



RFP to Select a Service Provider to conduct hosted model internet based online Examinations



**Indian Institute of Banking & Finance  
(An ISO-21001-2018 organization)  
(CIN: U91110MH1928GAP00)  
Kohinoor City, Commercial II, Tower I,  
Second Floor, Kirool Road, Kurla - West  
Mumbai – 400 070.**

**RFP No. IIBF/EXAM RFP -01/2026-27  
dated 27<sup>th</sup> April 2026**

**REQUEST FOR PROPOSAL  
TO**

---

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

---

**TO BE SUBMITTED ON OR  
BEFORE 28<sup>th</sup> May 2026 by 3 PM**

ADDRESSED TO:

**Chief Executive Officer  
Indian Institute of Banking & Finance  
Kohinoor City, Commercial II, Tower I,  
2<sup>nd</sup> Floor, Kirool Road,  
Kurla – (West)  
Mumbai – 400 070.  
Website: [www.iibf.org.in](http://www.iibf.org.in)**



## **Disclaimer**

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

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



<b>Contents</b>	<b>Page Nos.</b>
<b>DISCLAIMER</b>	<b>2</b>
<b>CONTENTS</b>	<b>3</b>
<b>SECTION 1 - BID SCHEDULE AND ADDRESS</b>	<b>6</b>
<b>SECTION 2 – INTRODUCTION</b>	<b>7</b>
2.1 ABOUT IIBF	7
2.2 BACKGROUND	8
2.3 OBJECTIVE OF THIS RFP	9
2.4 COST OF THE RFP	10
2.5 DUE DILIGENCE	10
2.6 DEFINITIONS AND ABBREVIATIONS	10
2.7 OWNERSHIP OF THIS RFP	11
<b>SECTION 3 - SCOPE OF WORK</b>	<b>11</b>
3.1 BROAD SCOPE OF WORK	11
3.2 DELIVERABLES	16
(i) PRE-EXAMINATION	16
(ii) DURING EXAMINATION	16
(iii) POST EXAMINATION	17
3.3 EXPECTED VOLUMES	18
3.4 TENURE OF THE CONTRACT	18
3.5 SINGLE POINT OF CONTACT	18
3.6 DETAILED TECHNICAL AND FUNCTIONAL REQUIREMENTS	18
<b>SECTION 4 - ELIGIBILITY CRITERIA</b>	<b>18</b>
4.1 PRE-REQUISITE	18
4.2 ELIGIBILITY CRITERIA	19
4.3 ELIGIBILITY CRITERIA MATRIX	20
4.4 CONFLICT OF INTEREST	20
<b>SECTION 5 - INSTRUCTION TO BIDDERS</b>	<b>21</b>
<b>A. THE BIDDING DOCUMENT</b>	<b>21</b>
5.1 RFP	21
5.2 COST OF BIDDING	21
5.3 CONTENT OF BIDDING DOCUMENT	21
5.4 CLARIFICATIONS OF BIDDING DOCUMENTS	21
5.5 PRE-BID MEETING	21
5.6 AMENDMENT OF BIDDING DOCUMENTS	22
<b>B PREPARATION OF BID</b>	<b>22</b>
5.7 BIDPRICE	22
5.8 EARNEST MONEY DEPOSIT(EMD)/BID SECURITY	22
5.9 RETURN OF EMD	22
5.10 FORFEITURE OF EMD	23



5.11 PERIOD OF VALIDITY OF BIDS	23
5.12 EXTENSION OF PERIOD OF VALIDITY	23
5.13 FORMAT OF BID	23
5.14 SIGNING OF BID	23
<b>C SUBMISSION OF BID</b>	<b>24</b>
5.15 BIDDING PROCESS	24
5.16 CONTENTS OF TECHNICAL BID ENVELOPE	24
5.17 BID SUBMISSION	25
5.18 BID CURRENCY	25
5.19 BID LANGUAGE	25
5.20 REJECTION OF BID	25
5.21 DEADLINE FOR SUBMISSION	26
5.22 EXTENSION OF DEADLINE FOR SUBMISSION OF BID	26
5.23 LATE BID	26
5.24 MODIFICATIONS AND WITHDRAWAL OF BIDS	26
5.25 RIGHT TO REJECT, ACCPT/CANCEL THE BIDS	26
5.26 RFP ABANDONMENT	27
5.27 BID EVALUATION PROCESS	27
5.28 CANVASING FOR BID	27
<b>SECTION 6 - BID OPENING</b>	<b>27</b>
6.1 OPENING OF TECHNICAL BIDS	27
<b>SECTION 7 - BID EVALUATION</b>	<b>28</b>
7.1 PRELIMINARY EXAMINATION OF TECHNICAL BIDS	28
7.2 EVALUATION OF TECHNICAL BIDS	28
7.3 TECHNICAL SCORING MATRIX	30
7.4 TECHNICAL EVALUATION	30
7.5 SUBMISSION OF COMMERCIAL BIDS	31
7.6 COMMERCIAL BID EVALUATION	32
7.7 SUCCESSFULLY EVALUATED BIDS	33
<b>SECTION 8 - TERMS AND CONDITIONS</b>	<b>33</b>
8.1 NOTIFICATION OF AWARD	33
8.2 SIGNING OF CONTRACT	33
8.3 PERFORMANCE BANK GUARANTEE	34
8.4 COMPLETION OF THE TASK	34
8.5 PAYMENT TERMS	34
8.6 TAXES AND DUTIES	34
8.7 PRICE	35
8.8 PENALTY FOR DEFAULT IN DELIVERY:	35
8.9 DURATION OF CONTRACT	35
8.10 OBSERVATION OF LAWS	36
8.11 INTELLECTUAL PROPERTY	36



8.12 CONFIDENTIALITY	36
8.13 INDEMNITY	36
8.14 BIDDER'S LIABILITY	38
8.15 TERMINATION OF CONTRACT	38
8.16 FORCE MAJEURE	38
8.17 ORDER CANCELLATION	39
8.18 RESOLUTION OF DISPUTES	39
8.19 APPLICABLE LAW	40
8.20 ADDRESSES FOR NOTICES	40
<b>SECTION 9 - TECHNICAL &amp; FUNCTIONAL REQUIREMENTS</b>	<b>41</b>
<b>SECTION 10 - ANNEXURES, DOCUMENTS, FORMS TO BE PUT IN TECHNICAL BID ENVELOPE</b>	<b>48</b>
<b>ANNEXURE E1 - BIDDER'S LETTER FOR EMD/BID SECURITY</b>	<b>48</b>
<b>ANNEXURE E2 - BID SECURITY (BANK GUARANTEE)</b>	<b>49</b>
<b>ANNEXURE E3 - BIDDER'S INFORMATION</b>	<b>50</b>
<b>ANNEXURE E4 - DECLARATION REGARDING APPLICATION</b>	<b>51</b>
<b>ANNEXURE E5 - ELIGIBILITY CRITERIA MATRIX</b>	<b>52</b>
<b>ANNEXURE E6 - DECLARATION FOR ACCEPTANCE OF RFP TERMS AND CONDITIONS</b>	<b>55</b>
<b>ANNEXURE E7 - DECLARATION FOR ACCEPTANCE OF SCOPE OF WORK</b>	<b>56</b>
<b>ANNEXURE E8 - FORMAT OF POWER OF ATTORNEY</b>	<b>57</b>
<b>ANNEXURE E9 - OTHER UNDERTAKINGS</b>	<b>58</b>
<b>ANNEXURE E10 - NON-DISCLOSURE AGREEMENT</b>	<b>59</b>
<b>ANNEXURE T1 - COMPLIANCE TO TECHNICAL &amp; FUNCTIONAL REQUIREMENT</b>	<b>63</b>
<b>ANNEXURE T2 - BIDDER'S EXPERIENCE</b>	<b>72</b>
<b>ANNEXURE T3 - DECLARATION REGARDING CLEAN TRACK BY BIDDER</b>	<b>73</b>
<b>ANNEXURE T4 - CLIENT DETAILS</b>	<b>74</b>
<b>ANNEXURE T5 - PROJECT PLAN</b>	<b>75</b>
<b>ANNEXURE T6 - SHORT DESCRIPTION OF THE PROPOSAL</b>	<b>76</b>
<b>SECTION 11 - DOCUMENTS TO BE SUBMITTED BY THE SELECTED BIDDER AFTER NOTICE OF AWARD (TO BE COMPLETED BY THE SUCCESSFUL BIDDER)</b>	<b>77</b>



**Section 1 – BID Schedule**

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

<b>Sr. No.</b>	<b>Description of Items</b>	<b>Date</b>
1	Date of releasing the Request For Proposal	27 <sup>th</sup> April 2026
2	Tender Reference Number	Tender Ref.No: IIBF/EXAM RFP - 01/2026-27 dated 27 <sup>th</sup> April 2026
3	Date of submission of written requests for any Clarifications from bidders	4 <sup>th</sup> May 2026
4	Pre-bid meeting for clarifications on written Queries.	13 <sup>th</sup> May 2026
5	Uploading responses to pre-bid clarification on the website	18 <sup>th</sup> May 2026
6	Last Date of submission of Proposal	28 <sup>th</sup> May 2026
7	Opening of Technical Bids in the presence of bidders	To be announced later
8	Technical Presentations from bidders who satisfy the mandatory requirements	To be announced later
9	Opening of the commercial bids in the presence of bidders	To be announced later
10	Issue of work order	To be announced later

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

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

## Section 2 – Introduction

### 2.1 About IIBF

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

- Publishing specific courseware for each paper/examination.
- Tutorials from accredited institutions.
- Contact classes.
- Video lectures.
- Virtual classes.
- E-learning through portal.
- Campus training for selected courses, etc.

