



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

**RFP NO: REF-2024/25-ACA-1**

**REQUEST FOR PROPOSAL FOR**

**Authoring Tool (Question Bank Software)**

**TO BE SUBMITTED ON OR BEFORE**

**12<sup>th</sup> April 3.00 PM**

**ADDRESSED TO:**

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



		<b>Particulars</b>	<b>Page Nos.</b>
<b>1</b>		<b>About IIBF</b>	<b>4</b>
<b>2</b>		<b>Major Activities of the Institute</b>	<b>5</b>
	<b><u>2.1</u></b>	<b>Membership</b>	<b>5</b>
	<b><u>2.2</u></b>	<b>Courses Offered</b>	<b>5</b>
	<b><u>2.3</u></b>	<b>Web Portal</b>	<b>5</b>
<b>3</b>		<b>Introduction of the Assignment (Broad Requirements)</b>	<b>5</b>
<b>4</b>		<b>Availability of RFP Document</b>	<b>6</b>
<b>5</b>		<b>Adhering to Terms and Conditions</b>	<b>6</b>
<b>6</b>		<b>Brief Scope of Work, Specifications and Requirements</b>	<b>6</b>
<b>7</b>		<b>Bidding Process</b>	<b>8</b>
<b>8</b>		<b>Schedule of activities of Bidding</b>	<b>8</b>
<b>9</b>		<b>Minimum Eligibility Criteria</b>	<b>9</b>
<b>10</b>		<b>Conflict of Interest</b>	<b>10</b>
<b>11</b>		<b>Evaluation of Bids</b>	<b>10</b>
	<b>11.1</b>	<b>Technical Evaluation</b>	<b>10</b>
	<b>11.2</b>	<b>Commercial Evaluation</b>	<b>11</b>
	<b>11.3</b>	<b>Proposal Format</b>	<b>13</b>
	<b>11.4</b>	<b>Contents of Technical Proposal</b>	<b>13</b>
	<b>11.5</b>	<b>Inputs on commercials</b>	<b>13</b>
<b>12</b>		<b>Training</b>	<b>14</b>
	<b>12.1</b>	<b>Bidder shall organize a user training as follows</b>	<b>14</b>
	<b>12.2</b>	<b>User training should cover the following</b>	<b>14</b>
<b>13</b>		<b>Terms and Conditions:</b>	<b>14</b>
<b>14</b>		<b>Performance Bank Guarantee</b>	<b>15</b>
<b>15</b>		<b>Rejection of bids</b>	<b>16</b>
<b>16</b>		<b>Termination of Contract</b>	<b>16</b>
<b>17</b>		<b>Pre Bid Clarifications</b>	<b>16</b>
<b>18</b>		<b>Payment Schedule</b>	<b>17</b>



*Request for Proposal for Authoring Tool (Question Bank Software)*

<b>18</b>		<b>IIBF reserves the right to:</b>	<b>19</b>
<b>19</b>		<b>ANNEXURE – I (Commercial Template)</b>	<b>20</b>
<b>20</b>		<b>ANNEXURE – II (Deceleration Form)</b>	<b>21</b>



## **1. ABOUT IIBF:**

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB). IIBF 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 94 years of service, IIBF has emerged as a premier institute in banking and finance education for those who 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 ‘Distance Learning’ Institute. The candidates who appear for examinations, get adequate educational/knowledge inputs through various educational services offered by the Institute. The pedagogy of Distance Learning offered by the Institute is given below:-

- I. Publishing specific courseware for each paper/examination;
- II. Tutorials from accredited institutions;
- III. Contact classes;
- IV. Video lectures;
- V. Virtual classes
- VI. E-learning through portal;
- VII. Campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are enriched by latest developments and updated knowledge of the profession they practice. Towards this end, the Institute offers a daily e-news letter called “Fin @ Quest”, a monthly bulletin – “IIBF-Vision”, a quarterly journal – “Bank Quest”. It also sponsors research in banking & finance and publishes the 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 9001-20015 certified organization having its Corporate Office in Mumbai and Professional Development Centers in Mumbai, Delhi, Chennai, and Kolkata.



