



Indian Institute of Banking & Finance

Invitation

For

Expression of Interest (EOI)

For

Short listing of consultants

For undertaking “Need Analysis and Organisation & Management Study”

Last date of Submission of EOI : 23<sup>rd</sup> July 2018(up to 3.00pm).

# **Indian Institute of Banking & Finance**

## **Notice inviting Expression of Interest (EOI)**

### **Sub: Expression of Interest (EOI) for short listing of consultants for undertaking Need Analysis and Organisation & Management study.**

The Indian Institute of Banking & Finance invites Expression of Interest (EOI) for consultancy services from qualified, experienced, competent, financially sound and reputed organizations / firms having experience in conducting “Need Analysis and Organisation and Management (O&M) Study”. The complete EOI documents can be downloaded from the Institute’s website [www.iibf.org.in](http://www.iibf.org.in) under “Tender”.

Interested firms are requested to send their EOI under a sealed envelope superscripted as “Expression of Interest (EOI) for undertaking Need Analysis and Organisation and Management Study” to The Chief Executive Officer, Indian Institute of Banking & Finance, Kohinoor City, Commercial II, Tower 1, Kirol Road, Kurla West, Mumbai – 400 070. The last date of submission of EOI is 23<sup>rd</sup> July 2018 (up to 3.00 pm). This is not a Request for Proposal (RFP) and commercials are not to be submitted along with Expression of Interest (EOI).

The bidders will be required to make a brief presentation covering their financials including turnover, their past experiences in conduct of O&M studies for different organisations / Universities / Institutions and their initial views on how to conduct the O&M study for IIBF, time required for the study, etc.

Based on the evaluation of the EOI submitted by the firms and the presentation made by them, the Institute will further shortlist the bidders, who may be invited to participate in the further stages of selection process. The Request for Proposal (RFP) in two parts (Part A: Technical and Part B: Commercial) will be issued only to the shortlisted bidders as will be decided by the Institute. The decision of the Institute in this regard shall be final.

The Institute reserves the right to accept/reject any or all the EOI(s) without assigning any reason. The Institute also reserves the right to amend the scope of the work at any point of time. Any attempt on the part of any firm to influence, negotiate directly or indirectly with the Institute will lead to exclusion from consideration.

Any corrigendum/addendum shall be published only on the Institute’s website.

Chief Executive Officer,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1,  
Kirol Road, Kurla West,  
Mumbai – 400 070.

## **1. Introduction / About the Institute**

The Indian Institute of Banking & Finance (IIBF), which was established in 1928, is a Not for Profit (Section 8 company) professional body of banks and financial institutions in India. The Mission of the Institute is to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy / counselling and continuing professional development programs. It is managed by a Governing Council comprising MD & CEOs of Banks in the Public & Private Sector and eminent persons drawn from the field of Education & Training in banking and finance sectors. Besides its Corporate Office at Mumbai, the Institute has three Zonal Offices, known as Professional Development Centres, in Chennai, Kolkata, and New Delhi. The Institute's courses are undertaken by banking professionals and by candidates aspiring for a career in the banking and financial services sector.

At present, IIBF, besides its flagship courses namely, JAIB, CAIB and DB&F, offers 6 diploma courses, 5 blended courses (online exam plus training as an integral requirement) and 20 certificate courses. These courses, which have been introduced after interactions with different stakeholders, cover a wide area in the domains of Banking and Finance. Besides this, the other activities of the Institute include training, publication, sponsoring research, conducting seminars/workshops & Memorial Lectures and offering continuous professional development programmes.

## **2. Need Analysis and O&M Study**

Notwithstanding the efforts taken by the Institute in reinventing itself to meet the emerging requirements of banking and finance professionals, it proposes to explore new areas of activities due to the following reasons:

- i. With digital disruptions redefining the banking industry especially with the introduction of new technologies like block chain, artificial intelligence, machine learning, cognitive thinking etc and the intervention of Fintech companies, the delivery process is undergoing a sea change and consequent changes will have to be effected in the offerings of the Institute.
- ii. To plug the gaps created by retirement of large number of bank officers, Banks are recruiting in large numbers and this requires adequate facilities for en-masse training for the entry-level recruits.
- iii. The skill-sets of the new entrants are changing - many of the freshers who are joining the banking industry are engineers and MBAs. Hence, the Institute has to adopt a new approach in its delivery process to channelize the knowledge and intellect of this set of people for the best advantage of the banking sector.
- iv. Banks are also going in for lateral recruitments where the degree of specialisation is of a higher order. Specialised inputs in niche areas will have to be made available by developing internal resources or tie-up with agencies of repute.
- v. With increasing complexity in areas like infrastructure finance, project lending and structured international finance, etc., existing bank officials will also need to upgrade their knowledge and skills to remain in sync with the requirements of the economy.