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

IIBF is an ISO 21001-2018 certified organization with its Corporate Office in Mumbai and four Professional Development Centres in Mumbai, Delhi, Chennai, and Kolkata and development centres in Guwahati, Lucknow and Bengaluru at present.

Major Activities of the Institute:

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

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

Flagship Courses:

- JAIIB
- CAIIB
- Diploma in Banking and Finance

Diploma Courses:

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

Certificate Courses:

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

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

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

## 2.2 Background

The Institute conducts examinations for more than 30 courses/ certificates for 52 plus subjects/papers. The duration of each paper is around 1 or 2 hours. Each paper consists of 100 to 120 Multiple Choice Questions for 100 marks. There is no negative marking in the examinations. Around 6 lac subject-candidates apply for these examinations once in six months and around 12 lac subject-candidates in a year.

The examinations of the Institute are conducted in an online mode in an outsourced model with the help of service providers. The host-end and front-end infrastructure that is required for the examinations are taken care of by the Banks/Financial Institutions/Authorised Institutions. The responsibility of preparation of question bank lies with the Institute. **During the examinations,**

**the test batteries are loaded centrally in the test engine of the service provider.**

The Exam conducting agency downloads the test batteries in an encrypted form at the test centres just before the commencement of a test in a secured manner. The Service Provider should generate QPs as per the set rules and serve the same to the candidate. Question papers/question banks will be uploaded prior to exam dates with help of Bidder's support. Thereafter, the question paper rendering process and candidate's login checking will be done. After successful uploading of question papers, Bidders to submit the summary along with parameters including number of question papers created.

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

The candidate will appear for the examination on pre-determined dates/time. After each examination, the Service Provider submits the necessary data along with scores, responses analysis, statistics, reports as required by the Institute, and declaration to the Institute. These details should be received from the service provider within 3-4 days after completion of the examination through API. Subsequently the data received is processed internally by the Institute.

### **2.3 Objective of this RFP**

Through this RFP, the Institute desires to select a capable, reputed and experienced Service Provider for conducting hosted model Internet Based online assessments. The selected service provider shall take the responsibility of conducting hosted model internet based online examination/s for up to 10,000 candidates in any single day/time (with 1 hour or 2 hours' duration).

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

The logistic arrangements with respect to venue for conduct of exams, computer nodes, internet connection, sitting space etc. for the smooth conduct of the examination will be taken care of by the individual Banks/Financial Institutions/Authorised Institutions.

The selected service provider should provide examination test engine hosted in their data centre, facility to upload question bank in the test engine (through an interface), facility to upload registered candidate's data (through an interface), logs of candidates who have taken the examinations, online evaluation of results, examination result data, examinations reports, displaying score card to the candidates on submitting the examination, sending score card to candidates through email, co-ordinate/support the customers of the Institute through

## RFP to Select a Service Provider to conduct hosted model internet based online Examinations

email/telephone for setting up the required infrastructure to conduct the examinations, provision to conduct mock test at the examination center's, customize the rules of the examinations etc.

IIBF will provide schedule of examinations, registered candidates data (through an interface) and will upload the question bank (through an interface). After the examination, the vendor to provide the result data directly to the Institute (through interface)

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

### **2.4 Cost of the RFP**

Bidders shall bear all costs associated with the preparation and submission of its bid and IIBF shall, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. Bidders can download the RFP document (soft copy) from the Institute's website. [www.iibf.org.in](http://www.iibf.org.in)

### **2.5 Due Diligence**

Bidders should examine the RFP carefully and if there is any ambiguity, contradictions, inconsistency, gap and/or discrepancy found in the RFP, bidders shall seek the necessary clarifications by an e-mail as mentioned in Section-1. The Bid shall be deemed to have been submitted after careful study and examination of this RFP. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also, the grounds for rejection of Bid should not be questioned after the selection of the successful Bidder. IIBF reserves the right to cancel the process of RFP at any point in time without assigning any reason whatsoever.

### **2.6 Definitions and Abbreviations**

<b>Words/Phrases</b>	<b>Definitions</b>
Contract	The Agreement entered into between IIBF and the selected Bidder.
Contract Period	Period mentioned in the Contract.
Contract Price	The price or prices arrived at which will form the Contract Agreement.
City	City is the location where the online examinations are likely to be held

Candidates	The proposed candidates who will undertake the online Examination.
Application	The Software Application (systems) proposed to be used for the online examination
Intellectual Property Rights (IPR)	Any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or reutilize data from, manufacture, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.
Project	The entire scope of work as defined in the RFP.
Project life-cycle	The Contract period.
Question Paper (QP)	The entire question paper.
Service Provider	The Successful Bidder after selection will be termed as the Service Provider and in short SP
SLA	Service Level Agreement
Online Examination	Examination conducted by using internet
Solution	The entire service including providing application software, and making the systems operational.

## **2.7 Ownership of this RFP**

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

## **Section 3 – Scope of Work**

### **3.1 Broad Scope of Work**

The broad scope of work is as mentioned below covering:

- (a) Operations

- (b) Question paper
- (c) Support
- (d) Security of Examination
- (e) Pre-examination activities
- (f) During Examination activities
- (g) Post Examination activities
- (h) The Bidder will also be responsible for providing the services with high element of integrity and confidentiality. The Institute has been maintaining a very high standard in the conduct of its Examination, and the Bidder is expected to provide its services without causing any damage to the reputation of the Institute.

**A. Task 1-Operations: IIBF**

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

**B. Task 1-Operations: Bidder**

1. A Bidder should be an owner of an application software (test engine) to conduct online examinations. The service provider should provide necessary proofs to IIBF in this regard.
2. The application software (test engine) should have the following features -
  - a. Should support major Indian languages viz, English, Hindi, Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telugu and Assamese and others (Font as specified by IIBF).
  - b. Should be capable of shuffling of questions.
  - c. Should be capable of shuffling of options (alternatives) for all or selected questions.
  - d. Should be capable of displaying Jpg image files.
  - e. Should be capable to display Group Questions.
  - f. Should be capable of exporting and importing the data in excel / notepad based files or as per IIBF's requirements.
  - g. Should have the facility to capture the feedback from Candidates, summarise and give the report.
  - h. Should be able to display photograph/signature of candidates.
  - i. The duration of the examination will be one or two hours, depending upon the examination.
  - j. The time remaining is shown in the Right Top Corner of the screen.
  - k. Should provide summary of every question providing information on - Questions attempted, Questions yet to be attempted, Bookmarked Questions etc.
  - l. Should have options to set parameters while submitting an examination.
  - m. Should have a feature to opt "Skip question" or "Mark for review".
  - n. Should be able to restart the question paper from the question attempted last with the remaining time in case of technical failure of the system.
  - o. Exam Software should provide Auto-Save functionality, Review & Auto Submit, if exam duration is over OR alternatively if candidate finishes the exam before

time, he/she can submit the exam by clicking the "Submit" button which will be activated only after one hour for two hour duration exam and after 30 min for 1 hour duration exam of his/her examination.

- p. Should have the required security features to maintain sanctity of the exams. The screen of the candidate should not be remotely accessed under any circumstances.
  - q. The service provider should mention the degree of customization required in the test engine to meet the Institute's requirements.
3. The service provider should have a secured environment for uploading the question papers with candidate's responses.
  4. The Bidder should have an active dashboard to display the examination status of candidates during the examination slots on the examination day/s. The link and login credentials to be provided to IIBF also.
  5. The application software should only allow the candidate to appear for examination on predetermined dates/time and at the venue/centre mentioned on his/her admit letter.
  6. Exam Software should provide candidates with Mock test facility before the actual examination.
  7. There should be a well-defined process on how to respond to and manage security breaches such as hacking into computers/remote log in during examination. For any such security breach the bidder shall be responsible.
  8. The exam engine should operate only on machines/systems where IP addresses are pre-bound to the examination, and should also capture and maintain a record of the IP address through which the candidate has taken the examination.

