 will not exceed <del>Rs.2 crores in one exam cycle. This clause excludes Sr.no.1 and 3</del> under no circumstances exceed 5% of the exam value...	No change in RFP clause

87	Section 8 – Terms and Conditions	43	8.13 Indemnity	<p>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 (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: 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, 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.</p>	<p>Request IIBF to modify the point as: 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 <del>(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,-</del> (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, <del>(v) breach of confidentiality obligations of the Bidder,</del> (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. <del>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 Law / 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-</del></p>	No change in RFP clause
88	Section 8 – Terms and Conditions	45	8.14 Bidder's Liability	<p>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.</p>	<p>Request IIBF to modify the point as: 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 <del>exam value of the contract</del>. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. <del>However, indemnity would cover damages, loss or liabilities, compensation suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.</del></p> <p>Notwithstanding anything contained in the Agreement or any other document, neither Party shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. General Indemnity The IIBF will, during the period of the coverage of this assignment, indemnify and hold Service Provider harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Service Provider arising out of the use or possession of the equipment or location of the IIBF by Service Provider or its personnel, unless caused by the negligence of Service Provider personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.</p>	No change in RFP clause
89	Section 8 – Terms and Conditions	45	8.15 Termination of Contract	<p>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.</p>	<p>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. <del>8.15a Termination for Material Breach. Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.</del></p> <p>8.15b 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. Any additional fee if applicable for such transfer shall be borne by the IIBF .</p>	No change in RFP clause
90	Section 8 – Terms and Conditions	46	8.17 Order cancellation	<p>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.</p>	<p><del>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. Bidder shall be paid all the dues, expenses, etc, as per the invoice raised by the Bidder.</del></p>	No change in RFP clause

91	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	69	Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions	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.	Request IIBF to modify the point as:  I have carefully gone through the Terms & Conditions contained in the above referred company and am, therefore, competent to make this declaration. 9. RFP document. I declare that subject to suggestions <del>and</del> the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company	No change in RFP clause
92	DURING-EXAM	22	3.2	The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.	Coordination with local police authorities generally requires institutional support. Kindly confirm whether IIBF will assist in arranging or facilitating the presence of local police officials at the test centres.	RFP Clause modified as "Bidder should ensure to submit the necessary documents to the police station near the centre/venue for deputing their personnel on the exam days and co-ordinate with them for them for the smooth conduct of the exams. IIBF will provide the necessary documents as may be required."
93	DURING-EXAM	23	3.2	The Bidder to provide a notepad facility for rough work in built in the test engine.	Kindly clarify whether providing <b>physical rough sheets</b> to candidates is acceptable instead of an in-built digital notepad.	Both required
94	DURING-EXAM	18	3.1	At least the IT Manager and the Test Centre Administrator should be employees of the Bidder.	Please confirm whether long-term contractual staff, working exclusively under the Bidder's control, are acceptable for this requirement.	No change in RFP.
95	DURING-EXAM	22	3.2	The Bidder should have screen-reader facility for visually impaired candidates.	Kindly provide detailed specifications and requirements of the screen-reader facility to ensure compliance.	Any requirements as per the guidelines of Government of India - Ministry of Social Justice & Empowerment Department of Empowerment of Persons with Disabilities (Divyangjan) need to be complied with.
96	Functionality		2	The application should have the facility to create the profiles of new candidates.	Kindly confirm whether the requirement refers to manual creation of candidate profiles by the administrator, bulk upload through files/APIs, or self-registration by candidates. Please specify the expected workflow.	Yes, through files/APIs
97			10	The application should have a facility for customized report like data summary.	Kindly clarify the types of reports required, parameters for customization (e.g., date, center, exam-wise, candidate-wise), and whether export formats (PDF/Excel) are expected.	Provide customized reports as per the parameters/fields of the uploaded QB files
98			13	The application should have facility of virtual keyboard (English only) required along with physical keyboard.	Kindly confirm whether a <b>standard on-screen English keyboard</b> is sufficient and whether it must be <b>mandatory for all candidates or enabled only on demand</b> .	Physical keyboard is required for login purpose and virtual is for during exam.
99			31	The Exam software should be capable of regenerating the questions and answers of candidates.	Kindly clarify whether this refers to recreating the exact question paper and responses for audit/review purposes or re-randomization of questions, and under what scenarios this functionality is required.	In case if the candidate exam stopped due to technical issue, the same exam paper should start from the point it stopped i.e. all his responses should be saved.
100		30	5.1	The EMD furnished by a Bidder shall be forfeited if: 1. The Bidder withdraws his bid before opening of the bids. 1. The Bidder withdraws his bid after opening of the bids but before the Notification of Award. 1. The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee. 2. The Bidder violates any of the provisions of the RFP till submission of Performance Bank Guarantee.	We suggest hat before forfeiture of the EMD, the bidder shall be provided a reasonable notice to show cause why the EMD should not be forfeited along with a fair hearing and an opportunity to cure any defect.	No change in RFP clause
				1. 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.		