### **Major Activities of the Institute:**

**2.1 Membership:** The number of ordinary members of the Institute as on 31<sup>st</sup> March-2023 was 10,48,347. There are 682 active Institutional members (Banks and Financial Institutions).

**2.2 Courses Offered:** The Institute currently offers the following courses:

#### **Flagship Courses:**

- JAIB
- CAIB
- Diploma in Banking and Finance

#### **Diploma Courses:**

- Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking and Finance, Advanced Wealth Management Course, Diploma in retail Banking etc.

#### **Certificate Courses:**

- Certificate course in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, IT Security, Cyber Crimes & Prevention of Fraud Management, FEMA, Rural Banking, Emerging Technologies, Strategic Management & Innovation in Banking etc.

#### **Blended Courses:**

- Blended courses in Credit Management, Treasury, Compliance, Risk Management, Accounting & Auditing etc. (For details visit- [www.iibf.org.in](http://www.iibf.org.in))

All these examinations are backed by specially developed courseware. The Institute revises publishes these courseware from time to time. The courseware are available with the publishers' viz. M/s Macmillan India Ltd. M/s Taxman Publications Pvt. Ltd and also with leading book shops.

**2.3 Web Portal:** The web portal disseminates information with regard to Institute's profile, it's products & services. It also facilitates in 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.

### **3. Introduction of the Assignment (Broad Requirements):**

The Indian Institute of Banking & Finance (IIBF) desires to select a vendor who would provide the 'Authoring Tool' (Question Bank software). The software broadly covers the activities of 'Question Paper' generation and which can be uploaded on the 'Test Engine' of other vendors.

In this connection, Institute would like to invite competitive bids through this RFP (Request for Proposals) from reputed bidders, who can provide the comprehensive solution for Question Bank activities.



#### **4. Availability of RFP Document**

A detailed RFP Document covering the eligibility requirements, technical specifications, terms & conditions, statement of work, and service agreement can be downloaded from the Institute's website <http://www.iibf.org.in>

#### **5. Adherence to Terms and Conditions**

The bidders are advised to submit the bids adhering to all the terms & conditions contained in this RFP including other specifications and amendments, if any, issued by IIBF prior to submission of RFP. The bidders should comply with the formats prescribed in the RFP documents strictly. The bids that do not strictly adhere to the terms and conditions of this RFP are liable for summarily rejection.

#### **6. Brief Scope of the Work**

##### **Question Bank Generation**

##### **a) Setting / Vetting**

Creation of exam wise subject wise multiple choice questions (MCQ) by setters (user id - role based access). Questions types are:

- Case based (not comprehension) – A paragraph on some topic followed by 5 or less child questions
- Non case questions
- Questions without answers (numeric only) – Candidate will have to type in the answers (options will not be provided to candidates)

Features:

- Bilingual editor for Hindi version of English questions
- Equation editor for mathematical questions
- Questions or answer options may have images
- Difficulty level of questions
- Examination – Subject – Module – Unit – Topic – Fundamental or Regulatory Questions
- Validations for duplicate questions based on question text or answer options, four answer options, correct answer option, marks, unit, references
- Case based questions should be validated for minimum number of child questions against each case.
- Number of questions with unit and marks to be validated with the parameter for that subject.
- Multiple levels of vetting with edit/delete facility.