### **C. TASK 2 - QUESTION PAPER**

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

1. Facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English). Question bank (QB) will be created by IIBF and the same will be uploaded (a few days before the exam date) in the test engine of the server kept in IIBF premises with support of an Officer/representative from the testing agency (Bidder). However, the Bidder should have the capability to develop for upload in JSON also for future requirement.
2. Facility of providing report, after upload of questions, on question text and options (alternatives) not truncated, images not cropped and html codes executed properly and junk characters not displayed. Facility of summary of parameters entered to be displayed during upload. Bidder should have the capability to develop for upload in JSON also for future requirement.
3. Facility of customized reports to verify the uploaded data summary (like section/module/unit wise marks wise) is required in the application.
4. Test engine should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).

5. It should have the feature of administering the “Question without Answer option” (numeric questions), where candidate will not be provided any options (no choice for answer), candidate has to key in the answer. Description of ‘Question without option – numeric’ given below:
- a. These questions will not be in the MCQ format i.e. no answer options will be provided.
  - b. After every question, a response box will be provided for keying in the answers.
  - c. The candidate will have to key-in the response for each such question.
  - d. Candidate will be required to only use ‘Virtual keyboard’ in-built into the system to key in the numbers /sign.
  - e. These questions will be numerical in nature. The candidate will be required to key in numbers (0 to 9) along with appropriate prefix. If the answer is negative, it should be preceded by ‘-’ sign.
  - f. The ‘-’ sign wherever applicable should precede the number. For example, if the correct answer is -27, in the response box, the candidate has to key in ‘-’ sign first followed by 27, i.e. the answer should be shown as -27.
  - g. In case the candidate has to provide the answer in decimals, he/she will have to key in the required number of digits after the decimal (.) sign, as **specified in the question**.
  - h. Candidate can key-in only numbers, ‘-’ signs or (.) decimal point. No alphabet and other character/s like coma (,) or hyphen (-) will be accepted.
  - i. After keying-in the response, the candidate will have to save the answer by clicking the “Save” button before moving to the next question. A prompt should be given to save the typed answer. If the candidate does not click on the “Save” button, the response keyed-in by the candidate will not be saved and consequently, the question concerned will be considered “not attempted”.
  - j. Facility of virtual keyboard (English only for numeric operated through ‘Mouse’ required along with physical keyboard).

**Upload process:**

- a. A local server (laptop) (with same “Test Engine” software, which will be used for administering the test for candidates) with Question Bank (QB) upload application to be provided by the Bidder to the Institute. This server will be used by Question Bank (QB) team to upload Question Bank files **without internet connection**, which will remain with the Institute.
- b. Application should support upload of zip files containing images in .jpeg or .png format and .xls file.

## RFP to Select a Service Provider to conduct hosted model internet based online Examinations

- c. Bidder should provide facility to upload files in XLS. Bidder should also have the capability to upload files in JSON format for future requirement.
- d. Zip files to be encrypted with a unique password. In case there are multiple QB files of same Exam subject say English file, Hindi file, file for Visually Impaired (VI) persons of different batches then all files pertaining to a batch should have same unique password. Different batches will have different passwords.
- e. Log-in based facility should be provided for provision (application interface) transfer of QB files from internal server (i.e. standalone server provided by Bidder at IIBF premises) to live servers (Test Engine) of Bidders a day prior to examination.
- f. Log-in based facility should be provided (application interface) to transfer QB files from main servers at Bidder's end to the servers at all the venues of examination (just 20-30 minutes before examination scheduled time) batchwise.
- g. The QB should remain in encrypted form all throughout.
- h. The application interface should provide for keying in the decryption password as generated by the Institute.
- i. Once the Institute inputs the decryption password, the bidder should immediately send the decryption password (a combination of Institute generated password and bidder generated password) to all the registered hybrid mode designated Centre Supervisors through SMS. In all these processes there should be no manual intervention.
- j. After receiving the password, hybrid based Centre supervisors should be able to download QB in encrypted format from Bidder's central server (Test Engine) to Venue's server.
- k. QB team will be decrypted only on the Candidate's screen once he starts his examination.
- l. After the completion of examination i.e. all batches for the day, the 'Decryption Password' will be input by Institute in the application interface of the Bidder for necessary processing of data/checking at Bidder's end.
- m. Bidder must ensure that throughout QB life cycle, the QB content should remain in encrypted format only, not in plain text.

### **D. TASK 3 - SUPPORT**

1. The service provider should have bulk e-mail facility to send e-mails to all eligible candidates before an examination and SMS facility to send messages as and when required before an examination.
2. Service provider should have Helpdesk Support to resolve candidate queries. Service provider should also support the IIBF's customer for testing the infrastructure for conduct of examination. This support can be provided through email/telephone calls.

3. Service provider should maintain the software application and the necessary infrastructure for conducting the examinations in a secure manner.
4. Service provider should mention in the proposal the minimum hardware/software infrastructure that will be required for conduct of examination (e.g. internet connection bandwidth, browser, memory, operating system, etc.)
5. Preparation / Compilation of Result.
6. MIS / Customized Report Generation of Result.
7. Generation of Audit Reports for candidate activity on the exam engine during the course of examination
8. The Bidder should prepare and compile the results, and the results (including the response data) should be shared through API and should be authenticated by the Bidder.
9. The Bidder should have a proper mechanism to safeguard the result data of every exam through a comprehensive DSA (Data Sharing Agreement).
10. While sharing the result data, it should be encrypted end-to-end i.e. during the transit and also encrypted during rest at vendor site.
11. The Bidder should submit an undertaking and give a declaration to the Institute that the result data is genuine and not tampered with.

### **3.2 Deliverables**

#### **A. Pre-Examination**

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

#### **B. During Examination**

1. The Questions in each question paper of an examination should be automatically generated in a randomized manner.
2. There should be provision of enabling shuffling of options for questions decided by the Institute.
3. Prevent login with the same membership ID on multiple devices.
4. The test engine software should have the capability to save each response to a question from a candidate (each click of answer). The test engine should also record the time based log on to the server for every candidate with his/her IP address.
5. The test engine should display the remaining time of the session to each candidate.
6. There should be a backup server to take backup from the main server at defined intervals.
7. Candidate's responses to a question paper should be sent back to the central host-end server from the server of a test centre/venue at the end of every session.
8. The test engine software should have the capability to save each response to a question from a candidate (click by click to be recorded). The test engine should also record the time-based log on to the server for every candidate with his/her IP address.
9. The service provider should generate score based on master answer keys provided by IIBF.

10. Scores should be displayed to the candidates once they finally submit the question paper.
11. In case the examination of any candidate is disrupted due to any technical issue/power failure the examination should resume from where the exam had stopped i.e. remaining time to be available and questions answered to be saved.
12. The Bidder should have a SOP in place for handling exceptional cases at the venue. Each exception should be authorized by monitoring team at the Central Office of the vendor and authenticated through passwords generated on real-time basis
13. The Bidder should have real-time dashboard facility for monitoring the activity of candidates taking the examination at each centre/session. The login credentials should be provided to the Institute to access the dashboard.
14. Facility to send the score card to candidates through email within 24 hours should be made available.
15. The Bidder to provide a notepad and calculator facility for rough work in built in the test engine.
16. The Bidder shall be responsible for training suitable personnel who would be authorized to conduct/supervise the online examination at the centres.

### **C. Post Examination**

#### **The Bidder :**

1. Should provide entire result data of candidates as per the requirements of IIBF.
2. Should provide data containing responses of candidates to questions attempted.
3. Should report any untoward incidence in case they arise.
4. Proper logs should be made available to the Institute to enable it to reply to queries of candidates if any.
5. Bank-wise and session-wise attendance reports of candidates should be generated and forwarded to the Institute.
6. Should provide the response analysis of the candidates in excel/PDF or any other format as required.
7. To upload the candidates' score data directly to the Institute's server through API/Vendor Login provided by Vendor.
8. Should submit immediately after each exam a candidate-wise response report/audit trail (click by click report), answering pattern analysis showing the questions, correct answers, and the options selected by each candidate.
9. Shall prepare and provide IIBF with Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
10. Entire data backup of examination should be preserved by the service provider for 1 year from the date examinations.
11. To carry out other works related to post processing of responses and other confidential data and providing data as required by the Institute to deal with
  - a) RTI queries
  - b) Court Cases

### 3.3 Expected Volumes

The number of candidates may vary from center to center, and venue to venue. The peak number candidates appearing for examinations in a day/time could be 5,000-10,000. Expected volume in a period of one year is approx. 1,00,000-1,50,000 candidates.