101		40	8.3	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	Please clarify whether the Performance Bank Guarantee shall be subject to an upper monetary cap, considering large variations in examination volumes.	5% of 60% work and 5% of 40% work shall be the upper cap.
					Kindly also confirm whether the TCO for Performance Bank Guarantee calculation can be based on average annual examination volume of last three financial years instead of only the immediately preceding year. Further, please confirm whether the Performance Bank Guarantee amount shall be revised annually based on actual examination volumes conducted during the relevant year.	No change in RFP clause
					Please specify the conditions and procedure for invocation of the Performance Bank Guarantee, including requirement of notice, cure period, and determination of material breach.	In case the bidder does not want to continue with the project during the period of the contract, the Institute reserves he right to invoke the PBG at its discretion. The PBG may also invoked any time of the discretion of Institute, if the services of the bidder are not found to be satisfactory.
102		40	8.5(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.	We humbly suggest that payment should be made on milestone basis and 20% advance payment shall be given to the successful bidder on signing the contract.	No change in RFP clause
					Please specify definite payment timelines and interest on delayed payments.	No change in RFP clause
103		40	8.8(1)	<b>Type of Problem/Error:</b>  If Question Paper gets leaked and/or Security breach of the examination system (unauthorised access to the node during examination)	Revision required: In the event of a confirmed question paper leak or security breach conclusively attributable to the wilful misconduct or gross negligence of the Bidder, the Bidder shall be required to re-conduct the examination at no additional cost to IIBF.  We suggest that no monetary cost be imposed in this clause as actual loss from a QP leak is not quantifiable upfront	No change in RFP clause
				<b>Penalty:</b> 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.	Such incidents are governed by criminal law, not commercial LD Monetary penalty + criminal prosecution = double jeopardy in substance. Deterrence already exists via:	
					Termination	
					Blacklisting	
					PBG invocation	
					Re-exam costs	
104		40	8.8(2)	<b>Type of Problem/Error:</b> If the original marks of a candidate are found to be having changed subsequently from the original marks.  <b>Penalty:</b> Rs.1 lakh per candidate	Revision requested: Penalty shall apply only where the error is systemic and materially impacts examination results, and shall be subject to the overall penalty cap and it is proven that the same is done by wilful negligence or gross misconduct of the selected bidder.	No change in RFP clause

105		40	8.8(3)	<b>Type of Problem/Error:</b>	Revision requested: In the event of a systemic error resulting in incorrect calculation of examination results, materially affecting the integrity of the examination and attributable to the Bidder, the Bidder shall, at its own cost, rectify the error within a mutually agreed reasonable time.	
				If the entire results gets calculated wrongly.	Where such rectification is not feasible, the Bidder shall re-conduct the examination at no additional cost to IIBF.	No change in RFP clause
					IIBF shall have the right to withhold payments and, in case of repeated or material failure, terminate the contract in accordance with the terms of this RFP.	
				<b>Penalty:</b> Rs.1 crore and re-conduct of examination by the Bidder at no extra cost to IIBF	No separate monetary penalty shall be levied under this clause	
106		40	8.8(4)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall apply only where the error affects a material number of candidates, and not isolated incidents, subject to overall cap. Also please reduce the same to Rs. 150/- per candidate.	
				<b>Penalty:</b> Rs.5,000/- per Candidate		No change in RFP clause
107		40	8.8(5)	<b>Type of Problem/Error:</b>	Revision requested: Not able to serve QP to candidates for any reasons for reasons solely attributable to the Bidder. Penalty should be reduced down to Rs. 100/- per candidate.	
				Not able to serve QP to candidates for any reasons.		
				<b>Penalty:</b> Rs.1000/- per candidate and re- conduct of examination by the Bidder at no extra cost to IIBF.		No change in RFP clause
108		40	8.8(6)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall not apply where delay is due to reasons beyond Bidder's control.	
				Delay in conduct of examination for more than 30 minutes.	Also please reduce to INR 100/- per candidate.	
				<b>Penalty:</b>		
				Rs.1000/- per candidate		No change in RFP clause
109		40	8.8(7)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall apply only where disruption is directly attributable to Bidder infrastructure. Also please reduce the penalty to Rs. 100/- per candidate.	
				Cancellation of examination on account of disruption during conduct of examination on account of power / connectivity / computer failure or any other reason.		
				<b>Penalty:</b> Rs. 200/- per candidate and re- conduct of examination by the Bidder at no extra cost to IIBF.		No change in RFP clause
110		40	8.8(8)	<b>Type of Problem/Error:</b>	Revision requested: Schedule shall be mutually agreed and penalty shall not apply where delays arise due to delayed inputs from IIBF. Also please reduce the penalty for Rs. 1000/- per venue.	
				Delay in giving venue details for an examination, as per the agreed schedule between IIBF and Bidder for each schedule of examination.		No change in RFP clause
				<b>Penalty:</b> Rs.30,000 per venue.		