## *Request for Proposal for Authoring Tool (Question Bank Software)*

- Vetting of question paper have to be in TRACK mode.
- For vetting if question paper is generated from available questions in the question-bank then parameter should be there to cull out total number of questions subject/module/unit/marks/previous administered period wise.
- Questions vetted for a period are to be marked with exam period for which the question will be administered. That means a question administered for four different exam periods will maintain all those periods, on the basis number of times a question is administered in the exam can be removed from question bank so that the same question will not be administered in the future exams.
- Option for uploading the image/table/graph in question or answer options required.
- Option for storing calculation or reference is required.
- Option for marking the questions not to be administered for Visually Impaired Candidates
- During vetting he can make any changes as per requirement in the answer, unit, marks, question text, options, cases etc.. He can delete the questions. Feature is required for vetter to remove a particular question either from the Question Paper (QP) or permanently from Question Bank (QB). He can also delete cases if they are obsolete, not relevant, duplicate etc.
- Feature is required at admin level to provide the replacement of deleted question of same module/unit/marks from QB.
- In case Vetter changes any unit or marks of a question or deletes it then an alert should be shown to Vetter to replace the question if there is mismatch or shortfall in the parameter. In that case the Vetter has to replace the question with the question from original unit/marks so that the parameters are not affected. The same process to be followed in case child question is deleted from Case based questions to match the requirement of five child questions of each cases.
- Before submission by Setter or Vetter validation is to be done to check all parameters are matched for that subject exam.
- After completion of setting or vetting of questions, validation with the QP parameter is done if it matches the next level of vetting or approval is to be enabled.
- At each level of vetting the same process is to be followed.
- The questions already taken for replacement during one subject exam period have to be marked in the Question Bank so that it is not selected again while giving replacement questions during next level of vetting or approval process.
- Mapping of a question to more than 1 subject
- Classification of question into Fundamental, Numerical and Regulatory
- Multiple Question Paper set generation and with any type of combination between Fundamental, Numerical, Regulatory



## *Request for Proposal for Authoring Tool (Question Bank Software)*

- Check if similar questions selected at the time of QP generation
- Conversion of a case based question to non-case based question and vice versa
- Shuffling of options to be available subject to freezing the “All the above” or “None of the above” options
- Hindi translating rights to be available only for the approved English questions
- For vetting of Hindi questions, read-only rights to be provided for the approved English question
- The Hindi QP to be generated as per the English QP set generation i.e. same questions to be picked up
- Integration of Plagiarism tool into the software
- Maintenance of any number of questions for any number of certifications to be provided

### **b. Approvals**

- Approver may replace/delete/modify the questions. In case of shortfall of number of question against module/unit he may call for replacement.
- Approval has to be Question wise / Question Paper (QP) wise.
- After approval of QP, provision to download the Approved QP file for enabling translation job in Hindi language, maintaining the Exam/Subject codes, Question Ids as per English question paper.
- Facility to upload translated Hindi file.
- Facility for Hindi typing to modify or translate question.

Final Question Paper after approval is generated in the Excel file in format required by examination vendor to be uploaded in their Test Engine. Three or less files are generated out of approved question paper.

Example – If 300 questions are vetted/approved for a particular subject for particular exam date and examinee is required to answer 100 questions then three sets each of 100 questions are to be created from approved 300 questions as per parameter and all three sets will have different questions.

### **c. Reports**

Different statistical reports from question bank is required.

Exam wise subject wise question id with answer option.

Dynamic Search Facility.

Summary Status of all Subjects with complete details.

SME status report.





*Request for Proposal for Authoring Tool (Question Bank Software)*

Honorarium payable to SMEs for the accepted questions.

- d. The bidder must fulfill all the requirements of the project to achieve IIBF’s objectives as mentioned in this RFP document or any changes in scope/terms & conditions that may be decided during the pre-bid meeting.
- e. Existing questions from question bank (all subjects) to be migrated in the new Authoring Tool.

**7. Bidding Process:**

The evaluation criteria for technical and commercial bids are given in clauses 11.1 and 11.2 respectively. The entire work should be undertaken on a turnkey basis.