### 3.4 Tenure of the Contract

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

### 3.5 Single Point of Contact

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

### 3.6 Detailed Technical and functional Requirements

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

## Section 4 – Eligibility Criteria

### 4.1 Pre-requisite

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

### 4.2 Eligibility Criteria

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

Sr. No.	Minimum Eligibility Criteria	Supporting Document/s
a.	The Bidder should be a company registered under Indian Companies Act.	Articles of Association and Memorandum of Association along with the Certificate of Incorporation.

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

b.	The Bidder should have a minimum annual turnover of <b>Rs.30 crore</b> in each of the last 3 financial years i.e. 2022-23, 2023-24, 2024-25.	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 financial years.
c.	The Bidder should be a profit-making company or have positive net worth in the last 3 financial years as mentioned in 4.2(b) above.	Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
d.	The bidding agency should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2024-25, 2025-26, 2026-27.	Documentary proof to be submitted
e.	The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified. The data centre of the Bidder should be a Tier - III and above.	Documentary proof to be submitted
f.	The bidder must have the following quality, security and product related certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001.	Documentary proof to be submitted
g.	The Bidder should be an owner of the test engine/application software for conducting online examinations throughout the contract period.	Documentary proof to be enclosed.
h.	The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examination with a minimum of 10000 candidates in one session, for reputed organization within the last 3 years.	Documentary proof - PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
i.	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.  The Bidder should not have any complaints about question paper leakage, mismanagement of exams, fraudulent activities.	Certified by the Company Secretary/CFO of the Company. Submit Declaration of clean Track Record of the Bidder – Annexure T3 on declaration on official company letter head with sign & seal to be submitted.

j.	There should not be any enquiry / court case against the bidder registered in any of the courts or vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit.	Attach the affidavit (Rs 500/- Non- judicial stamp paper and notarized)
k.	The vendor must have valid VA/PT IT Security Audit certificate of the application software, carried out within last one year.	Attach VA/PT Certificate
l.	The bidder shall not have a conflict of interest that affects the bidding process. Any bidder found to have a conflict of interest shall be disqualified. Whether a situation amounts to conflict of interest or not shall be determined by IIBF and its decision shall be final	Self-declaration on official company letter head with sign & seal to be submitted

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

#### **4.3 Eligibility Criteria Matrix**

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

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, IIBF reserves its right to disqualify their bid/bidder as the case may be.

#### **4.4 Conflict of Interest:**

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

### **Section 5 – Instruction to Bidders**

#### **A. The Bidding Document**

##### **5.1 RFP**

- A. RFP shall mean Request for Proposal.
- B. Bid, Tender and RFP are interchangeably used to mean the same.

- C. The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its bid without any further reference to the Bidder.

**5.2 Cost of Bidding**

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

**5.3 Content of Bidding Document**

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

**5.4 Clarifications of Bidding Documents**

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

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

**5.5 Pre-Bid Meeting**

- A. IIBF will organize a pre-bid meeting as per the schedule given in Section 1 at its corporate office. The purpose of this meeting will be to clarify, doubts, issues and respond to any questions which should be submitted in writing as per the Time Schedule mentioned in Section 1. Responses to all the clarifications, doubts, queries received will be posted on IIBF's website.
- B. Prospective Bidders may attend the pre-bid meeting at the address mentioned in Section 1. IIBF requests that not more than 2 representatives from each prospective bidder should attend the pre-bid meeting.
- C. Those prospective Bidders who choose to attend the pre-bid meeting are requested to carry with them either an authority letter from their company on their letter head or produce any other identification as proof like visiting/company ID cards of the representing companies who have procured the RFP.

**5.6 Amendments to Bidding Documents**

- A. At any time prior to the deadline for submission of bids, IIBF, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

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

## **B Preparation of Bid**

### **5.7 Bid Price**

Prices offered shall **not** include taxes and fees whatsoever. However, taxes will be paid additionally at the rates applicable at the time of raising of Invoices.

### **5.8 Earnest Money Deposit (EMD)/Bid Security**

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

No interest will be paid on the EMD.

### **5.9 Return of EMD**

1. EMDs /Bank Guarantees furnished by all unsuccessful Bidders will be returned without interest on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.
2. The EMD /Bank Guarantee of successful Bidder shall be returned / refunded without interest after furnishing Performance Bank Guarantee as required in this RFP.

### **5.10 Forfeiture of EMD**

The EMD furnished by a Bidder shall be forfeited if:

1. The Bidder withdraws his bid before opening of the bids.
2. The Bidder withdraws his bid after opening of the bids but before the Notification of Award.
3. The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.

4. The Bidder violates any of the provisions of the RFP till submission of Performance Bank Guarantee.
5. Failure to accept the order by the Selected Bidder within 7 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of IIBF. However, IIBF reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

#### **5.11 Period of Validity of Bids**

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

#### **5.12 Extension of Period of Validity**

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

#### **5.13 Format of Bid**

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

#### **5.14 Signing of Bid**

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

### **C Submission of Bid**

#### **5.15 Bidding process**

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

- A. The bidder should submit technical bids in a sealed envelope marked as “Request for Proposal (RFP) for selection of Service Provider to Conduct Hosted model Internet Based Online Examinations of the Institute Across India – Technical Information only”.**
- B. The bidders should submit commercial bids in a separate sealed envelope marked as “Request for Proposal (RFP) for selection of Service Provider to Conduct Hosted model Internet Based Online Examinations of the Institute Across India – Commercial Bid”**
- C. Both the Bids should be sealed and put into an envelope marked as ‘Request for Proposal (RFP) for selection of Service Provider to Conduct Hosted model Internet Based Online Examinations of the Institute Across India”.**
- D. The envelope should be sent to the address as mentioned in Section 1. It should indicate the name and address of the Bidder. If the envelope is not sealed and marked as indicated, IIBF will assume no responsibility for the bid’s misplacement or premature opening.**

### **5.16 Contents of "Technical Bid" Envelope**

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

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

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

### **5.17 Bid Submission**

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

### **5.18 Bid Currency**

All prices should be expressed in Indian Rupees only.

### **5.19 Bid Language**

The Bid should be in English Language.

### **5.20 Rejection of Bid**

The Bid is liable to be rejected

- A.** If the document doesn't bear the signature of an authorized person and seal of the company.
- B.** If the bid is received in any other mode other than in sealed cover mentioned above.
- C.** If it is received after expiry of the due date and time stipulated for Bid submission.
- D.** Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal.

### **5.21 Deadline for Submission**

The last date of submission of bids is as given in Section 1, unless amended by IIBF through due notification that will be posted on its website.

### 5.22 Extension of Deadline for submission of Bid

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

### 5.23 Late Bid

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

### 5.24 Modifications and Withdrawal of Bids

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

### 5.25 Right to Reject, Accept/Cancel the bid

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

### 5.26 RFP Abandonment

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

### 5.27 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

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

**Stage 2 – Top 3 Bidders who qualify in the technical round will be invited to participate in the commercial bid evaluation process.**

## **5.28 Canvassing for Bid**

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

## **Section 6 – Bid Opening**

### **6.1 Opening of Technical Bids**

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

- A. IIBF will open Technical Bids in the presence of the representative(s) of a Bidder who choose to be present on the date, time and address mentioned in Section 1 or as amended by IIBF from time to time.
- B. The representatives of a Bidder have to produce an authorization letter from their organization in a hard copy or an intimation by e-mail to represent them at the time of opening of bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will be still opened at the scheduled time and date at the sole discretion of the IIBF.
- C. The Bidders' representatives who are present should sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for IIBF, the bids shall be opened at the appointed time and place on next working day.
- D. Only those Bids that meet the eligibility criteria will qualify for the technical evaluation.
- E. The Bidders have to score a minimum of 60% in technical round to qualify for Commercial Bid opening.

## **Section 7 – Bid Evaluation**

### **7.1 Preliminary Examination of Technical Bids**

- A. The technical evaluation process would take into consideration whether a bidder has the requisite prior experience and expertise to meet IIBF's requirements and objectives. The evaluation process will gauge the degree of thought process presented by the bidder while preparation of the Bid. It includes the degree of clarity, understanding of IIBF's stated objectives and the level of commitment exhibited by the bidders in partnering with IIBF. The bidder should demonstrate their capability to achieve IIBF's objectives till the last leg of conducting the online examinations.
- B. The bids received will be examined for the following aspects: whether they are complete, whether required information has been provided as specified in the RFP

document, whether the documents have been properly signed, and whether the necessary documents are in order.

- C. Eligibility and compliance to all the forms and Annexures would be the next level of evaluation. Only those Bids which comply to the Eligibility Criteria will be taken up for further technical evaluation.
- D. IIBF may waive any minor informality, non-conformity or irregularity in the bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of other bidders.
- E. For scrutiny, evaluation and comparison of bids, IIBF may, at its discretion, ask any or all the bidders for the necessary clarifications required if any. The response to clarifications should be submitted in writing and no change in the substance of the bid shall be sought, offered or permitted.
- F. Written replies submitted in response to the clarifications sought by IIBF, if any, will be reviewed, if required.
- G. If a bid is not found to be substantially responsive, it will be rejected by IIBF. Subsequently, the bid may not be accepted by the Institute by way of correction of the nonconformity. IIBF's determination of bid responsiveness will be based on the content of the bid itself.