111		40	8.8(9)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall apply only where venue change is avoidable and solely attributable to the Bidder. Also please reduce the penalty to Rs.100/- per candidate.	
				Change in venue after giving the venue details to IIBF.		No change in RFP clause
				<b>Penalty:</b>		
				Rs.200/- per candidate and Bidder to generate/email revised admit letter to candidates, SMS the candidate and make telephone calls.		
112		40	8.8(10)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall apply only where such unfair practice is proven to have occurred due to negligence of Bidder's personnel, despite reasonable supervision. Please reduce the penalty to Rs. 100/per candidate.	
				Unfair practices overlooked by the invigilators during the examinations		No change in RFP clause
				<b>Penalty:</b> Rs.5000/- per candidate.		
113		40	8.8(11)	<b>Type of Problem/Error:</b>	Revision requested: Penalty shall not apply where footage loss is due to technical failure despite adequate backup mechanisms. Please reduce the penalty to Rs. 5000/- per venue.	
				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.)		No change in RFP clause
				<b>Penalty:</b> Rs.50,000/- per venue		
114		40	8.8(12)	<b>Type of Problem/Error:</b>	Revision requested: Deficiency to be recorded jointly with IIBF representative prior to penalty. Also please reduce the penalty to Rs. 1000/- per venue.	
				In case of improper infrastructure of venues, lack of basic facilities such as ramp/lift for differently abled, drinking water, cleanliness of washrooms etc		No change in RFP clause
				<b>Penalty:</b> 10,000/- per venue per day		
115		40	8.8(13)	<b>Type of Problem/Error:</b>	Revision Requested: Unsatisfactory services shall be assessed against agreed SLAs only. Also please reduce the penalty to Rs.100/- per candidate	
				Unsatisfactory/unacceptable quality of services:		No change in RFP clause
				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		
				<b>Penalty:</b>		
				Rs.200 per candidate		
116		42		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.	Revision requested: The total aggregate penalties and liquidated damages under Clause 8.8, including all sub-clauses and events, shall be capped at the lower of: (a) 5% of the annual contract value, or (b) ₹10,00,000 (Rupees Ten Lakhs only) per examination cycle or per financial year, whichever is lower.	No change in RFP clause
				8. 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.	Also before levying any of the penalties mentioned in the RFP, we request IIBF to provide the selected bidder with reasonable opportunity to cure any defect along with a cure notice period of atleast 30 days and a fair chance of hearing to present our case.	
117		43	8.13	<b>Indemnity</b>	Revision Requested: Bidder's indemnity shall be limited to direct losses arising from proven wilful misconduct or gross negligence, capped at 100% of annual contract value, excluding indirect or consequential damages.	No change in RFP clause



118		44	8.14	<b>Bidder's Liability</b>	Revision requested: Bidder shall not be liable for delays or failures caused by force majeure, government action, police authorities, candidates, or third-party venue owners.	No change in RFP clause
119		46	8.18	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;	Revision requested: Please clarify and define "serious discrepancy" to mean a material breach of the contract which remains uncured despite written notice and opportunity to rectify within a reasonable cure period.	No change in RFP clause
				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.	Kindly clarify that compensation for direct loss, if any, shall be reasonable, demonstrable, directly attributable to the Bidder's proven breach, and shall be subject to an overall monetary cap aligned with the penalty/liability caps under the Contract.	No change in RFP clause
				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.		No change in RFP clause
110	<b>Technical Evaluation</b>	36		The vendors will be awarded the points proportionately in percentile basis.	Request you to kindly use the standard QCBS Model of 70:30	No change in RFP clause
111	<b>Section 9 – Technical &amp; Functional Requirements - Space 1</b>	48		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		RFP Clause split as 1. A "The Bidder should have the past experience of having conducted online Examinations at least in 50 Centres and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations. (Mandatory)  1. 8 The Bidder should have the past experience of having conducted online Examinations at least in 100 Centres would be preferred and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations. (Non- mandatory)
112	Annexure E5–Eligibility Criteria Matrix Sr.No. H	67		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.		RFP Clause modified as "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. (ii) A minimum of 15,000 candidates in a single session in a day for at least one reputed organization. ## Vendor who has conducted atleast one online examination across India covering atleast 100 centres will be preferred. "
113	Annexure E5–Eligibility Criteria Matrix Sr.No. J	67		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)		RFP Clause deleted
114	Annexure T1 - COMPLIANCE TO TECHNICAL & FUNCTIONAL REQUIREMENTS Space 1	80		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		RFP Clause split as 1. A "The Bidder should have the past experience of having conducted online Examinations at least in 50 Centres and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations.  1. 8 The Bidder should have the past experience of having conducted online Examinations at least in 100 Centres would be preferred and should produce the copies of the supporting documents for the Centres/Locations engaged from the Institutions/organizations.