**8. Schedule of activities of Bidding:**

The schedule of activities of bidding process is as under:

Sr. No	Description	* Date
1	Release of Request for Proposal (RFP)	12 <sup>th</sup> March 2024
2	Last date of submission of written requests for any Clarifications from prospective bidders. Queries may be sent to the e-mail id: <a href="mailto:jd.aca2@iibf.org.in">jd.aca2@iibf.org.in</a> or <a href="mailto:jd.aca1@iibf.org.in">jd.aca1@iibf.org.in</a>	18 <sup>th</sup> March 2024
3	Pre-bid meeting for clarifications on written Queries. Pre-bid meeting will be held at Corporate Office, IIBF, Mumbai	22 <sup>nd</sup> March 2024
4	Last Date of submission of Proposal up to 3 PM.	12 <sup>th</sup> April 2024
5	Opening of technical bids in the presence of Bidders at 3.30PM, at Corporate Office, IIBF, Mumbai	12 <sup>th</sup> April 2024
6	Technical presentations from the bidders	16 <sup>th</sup> April 2024
7	Opening of commercial bids in the presence of bidders who qualify in the technical round	16 <sup>th</sup> April 2024

**\*Tentative dates**

The above dates are tentative and IIBF reserves the right at its discretion to change the schedule of activities, including the associated dates.

**9. Minimum Eligibility Criteria:**

Sr.	Minimum Eligibility Criteria	Supporting Document
a.	The bidder should have a turnover of Rs. 2 crores or above during each year of last three completed financial years.	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.



*Request for Proposal for Authoring Tool (Question Bank Software)*

<b>b.</b>	The bidder should be earning a Net Profit or having +ve Net Worth in each of the last three completed financial years.	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
<b>c.</b>	The bidder should have experience of similar nature and preferably in Educational Institutes	<ul style="list-style-type: none"><li>• PO</li><li>• Project completion report</li></ul>
<b>d.</b>	The bidder should provide the proof of accreditation to Quality Management Systems (ISO/CMM certificates)	Copy of certificate is preferable.
<b>e.</b>	The bidder should possess at least 10 qualified and experienced software engineers to take care of deploying and maintaining the application	Self-certified statement indicating Number of Software Engineers with qualifications and year/s of experience.
<b>f.</b>	The bidder should not have been blacklisted by any department or undertaking of the Government of India and the Government of Maharashtra or other state governments or any public sector banks	A self-declaration letter from the company secretary of the organization to be enclosed

**Note:**

- Necessary supporting documents should be arranged / numbered in the same order as mentioned above.
- Failure to meet any of these criteria will disqualify the bidder and will be eliminated from the advance process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria. The decision of the Institute, in this regard shall be final, conclusive and binding upon the bidder.

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

**11. Evaluation of Bids:**

The technical proposals will be evaluated as per the clause 11.1 given in this RFP.

**11.1 Technical Evaluation:**

The total points to be awarded in the technical round will be as under:

Presentation on adoption of technology:



Sr No	Criteria	Marks
1	Features & functionalities of Authoring Tool	60
2	Past Experience of similar projects	20
3	Support services	20
4	<b>Total</b>	<b>100</b>

**Mechanism of awarding Technical Scores to bids:**

The bidder/s who score/s highest points will be awarded with full Technical weightage of 70 marks, and accordingly the second highest; third highest scores will be calculated in proportion to the highest points obtained by a bidder in the technical round.

For example:

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

Assume, the bidders obtain the points as given below, based on the techno functional features:

Bidder A gets - 65 points,

Bidder B gets - 70 points

and Bidder C gets – 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 ie. 70)

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

$$\frac{\text{The technical score of bidder A will be} = \text{Bidder A's score (65)}}{\text{Bidder C's score (90)}} \times 70 = 51$$

$$\frac{\text{The technical score of bidder B will be} = \text{Bidder B's score (70)}}{\text{Bidder C's score (90)}} \times 70 = 54$$



**Note:**

- **Bidders who score 60% or above points/marks (will be rounded to nearest integer) in technical round will only be considered as qualified and will be eligible for commercial evaluation.**
- **Bidders who obtain less than 60% points/marks in the technical round shall not be considered for the next process of bidding**
- **No further discussions/interactions will be entertained with a bidder/s who could not qualify in the technical round**
- **The bidder/s who could not qualify in the technical round shall be intimated accordingly.**

**11.2. Commercial Evaluation:**

- **The commercial bids will be opened in the presence of qualified bidders as per the schedule date given in clause No. 8 of this RFP.**

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

As commercial bids are given 30% of weightage, the commercial score of each bidder is calculated as under:(arriving points in inversely proportional with the lowest price divided by the price offered by a bidder and multiplied by the commercial weightage ie., 30)



*Request for Proposal for Authoring Tool (Question Bank Software)*

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' points as it is lowest among others.