## **7.2 Evaluation of Technical Bids**

- A. The Technical Evaluation will be based on the following broad parameters:
  - 1. Compliance to Technical Specifications as specified in the RFP.
  - 2. Bidder's experience in implementing similar assignments.
  - 3. Proposed Solution.
  - 4. Customer references
  - 5. Quality of the proposal.
  - 6. Bidder's presentation.
- B. IIBF reserves the right to call for technical presentations and discussions on the capability, experience etc., by the short-listed Bidders based on the technical bids submitted by them for further evaluation. The exact date and time for the presentations shall be informed in due course. Such presentations will form an integral part of technical evaluation.
- C. IIBF may interact with the customer references submitted by Bidders, if required.
- D. The Bidders are required to provide documentary evidence, wherever available, for the Technical and Functional Specifications stated in Annexure T1.
- E. The top three Bidders qualifying in the technical round with a minimum of 60% score will only be considered eligible for participating in commercial bid, the procedure /

schedule for the same will be informed to the bidders qualifying the technical round. The other bidders that secure Less than 60% score in technical round shall be declared as dis-qualified in the technical round.

**Technical Bids Evaluation:**

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

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

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

(Sub-weightage for technical/functional feature is 30% and hence, and accordingly the relevant score would be worked out)

Total techno functional features will be given 100 marks follows:

- 1. Functional / Features (Annexure-T1) - 30 marks
- 2. Presentation/Walkthrough/Demo as per scope of work - 30 marks
- 3. Capacity to conduct internet-based Examinations - 15 marks
- 4. Past Experience, Support/Reference - 15 marks
- 5. Site Visit (Vendor’s facilities – Data Centre, Venue, and office premises) - 10 marks

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

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

**7.3 Technical Scoring Matrix**

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

<b>Technical Evaluation</b>		
<b>Sr. No.</b>	<b>Description</b>	<b>Marks</b>
1	Functional / Features (Annexure-T1)	30
2	Presentation/Walkthrough/Demo as per scope of work	30
3	Capacity to conduct internet-based Examinations	15
4	Past Experience, Support/Reference	15
5	Site Visit (Vendor’s facilities – Data Centre, and office premises)	10

	<b>TOTAL</b>	<b>100</b>
--	--------------	------------

**7.4 Technical Evaluation:**

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

For example:

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

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

Bidder A gets say 65 points,

Bidder B gets say 70 points

and Bidder C gets say 90 points

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

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

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

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

**Note:**

- **Bidders who score 60% or above points/marks (will be rounded to nearest integer) in technical round will only be considered as qualified and will be eligible for commercial evaluation.**
- **Bidders who obtain less than 60% points/marks in the technical round shall be disqualified and not be considered for the next process of bidding.**
- **The commercial bids received from the bidders who qualify in the technical round will be opened in the presence of all qualified bidders as per RFP schedule.**
- **No further discussions/interactions will be entertained with a bidder/s who gets disqualified/rejected in the technical round**
- **The bidder/s who gets disqualified in the technical round will be intimated accordingly and their EMD.**

### 7.5 Submission of Commercial bids:

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

Sr. No.	Rate per candidate for 2 hours session	Rate per candidate for 1 hour session

**Note: Taxes will be extra.**

### 7.6 Commercial Evaluation:

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

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

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

For example:

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

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

Unit Price per registered Candidate for conducting the examination	Rate per candidate for 2 hours session	Rate per candidate for 1 hour session
Weightage	80%	20%

Unit Price per registered Candidate for conducting the examination	Rate per candidate for 2 hours session	Rate per candidate for 1 hour session	Total weightage
Weightage	80%	20%	
Bidder "A"	80	60	76
Bidder "B"	70	50	66
Bidder "C"	90	65	85

Weighted Price quoted by bidder 'A' is = Rs.76/-

Weighted Price quoted by bidder 'B' is = Rs.66/-

Weighted Price quoted by bidder 'C' is = Rs.85/-

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

$$\text{The commercial score of bidder 'A' will be} = \frac{\text{Bidder B's price (66)}}{\text{Bidder A's price (76)}} \times 30 = 26$$

$$\text{The commercial score of bidder 'C' will be} = \frac{\text{Bidder B's price (66)}}{\text{Bidder C's price (85)}} \times 30 = 23$$

**7.7. Successfully Evaluated Bidder/s**

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

$$\text{Bidder A} = 51 + 26 = 77 = \text{H3}$$

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

$$\text{Bidder C} = 70 + 23 = 93 = \text{H1}$$

The proposal from bidder C 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 bidder shall be final and no claims whatsoever in this matter will be entertained.

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

## **Section 8 – Terms and Conditions**

### **8.1 Notification of Award**

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

### **8.2 Signing of Contract**

Within 30 days of receipt of Notification of Award or as mutually agreed the successful Bidder/s shall execute the Contract with IIBF.

### **8.3 Performance Bank Guarantee**

The selected Bidder/s shall provide Performance Bank Guarantee for an amount of Rs.10 lakhs as performance of all its obligations under Purchase Order, within 15 days of Notification of Award, valid for 5-1/2 years as per Annexure- 1. The Performance Bank Guarantee shall have an additional clause that it shall be extended for a period of 2 years if the Contract period is extended for further 2 years.

### **8.4 Completion of the Task**

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

In case of failure of a test at any venue, wherein even if one candidate is unable to appear for the test, besides the penalties that would be applicable, the Bidder shall conduct the re-

## RFP to Select a Service Provider to conduct hosted model internet based online Examinations

examination successfully within the next 30 days and only thereafter shall the invoice for payment for the entire examination be considered.

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

### 8.5 Payment Terms

1. 100% of the examination charges shall be paid after 30 days from receipt of examination result data and after receiving Invoice from the SP.
2. In case of any failure at any Centre/Venue on the part of SP, SP will be subjected to penalties as stipulated in the RFP and will have to undertake the responsibility of re-conduct of the test at no extra cost to IIBF. Payment will be released only after successful conduct of the examination of all Centres / venues that have been allotted.
3. Each Bill shall be accompanied with work completion certificates indicating the satisfactory levels, jointly signed (by the representative of IIBF and the representative of Bidder) which should be submitted to the Institute after completion of every exam.

### 8.6 Taxes and Duties

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

### 8.7 Price

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

The price should be quoted per candidate-examination basis in the commercial bid .

### 8.8 Penalty for default in delivery:

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

S.No.	Type of problems/ errors due to which the examination becomes unsuccessful	Penalties
-------	----------------------------------------------------------------------------	-----------

## RFP to Select a Service Provider to conduct hosted model internet based online Examinations

1	If Question Paper gets leaked	Rs.20,00,000 along with the expense of re-examination to be incurred thereafter, will be recovered from SP, besides a case of criminal offence may be lodged against the person/party responsible for such breach of confidentiality.
2	If the original marks of a candidate are found to be having changed subsequently from the original marks	Rs.50,000/- per Candidate
3	If the entire results gets calculated wrongly	Rs.20,00,000 and Re-conduct of examination by the SP at no extra cost to IIBF
4	Serving Wrong QP to candidates.	Rs.1,000/- per Candidate
5	Not able to serve QP to candidates for any reasons	Rs. 100/- per candidate and Re- conduct of examination by the SP at no extra cost to IIBF.
6	Delay in conduct of examination for more than 30 minutes	Rs.100/- per candidate
7	Security Breach of the Examination	Rs.50,00,000/-

Total combined penalty for Sr.no.1 to 7 will not exceed Rs. 50,00,000/- in one exam cycle. This clause excludes Sr.no.1 and 3.

### **8.9 Duration of contract**

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

### **8.10 Observation of LAWS**

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

### **8.11 Intellectual Property**

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

## 8.12 Confidentiality

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

## 8.13 Indemnity

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

- (i) an act of omission or commission of the Bidder, its employees or its agents, in the performance of the services provided by this Agreement,
- (ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- (iii) misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,
- (iv) claims made by the employees who are deployed by the Bidder, under this Agreement,
- (v) breach of confidentiality obligations of the Bidder,
- (vi) gross negligence or gross misconduct solely attributable to the Bidder, employees of the bidder or by any agency, 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 defence and all related negotiations for settlement.

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

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

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.

3. Negligence and misconduct of the Bidder, its employees and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

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

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

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

#### **8.14 Bidder's Liability**

The selected Bidder will be liable for all the deliverables.

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

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

### **8.15 Termination of Contract**

#### **For Convenience**

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

#### **For Insolvency**

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

#### **For Non-performance**

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

### **8.16 Force Majeure**

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

### **8.17 Order cancellation**

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

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

## **8.18 Resolution of Disputes**

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

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

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

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

paid to the arbitrator.