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

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

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.

**Example:**

From the above examples, the combined Technical and Financial scores of the bidders would be ranked as under:

$$\text{Bidder A} = 51 + 25 = 76 = \text{H3}$$

$$\text{Bidder B} = 54 + 30 = 84 = \text{H2}$$

$$\text{Bidder C} = 70 + 27 = 97 = \text{H1}$$

The proposal from bidder C of Rs.110.00 will be considered as most responsive bid and it may be called for further price negotiations, if needed.

IIBF reserves the right to negotiate with the vendor who obtains H1 score before awarding the contract.

**IIBF's decision in respect of evaluation methodology and short-listing the bidders shall be final and no claims whatsoever in this matter will be entertained.**



**11.3. Proposal Format:**

- The technical proposals should be submitted in a sealed cover, marked as ‘**Technical-Information only**’, the sealed proposal should be submitted in big cover super scribed with ‘**Proposal for Authoring Tool (Question Bank Software)**’
- A bidder should submit the proposals with clarity & proper pagination so that the papers are not lost.
- The proposals, that are not sealed or RFPs sent by e-mails will be summarily rejected.
- The proposals that are not submitted in the prescribed format or incomplete in details are liable for rejection.
- The proposals containing unauthenticated erasing or alterations will not be considered.

**11.4. Contents of the Technical Proposal:**

- A company shall submit a letter through its duly authorized official bearing his/her name and designation. The letter shall include, a statement of proprietary information, if any.
- Table of Contents (List of documents enclosed)

Sr No.	Bidder Name	Turnover (in Rs)	Net Profit (year wise)	Experience (Name of Client)	Quality Certificates	No. of Engineers	Not blacklisted (self certificate)

- Resume of the proposed Project Management team with Name, Designation, qualification & experience details.
- **Specify the Hardware, Operating System, Software licenses, bandwidth required for successful deployment of the software.**
- Technical proposal should **not** indicate any cost aspect directly or indirectly.

**11.5 Inputs of commercials:**

The bidders should submit commercial bids in a separate envelope.

- The envelope should consist of the item wise cost as per Annexure – I and should be super scribed as “Prices Item Wise”.



**Note:**

The bidders must provide all the relevant information of price and not contradict the technical proposal in any manner. **All prices must be quoted in Indian Rupees only.**

The bids must include the annual maintenance charges of maintaining and updating the software for 3 years after commencement of the project.

**The prices offered shall hold good for a period of six months. These prices shall not change after acceptance of the order letter by the bidder.**

**12. Training:**

**Bidder shall organize a user training as follows:**

- Three to Five days onsite training should be provided to the designated staff of the Institute covering the operational aspect of the software.
- Bidder shall provide a separate documentation (hardcopy and softcopy). Document should offer illustrations for each activity with probable issues that may crop up during operations and steps of resolving the same.
- User training should cover the following:
  - a) Features / Functionality available in the software
  - b) Parameterization
  - c) Background process
  - d) Admin module and Reports
  - e) How to handle exceptional scenarios

**13. Terms and Conditions:**

- The bidders must sign / initial on all the pages of the RFP and give an undertaking that they have understood all the terms and conditions as specified in the RFP and shall abide them. This has to be done while submitting the bid/s (ANNEXURE-II).
- IIBF is a not-for-profit educational Institute and is eligible for special prices available for educational institutes. Bidders are requested to consider the same while giving commercial quote.
- In case if any bidder seeks to clarify any terms of RFP or have doubts, such clarifications should be raised in writing before pre bid query submission date mentioned in the clause no. 8. After pre-bid meeting, no deviation from the RFP terms shall be entertained and if any bidder is found to have deviated from the RFP terms, their bids will be rejected and they will be disqualified from the RFP process.
- The bidder must provide a Project Manager who shall act as a single point of contact for all activities regarding this project.
- The bidder shall provide all reference manuals, booklets, e-books and other materials required to maintain the systems effectively. (print copy and a softcopy) User and technical Manuals; including error messages, their meanings and steps to rectify the errors.



## *Request for Proposal for Authoring Tool (Question Bank Software)*

- The technical proposal will be evaluated based on the technical presentation as well as complying with terms and conditions of the RFP.
- Selected bidder shall have to sign a Service Level Agreement (SLA) with the Institute, on mutually acceptable terms and condition covering the scope of the work mentioned in this RFP.
- The bidder shall bear all costs associated with preparation and submission of the proposal, attending pre-bid meeting or arranging product walk through and technical presentations etc.
- The Institute may call for any clarification from all or any of the bidders in connection with their offers.
- Any effort by a bidder to influence IIBF on any matter relating to the proposal, its evaluation, comparison, selection may result in rejection of the bidder's proposal.
- **Bidder shall provide the specification of minimum hardware requirement to run the software.**
- Scope of work includes supply and deployment of software at IIBF's Corporate Offices situated at Mumbai.
- The bidder will provide Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required.
- The bidder shall provide schedule of delivery, installation and commissioning. The responsibilities from both sides should be defined clearly against each milestone.
- Bidders shall indemnify, protect IIBF against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from Infringement of any patent, trademarks, copyrights, agency/dealership etc., or such other statutory infringements in respect of the software supplied by the bidder.
- While quoting (Total Cost of Ownership (TCO)), the bidders should anticipate the licensing/version/product changes during the entire project period and should budget the same in their commercial proposal.
- Installations, testing and configuration of the Software shall be carried out by qualified person and it has to be in line with the IIBF's requirements, using best Practices.
- The bidder should have facility for post implementation Support services.
- Selected bidder will have to provide the required software within a period of **three months** from the date of award of contract. If bidder fails to deploy the software within stipulated period, the performance bank guarantee deposited by the bidder will be evoked.
- Selected bidder will have to sign a non-disclosure agreement (NDA) with IIBF.
- If the selected bidder develops any additional features with a request from client or changes any business logic such additions or modifications which does not take more than 5 man days must be covered under AMC charges and the client is not liable to pay any extra charges for such up gradations.
- The selected bidder will be responsible for installing/upgrading newer(higher) version of software from time to time till the end of AMC period.
- For modification or development of any new requirement which may take more than 5 man days, the charges will be paid on per man day basis. The per man day charges must be quoted as per annexure –I
- Existing questions from question bank (all subject) to be migrated in the new Authoring Tool.





#### **14. Performance Bank Guarantee:**

The successful bidder shall furnish the performance security equivalent to 10% of the total cost of the software and total cost of AMC for 3 years in the form of Performance Bank Guarantee issued by a Commercial Bank in India. The bank guarantee should be valid for a period of 3 years. If the contract is extended, bidder has to furnish a fresh bank guarantee for the extended period for total cost of ownership.

#### **15. Rejection of Bids:**

**The bids are liable to be rejected if:-**

- 1) Received after the expiry of the due date and time.
- 2) Not received in a sealed condition.
- 3) It is a conditional bid.
- 4) Not in conformity with the terms and conditions mentioned in the RFP.
- 5) It is incomplete including non-furnishing of the requisite documents.

IIBF reserves the right to reject the bid/s without assigning any reasons. The decision of IIBF will be final, and no communication whatsoever will be entertained in this regard.

#### **16. Termination of contract:**

Both the parties can terminate the AMC by giving three months' notice in writing:

- i. In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary.
- ii. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory and may invoke performance guarantee.