4. Appointed by such party or on its behalf shall be borne by each party itself; and
5. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

### 8.19 Applicable Law

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

### 8.20 Addresses for Notices

Following shall be address of IIBF and Bidder:

IIBF address for notice purpose:

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

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

## Section 9 – Technical & Functional Requirements

	A.	The functional requirement for Task 1 – OPERATIONS	Type of Requirements
Application Software and Servers	1	The application software/test engine for conducting online examination should be owned (own source code) by the Bidder and be installed at secured data centre in India.	Mandatory
	2	The application software for conducting the online examinations should be certified as “Safe to Host” by any CERT-in empanelled agency.	Mandatory
	3	Examination platform must be able to support online question delivery.	Mandatory
	4	The application software must have dashboard to centrally monitor online status of ongoing examination i.e. number of candidates registered, present, delayed, taking exams, completed etc.) at different venues.	Mandatory
	5	The bidder should be capable of conducting and handling online examinations for up to 10,000 candidates on any single day/time.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

Functionality	1	The application (test engine) should support Indian languages including English, Hindi, Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telugu and Assamese and others (Font as specified by IIBF).	Mandatory
	2	The application should have the facility to display candidates' details, photograph, and signatures on the exam screen based on the data provided by IIBF.	Mandatory
	3	The application should be capable of displaying Group/ Case based Questions.	Mandatory
	4	The application should display virtual simple calculator for candidates to do the calculations and notepad for rough work during exam.	Mandatory
	5	The application should have facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English) as per IIBF's requirements. The Bidder should have the capability to develop for upload in JSON also for future requirements.	Mandatory
	6	The application should have the option of generating question papers based on parameters	Mandatory
	7	Facility of providing report, after upload of questions, on question text and options (alternatives) not truncated, images not cropped and html codes executed properly and junk characters not displayed. Facility of summary of parameters entered to be displayed during upload. Bidder should have the capability to develop for upload in JSON also for future requirements.	Mandatory
	8	The application should have a facility for customized report like data summary.	Mandatory
	9	The application (Test engine) should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).	Mandatory
	10	The application should have the feature of administering the "Question without Answer option" (only numeric questions), where there will not be any options (no choice for answer), a response box will be provided for keying in the answers with "-" sign and also decimals.	Mandatory
	11	The application should support Multiple choice questions.	Mandatory
	12	The application should be capable of displaying major maths formulae.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

	13	There should be facility to upload charts/graphs/pictures/HTML.	Mandatory
	14	It should be capable of shuffling of questions.	Mandatory
	15	It should be capable of shuffling of options (alternatives).	Mandatory
	16	It should be capable to have individual timings for different sections.	Mandatory
	17	There should be a facility for candidate feedback.	Mandatory
	18	The Service Provider should have an active (and shareable) Dashboard to display the examination status on the day of the exam.	Mandatory
	19	The application should be capable of evaluating the answers based on master answer keys provided by IIBF.	Mandatory
	20	There should be a login based provision (application interface) to transfer QB files uploaded on the internal server (i.e. standalone server provided by Bidder at IIBF premises) to live servers (Test Engine) of Bidders a day prior to examination.	Mandatory
	21	Log-in based facility should be provided (application interface) to transfer QB files from main servers at Bidder's end to the servers at all the venues of examination (just 20-30 minutes before examination scheduled time) batchwise.	Mandatory
	22	The QB should remain in encrypted form all throughout.	Mandatory
	23	Provision to send the decryption password must be through the application interface only.	Mandatory
	24	Once the Institute inputs the decryption password, the bidder should immediately send the decryption password (a combination of Institute generated password and bidder generated password) to all the registered hybrid mode designated Centre Supervisors through SMS. In all these processes there should be no manual intervention.	Mandatory
	25	Exam Software should provide Auto-Save functionality, Review & Auto Submit, if exam duration is over OR alternatively if candidate finishes the exam before time, he/she can submit the exam by clicking the "Submit" button which will be activated only after 60 min for two hour duration exam and after 30 min for 1 hour duration exam of his/her examination.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

	26	The testing engine should be capable of supporting randomization of test items for additional security	Mandatory
	27	The QP/examination files should be delivered to the testing locations from a central hub prior to the examination.	Mandatory
	28	The Service Provider should have a defined and documented process for obtaining and controlling access to their data centre.	Mandatory
	29	The Service Provider should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in this bid	Mandatory
	30	There should be a facility for a mock test to the candidates one day before the actual examination.	Mandatory
	31	The system should provide automated scoring as per rules defined and agreed with IIBF.	Mandatory
	32	There must be a facility for candidate feedback.	Mandatory
	33	Application must give summary of attempted and non-attempted Qs after submission of exam.	Mandatory
	34	Application must have facility to set parameters for giving additional time for differently abled candidates.	Mandatory
	35	The system must provide automated scoring as per rules/parameters defined by IIBF.	Mandatory
	36	The application must have a facility to create new candidates at the time of examination (e.g. candidates added at the last moment)	Mandatory
Security	1	The access to the web and database should be protected by multilayered firewalls. Two separate layers of firewalls should be there, each layer being different type.	Mandatory
	2	Minimum 256 bit SSL encryption should be applied to the data that is transmitted over the internet.	Mandatory
	3	The data should be kept and transmitted in encrypted form to ensure no leakage of test items.	Mandatory
	4	The data should be backed up and should be encrypted and stored offsite securely.	Mandatory
	5	The candidates' data/question paper should be downloaded at the centres just before the start of examination using a VPN.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

	6	The Exam software system should be able detect, log and prevent any mechanism/ device (external or internal hardware in node) for cheating. The mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, Camera etc.	Mandatory
	7	The Exam software system should be able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.	Mandatory
	8	The Exam Software system should be able to detect any type of intrusion whether Internet, multiple IP, multiple monitors, virtualization, Processor based intrusion etc. Auto check in every 30 seconds if any malicious hardware/software is connected/detected. If any such eventuality detected the system should suspend the exam and shutdown the computer immediately.	Mandatory
	9	There should be a well-defined process on how to respond to and manage security breaches such as hacking into computers/remote log in during examination. For any such security breach the bidder shall be responsible.	Mandatory
	10	Should have security features to maintain sanctity of the exams. The screen of candidate should not be remotely accessed under any circumstance	Mandatory
	11	The application software should only allow the candidate to appear for examination on predetermined dates/time and at the venue/centre mentioned on his/her admit letter.	Mandatory
	12	The exam engine should operate only on machines/systems where IP addresses are pre-bound to the examination, and should also capture and maintain a record of the IP address through which the candidate has taken the examination.	Mandatory
During examination	1	The test engine should be capable of handling the load of all the candidates.	Mandatory
	2	The Service Provider should be capable of conducting one or more Sessions of online exams at each Test centre.	Mandatory
	3	The Service Provider shall maintain and generate reports centre-wise and session wise attendance.	Mandatory
	4	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

	5	After submitting the question paper provisional score card/result will be displayed on the computer screen.	Mandatory
	6	The software should be capable of saving each response from a candidate (each mouse click). It should also provide a time-based log on the server for every candidate along with his/her IP.	Mandatory
	7	During examination, the software should have the capability of taking backup at defined intervals.	Mandatory
	8	The software should be capable of evaluating the answers based on answer keys provided by IIBF	Mandatory
	9	If there is any type of untoward incident causing a disruption to a candidate or candidates appearing for the online examination, it should be reported immediately to IIBF Office immediately.	Mandatory
	<b>B.</b>	<b>Task 2 – Support</b>	
	1	The Service Provider should have Helpdesk Support to resolve queries raised by test conducting authorities, before the examination, during examination or after the examination.	Mandatory
	2	The Service Provider should maintain the necessary applications for conducting the examinations.	Mandatory
	3	The software should maintain proper logs to respond against any query from a candidate.	Mandatory
	4	The system should be capable of regenerating the questions and answers of candidates.	Mandatory
	5	Should have an active dashboard to display the examination status of candidates during the examination slots on the examination day/s. The link and login credentials to be provided to IIBF also.	Mandatory
	6	In case of any failure on the part of the Service Provider of any kind the Service Provider should conduct a re-examination for all those candidates that may be affected.	Mandatory
Post Examination	1	The Service Provider should provide the report of candidates applied /attended/scored to IIBF	Mandatory
	2	Should submit immediately after each exam a candidate-wise response report/audit trail (click by click report), answering pattern analysis showing the questions, correct answers, and the options selected by each candidate.	Mandatory
	3	Should submit immediately after each exam candidate's response report.	Mandatory

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

	4	The Service Provider should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format asked by IIBF	Mandatory
	5	The Service Provider should provide consolidated reports related to the examination in soft copy as per the requirements of IIBF	Mandatory
	6	Other incidents which are not so significant may be reported to IIBF by e-mail.	Mandatory
	7	Facility to send the score card to candidates through email within 24 hours should be made available.	Mandatory
	D.	The Service Provider shall undertake as given below:	
	1	The Service Provider shall not sub-let or subcontract this job to any other person or firms in any circumstances. It shall undertake and complete this work on its own.	Mandatory
	2	All software used by the service provider should have proper licenses from their OEMs or resellers.	Mandatory

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

Also provide the following :

- (i) Details of hardware, system software, application software, off-the-shelf software, database software, tools etc., used for the Solution proposed for Online Examination.
- (j) Connectivity proposed for the solution.
- (k) The contingency plan if the connectivity is broken.
- (l) The ratio of candidates to application software experts that will be stationed during examination for handling software related queries.
- (m) The types of contingencies have you experienced on previous occasions while conducting online examinations and how did you handle them.

**Section 10 - ANNEXURES - DOCUMENTS, FORMS TO BE PUT IN  
TECHNICAL BID ENVELOPE**

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

To

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

Subject: RFP No. IIBF/EXAM RFP-01/2026-27 dated \_\_\_\_\_ for “Name of the RFP”

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

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

**Annexure E2 - Bid Security (Bank Guarantee)**

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

To

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

**Date:** \_\_\_\_\_

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called “the Bidder”) has submitted to you its bid dated \_\_\_\_\_ (hereinafter called “the Bid”) for the execution of \_\_\_\_\_ under \_\_\_\_\_

**Subject: RFP No. IIBF/ EXAM RFP-01/2026-27 dated \_\_\_\_\_ for “Name of the RFP”**

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

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

[Signature(s)]

**Annexure E3 -Bidder's Information**

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

**Annexure E4–DECLARATION REGARDING APPLICATION**

**To**

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

Dear Sir,

**Re: RFP No. . IIBF/ EXAM RFP-01/2026-27 dated \_\_\_\_\_ for “Name of the RFP”**

**The application for the proposed Solution for Online examination**

I declare that we M/s (*Name \_\_\_\_\_*) are the sole owner/s of the proposed application for conducting online examination.

and

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

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure E5–Eligibility Criteria Matrix**

Sr.No.	Minimum eligibility Criteria	Response of the bidder			Documents attached
A	The Bidder should be a company registered under Indian Companies Act.				Please submit: 1. Articles of Association, Memorandum of Association and Certificate of Incorporation.
B	The Bidder should have a minimum annual turnover of Rs.30 crore in each of the last 3 financial years i.e. 2022-23, 2023-24, 2024-25.	Year 1	Year 2	Year 3	This must be supported by Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 financial years.
		YES/NO	YES/NO	YES/NO	
		Amt in Rs.Cr.	Amt in Rs.Cr.	Amt in Rs.Cr.	
C	The Bidder should be a profit-making company or have positive net worth in the last 3 financial years as mentioned in 4.2(b) above.	YES/NO			This must be supported by Self-certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
		Year 1	Year 2	Year 3	
D	The bidding agency should have GST Registration, PAN Card and must have filed Income Tax Return for the Assessment Years 2024-25, 2025-26, 2026-27.				Documentary proof to be submitted
E	The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified. The data centre of the Bidder should be a Tier - III and above.				Documentary proof to be submitted

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

F	The bidder must have the following quality, security and product related certifications: CMMI Level 3 or above, ISO 9001:2015, ISO/IEC 27001.		Documentary proof to be submitted
G	The Bidder must be the owner of the test engine/ application software for conducting online examinations throughout the contract period.		Documentary proof to be submitted
H	The Bidder must have experience of having conducted at least one Internet Based Assessment (IBA) examinations with a minimum of 10000 candidates in one session, for reputed organization within the last 3 years.		Documentary proof - PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.
I	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.  The Bidder should not have any complaints about question paper leakage, mismanagement of exams or fraudulent activity.		Certified by the Company Secretary/CFO of the Company. Submit Declaration of clean Track Record of the Bidder – Annexure T3 on declaration on official company letter head with sign & seal to be submitted.
J	There should not be any enquiry / court case against the bidder registered in any of the courts or vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit.		Attach the affidavit (Rs 500/- Non- judicial stamp paper and notarized)
K	The vendor must have valid VA/PT IT Security Audit certificate of the application software, carried out within last one year.		Attach VA/PT Certificate

RFP to Select a Service Provider to conduct hosted model internet based online Examinations

L	The bidder shall not have a conflict of interest that affects the bidding process. Any bidder found to have a conflict of interest shall be disqualified. Whether a situation amounts to conflict of interest or not shall be determined by IIBF and its decision shall be final		Self-declaration on official company letter head with sign & seal to be submitted
---	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	-----------------------------------------------------------------------------------

**Annexure E6 – Declaration for Acceptance of RFP Terms and Conditions**

To

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

Sir,

Re: RFP No. IIBF. RFP: XXXX dated \_\_\_ for "Name of the RFP"

I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address.

**Annexure E7 – Declaration for Acceptance of Scope of Work**

To

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

Re:

RFP No. IIBF: RFP: XXXX dated \_\_\_\_\_ for "Name of the RFP"

I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure E8 – Format Power of Attorney**

(On Stamp paper of relevant value)

Know all men by the present, \_\_\_\_\_ we (name of the company and address of the registered office) do hereby appoint and authorize Mr

\_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “\_\_\_\_\_” in response to the RFP \_\_\_\_\_ No.by IIBF, including signing and submission of all the documents and providing information/responses to IIBF in all the matter in connection with our bid.

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

Dated this day of 2026.

For

\_\_\_\_\_  
(Signature)

(Name Designation and Address)

(Accepted Signature)

(Name Designation)

Date:

Business Address:

## Annexure E9 – Other Undertakings

**To**

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

Dear Sir,

**Re:**

**RFP No. IIBF/ EXAM RFP-01 /2026-27 dated \_\_\_\_\_ for “Name of the RFP”**

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

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

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

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

All software used shall be licenced versions.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

## Annexure – E10 NON-DISCLOSURE AGREEMENT

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

This Agreement is made and entered on this ----- day of -----, 2026 ("Effective Date") between a company incorporated in India (Hereinafter referred to as "IIBF", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

AND

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

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

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

### NOW THEREFORE

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

#### Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between IIBF and XXXXXXXX to perform the considerations (hereinafter called "Purpose") set forth in below:

(For Selecting Service Provider to Conduct Hosted model Internet Based Online Examinations of the Institute Across India)

#### Article 2: DEFINITION

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is

independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs.

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

### Article 3: NO LICENSES

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

### Article 4: DISCLOSURE

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

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

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

### Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes

and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

#### Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

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

#### Article 7: INJUNCTIVE RELIEF

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

#### Article 8: NON-WAIVER

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

#### Article 9: JURISDICTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

#### Article 10: GOVERNING LAW

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

#### Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

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

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or otherwise discuss or make reference to such other Party or infringe Patent, Copyrights, in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

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

	XXXXXXXXXX
By:	By:
Name:	Name:
Designation:	Designation:

**Annexure T1 - COMPLIANCE TO TECHNICAL & FUNCTIONAL REQUIREMENTS**

	A.	The functional requirement for Task 1 – OPERATIONS	Feature available	Feature customisable within		Feature not available
				10 days	20 days	
Application Software and Servers	1	The application software/test engine for conducting online examination should be owned (own source code) by the Bidder and be installed at secured data centre in India.				
	2	The application software for conducting the online examinations should be certified as “Safe to Host” by any CERT-in empanelled agency.				
	3	Examination platform must be able to support online question delivery.				
	4	The application software must have dashboard to centrally monitor online status of ongoing examination i.e. number of candidates registered, present, delayed, taking exams, completed etc.) at different venues.				
	5	The bidder should be capable of conducting and handling online examinations for up to 10,000 candidates on any single day/time.				
Functionality	1	The application (test engine) should support Indian languages including English, Hindi, Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telugu and Assamese and others (Font as specified by IIBF).				
	2	The application should have the facility to display candidates’ details, photograph, and signatures on the exam screen based on the data provided by IIBF.				
	3	The application should be capable of displaying Group/ Case based Questions.				

	4	The application should display virtual simple calculator for candidates to do the calculations and notepad for rough work during exam.				
	5	The application should have facility to upload the question paper using XLS files as per IIBF formats and fonts (different languages other than English) as per IIBF's requirements. The Bidder should have the capability to develop for upload in JSON also for future requirements.				
	6	The application should have the option of generating question papers based on parameters				
	7	Facility of providing report, after upload of questions, on question text and options (alternatives) not truncated, images not cropped and html codes executed properly and junk characters not displayed. Facility of summary of parameters entered to be displayed during upload. Bidder should have the capability to develop for upload in JSON also for future requirements.				
	8	The application should have a facility for customized report like data summary.				
	9	The application (Test engine) should have security features like data encryption for content during all three states of data i.e. data in rest, data in transition and during process of data (question paper).				
	10	The application should have the feature of administering the "Question without Answer option" (only numeric questions), where there will not be any options (no choice for answer), a response box will be provided for keying in the answers with "-" sign and also decimals.				