#### **17. Pre Bid Clarifications**

The prospective Bidders are requested to carefully go through the RFP document and the terms and conditions, and if they find any ambiguity in the RFP document seek clarifications through Pre-Bid queries.

The prospective bidder may notify IIBF in writing through emails about any clarification required at any time prior to the deadline for receiving such queries. The



## Request for Proposal for Authoring Tool (Question Bank Software)

replies/clarifications will be made in the pre-bid meeting for clarifications as scheduled.

Bidders should submit the queries only in the format given below:

Sr. No.	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Remark (if any)
1						
2						

The text of the queries raised (without identifying the source of enquiry) and the response from IIBF, together with amendment to the bidding document, if any, will be posted on the website post pre-bid meeting.

No individual clarifications will be sent to prospective bidders. It is responsibility of bidders to check the same on the website of the Institute before final submission of bids.

In case of any clarification required by IIBF to assist in the examination, evaluation and comparison of bids, IIBF may, at its discretion, ask the bidder for clarification. The clarification from the bidder shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Failure to furnish any information or submission of a bid not responsive to this RFP may result in rejection of the bid. IIBF is not bound to disclose the grounds for rejection of Bid. The decision of the IIBF regarding the declaration of the successful Bidder shall be final.

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

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

### 18. Payment Schedule:

**(i) Software Charges: 100% after successful deployment and completion of training.**

**(ii) On Account of AMC:**

**Payment on account of AMC will be made at the end of each quarter of the calendar year which will be equal to 25% of yearly AMC charges.**



**19. IIBF reserves the right to:**

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

**The Institute also reserves the right to cancel this RFP or go for a fresh one with or without any amendments without any liability or any obligations.**

**The decision of the Institute in selecting the bidder would be final and conclusive. The Institute shall not entertain any correspondence in this regard.**

Bidders are requested to offer the best price, item wise taxes extra, along with other terms and conditions on or before 12<sup>th</sup> April 2024 **by 3.00 pm** in sealed envelopes duly super scribed ‘**Proposal for, Authoring Tool (Question bank Software) and Maintaining the Authoring Tool (Question bank Software)**’ (**Commercial-Information only**) The technical and commercial envelopes should be enclosed in a bigger single envelope super scribing “**Proposal for, Authoring Tool (Question bank Software) and Maintaining the Authoring Tool (Question bank Software)**” and it should be forwarded to the below address:

**To  
The Chief Executive Officer  
Indian Institute of Banking & Finance  
Kohinoor City, Commercial II, Tower I,  
Second Floor, Kirod Road,  
Kurla - West  
Mumbai – 400 070.**



Annexure – I

**Commercial Template for one time setup & Hosting and Maintenance of Authoring Tool (Question Bank Software)**

Sr. No	Particulars	Amount in (Rs.)	
		Year	Amount
1	One time setup charges of 'Authoring Tool (Question bank software) with migration of existing questions (English/Hindi)		
2	Annual Maintenance Charges(AMC) for Maintaining the 'Authoring Tool (Question bank Software)' for three years (year wise).	1 <sup>st</sup> Year	
		2 <sup>nd</sup> Year	
		3 <sup>rd</sup> Year	
		Total	
3	Customisation charges Per man days (For modification or development of any new requirement which may take more than five man days)		

Note: Taxes shall be paid extra as applicable.



**ANNEXURE – II**

**(TO BE SUBMITTED ON THE COMPANY LETTER HEAD)**

**DECLARATION FORM**

I/We hereby solemnly declare and certify that I/We have read and understood all the terms and conditions of the RFP for “Authoring Tool (Question Bank Software)”. I/We agree to provide the support and services mentioned in the clause “SCOPE OF WORK” of this RFP. It is also certified that the Firm / (BIDDER) are never been black listed by any agency. All the terms and conditions mentioned in this RFP have been understood and acceptable to us. We are submitting all the relevant documents duly filled in, signed, and stamped on each page.

Name in Block Letters:

Signature

Designation:

Company Seal

Place:

Date