	11	The application should support Multiple choice questions.				
	12	The application should be capable of displaying major maths formulae.				
	13	There should be facility to upload charts/graphs/pictures/HTML.				
	14	It should be capable of shuffling of questions.				
	15	It should be capable of shuffling of options (alternatives).				
	16	It should be capable to have individual timings for different sections.				
	17	There should be a facility for candidate feedback.				
	18	The Service Provider should have an active (and shareable) Dashboard to display the examination status on the day of the exam.				
	19	The application should be capable of evaluating the answers based on master answer keys provided by IIBF.				
	20	There should be a login based provision (application interface) to transfer QB files uploaded on the internal server (i.e. standalone server provided by Bidder at IIBF premises) to live servers (Test Engine) of Bidders a day prior to examination.				
	21	Log-in based facility should be provided (application interface) to transfer QB files from main servers at Bidder's end to the servers at all the venues of examination (just 20-30 minutes before examination scheduled time) batchwise.				
	22	The QB should remain in encrypted form all throughout.				
	23	Provision to send the decryption password must be through the application interface only.				

	24	Once the Institute inputs the decryption password, the bidder should immediately send the decryption password (a combination of Institute generated password and bidder generated password) to all the registered hybrid mode designated Centre Supervisors through SMS. In all these processes there should be no manual intervention.				
	25	Exam Software should provide Auto-Save functionality, Review & Auto Submit, if exam duration is over OR alternatively if candidate finishes the exam before time, he/she can submit the exam by clicking the "Submit" button which will be activated only after 60 min for two hour duration exam and after 30 min for 1 hour duration exam of his/her examination.				
	26	The testing engine should be capable of supporting randomization of test items for additional security				
	27	The QP/examination files should be delivered to the testing locations from a central hub prior to the examination.				
	28	The Service Provider should have a defined and documented process for obtaining and controlling access to their data centre.				
	29	The Service Provider should have a comprehensive Business Continuity Plan/Disaster Recovery Plan and practice in place which should be specified in this bid				
	30	There should be a facility for a mock test to the candidates one day before the actual examination.				
	31	The system should provide automated scoring as per rules defined and agreed with IIBF.				

	32	There must be a facility for candidate feedback.				
	33	Application must give summary of attempted and non-attempted Qs after submission of exam.				
	34	Application must have facility to set parameters for giving additional time for differently abled candidates.				
	35	The system must provide automated scoring as per rules/parameters defined by IIBF.				
	36	The application must have a facility to create new candidates at the time of examination (e.g. candidates added at the last moment)				
Security	1	The access to the web and database should be protected by multilayered firewalls. Two separate layers of firewalls should be there, each layer being different type.				
	2	Minimum 256 bit SSL encryption should be applied to the data that is transmitted over the internet.				
	3	The data should be kept and transmitted in encrypted form to ensure no leakage of test items.				
	4	The data should be backed up and should be encrypted and stored offsite securely.				
	5	The candidates' data/question paper should be downloaded at the centres just before the start of examination using a VPN.				
	6	The Exam software system should be able detect, log and prevent any mechanism/ device (external or internal hardware in node) for cheating. The mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, Camera etc.				

	7	The Exam software system should be able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.				
	8	The Exam Software system should be able to detect any type of intrusion whether Internet, multiple IP, multiple monitor, virtualization, Processor based intrusion etc. Auto check in every 30 seconds if any malicious hardware/software is connected/detected. If any such eventuality detected the system should suspend the exam and shutdown the computer immediately.				
	9	There should be a well-defined process on how to respond to and manage security breaches such as hacking into computers/remote log in during examination. For any such security breach the bidder shall be responsible.				
	10	Should have security features to maintain sanctity of the exams. The screen of candidate should not be remotely accessed under any circumstance				
	11	The application software should only allow the candidate to appear for examination on predetermined dates/time and at the venue/centre mentioned on his/her admit letter.				
	12	The exam engine should operate only on machines/systems where IP addresses are pre-bound to the examination, and should also capture and maintain a record of the IP address through which the candidate has taken the examination.				

During examination	1	The test engine should be capable of handling the load of all the candidates.				
	2	The Service Provider should be capable of conducting one or more Sessions of online exams at each Test centre.				
	3	The Service Provider shall maintain and generate reports centre-wise and session wise attendance.				
	4	The Test paper should be generated from question bank by picking questions randomly as per specified parameters and served to each candidate automatically.				
	5	After submitting the question paper provisional score card/result will be displayed on the computer screen.				
	6	The software should be capable of saving each response from a candidate (each mouse click). It should also provide a time-based log on the server for every candidate along with his/her IP.				
	7	During examination, the software should have the capability of taking backup at defined intervals.				
	8	The software should be capable of evaluating the answers based on answer keys provided by IIBF				
	9	If there is any type of untoward incident causing a disruption to a candidate or candidates appearing for the online examination, it should be reported immediately to IIBF Office immediately.				
	<b>B.</b>	<b>Task 2 – Support</b>				
	1	The Service Provider should have Helpdesk Support to resolve queries raised by test conducting authorities, before the examination, during examination or after the examination.				

	2	The Service Provider should maintain the necessary applications for conducting the examinations.				
	3	The software should maintain proper logs to respond against any query from a candidate.				
	4	The system should be capable of regenerating the questions and answers of candidates.				
	5	Should have an active dashboard to display the examination status of candidates during the examination slots on the examination day/s. The link and login credentials to be provided to IIBF also.				
	6	In case of any failure on the part of the Service Provider of any kind the Service Provider should conduct a re-examination for all those candidates that may be affected.				
Post Examination	1	The Service Provider should provide the report of candidates applied /attended/scored to IIBF				
	2	Should submit immediately after each exam a candidate-wise response report/audit trail (click by click report), answering pattern analysis showing the questions, correct answers, and the options selected by each candidate.				
	3	Should submit immediately after each exam candidate's response report.				
	4	The Service Provider should submit the soft copy of the answers marked by the candidates (responses) through a secure data transfer for each examination in a Format asked by IIBF				
	5	The Service Provider should provide consolidated reports related to the examination in soft copy as per the requirements of IIBF				

	6	Other incidents which are not so significant may be reported to IIBF by e-mail.				
	7	Facility to send the score card to candidates through email within 24 hours should be made available.				
	D.	The Service Provider shall undertake as given below:				
	1	The Service Provider shall not sublet or subcontract this job to any other person or firms in any circumstances. It shall undertake and complete this work on its own.				
	2	All software used by the service provider should have proper licenses from their OEMs or resellers.				

It is mandatory for Bidder that values for above matrix should be supported with documentary proof and labelling/indicating where the supported documentary proof is filed in the submitted technical bid.

Documentary proof is to be submitted along with technical bid in sealed cover. No other mode of submission of documentary proof shall be accepted.

## Annexure T2 - Bidder's Experience

### A- Bidder's Organization

[Provide here a brief description of the background and organization of your firm/company. The brief description should include ownership details, date and place of incorporation of the company/firm, objectives of the company/firm etc.

### B- Bidder's Experience

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

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

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

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date:

Place

### Annexure T3 - Declaration regarding Clean Track by Bidder

Declaration for Clean Track Record (On Company's Letterhead)

To

IIBF  
Mumbai

Dear Sir,

Re: RFP No. IIBF: XXXX dated for "Name of the RFP"

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

Or

I declare the following

<b>Sr. No.</b>	<b>Country in which The company is Debarred / Blacklisted / Case is Pending</b>	<b>Blacklisted / Debarred by Government / Semi-Government Organizations / Institutions in India or abroad</b>	<b>Reason</b>	<b>Since when and for how long</b>

1. In case the company was blacklisted previously, please provide the details regarding period for which the company was blacklisted and the reason/s for the same.
2. Any Adverse comments/complaints by any Institution should be mentioned.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

### Annexure T4 - Client Details

Provide client details wherever available:

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

Signature: \_\_\_\_\_

Name: \_\_\_\_\_ -

Designation: \_\_\_\_\_

Date: Place

## **Annexure T5 – PROJECT PLAN**

Please describe the Project Plan and the Implementation period required.

## **Annexure T6 – SHORT DESCRIPTION**

### **Short Description of the Proposal**

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

## **SECTION – 11**

**Documents to be submitted by the selected Bidder after Notice of Award**

**(To be completed by the successful Bidder)**

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

The successful bidder/s shall furnish the Performance guarantee of Rupees Ten Lakhs for a period of the contract.