- vi. Some of the courses will need to be aligned with national mission of Skill Development in BFSI sector of National Skill Development Corporation.

### **Broad Terms of Reference for the Need Analysis and O&M Study**

1. To review and realign the existing courses of the Institute to meet the emerging requirements.
2. To consider addition of new courses to take care of emerging and future needs of the Banking industry
3. To arrive at the appropriate pedagogical tools; including training methodologies for ensuring effective learning.
4. To suggest a framework for enabling the Institute to focus on case studies, research and innovative laboratories.
5. To examine the possibility of transforming the Institute into a professional University (Distance Learning or otherwise) exclusively for banking and finance sector.
6. To examine the requirement and profitability of setting up an appropriate permanent training establishment to cater to the large and multifarious needs of the Banking and Financial Sector
7. To study the existing organisational set-up and suggest restructuring keeping in view the above requirements, including creation of independent subsidiaries for handling robust business lines, if warranted.
8. To suggest appropriate human resource requirements.
9. To suggest a phased plan of implementation, including identification of clear, well defined milestones for the same.
10. To suggest any other measures as may be needed to improve the utility and efficiency of the Institute's operations.

### **3. Eligibility Criteria of Firms who are interested to Participate:**

- i. The firm should have adequate experience in handling similar consultancy assignments as on EOI submission date.
- ii. Experience of having successfully undertaken at least two (02) Need Analysis and Organisation and Management studies of similar nature at any professional educational institution /University of repute in India during last 05 (five) years as on EOI submission date.

### **4. Information to be submitted**

- i. Proof of Registration of the Firm under relevant law, such as Companies Act, and / or Shops & Establishment Act or Trade License from appropriate authority etc.

- ii. Copies of PAN Card, GST Registration Certificate.
- iii. A certificate (Affidavit) to be signed by MD / CEO of the company that they have not been debarred or blacklisted for any services, supplies or products, while dealing in by any organization or educational Institute/ University / State/ Central government and no criminal case is pending or contemplated against them.
- iv. The Firm must submit copies of acknowledgement of Income Tax return for the last three financial years.
- v. Filled in declaration as per the format enclosed.
- vi. Copy of the complete EOI document with signature and seal in each page as a token of acceptance of all the terms & conditions of the EOI.
- vii. Undertaking to abide by Non-Disclosure Agreement/Confidentiality in the event of selection.

## **5. Communication**

For any query pertaining to this EOI, communication should be sent to:

Chief Executive Officer,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1,  
Kiro Road, Kurla West, Mumbai – 400 070  
e-mail: admin@iibf.org.in.

## **6. Submission of EOI**

The last date of submission of EOI is 23<sup>rd</sup> July 2018 (up to 3.00 pm). The EOI should be sent to:

Chief Executive Officer,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1,  
Kiro Road, Kurla West, Mumbai – 400 070.

Draft Letter for Submission of EOI  
To be submitted on firm letterhead

To,

Chief Executive Officer,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1,  
Kirod Road, Kurla West, Mumbai – 400 070.

Dear Sir,

Sir,

Sub: Submission Expression of Interest (EOI) for short listing of consultants for undertaking  
Need Analysis and Organisation & Management Study

With reference to your advertisement for EOI for the above work, we hereby submit the EOI  
document and other relevant information.

- i. We hereby certify that all the information supplied in the accompanying Annexures are true and correct.
- ii. We have furnished all information and details as necessary as per the EOI and have no further pertinent information to supply.
- iii. We also authorise the Institute to approach individuals, firms and corporation to verify our competence and general reputation.
- iv. We shall abide by the rules & regulations of the Institute in regard to the selection process of the agency and the final decision.

Thanking you,

Yours faithfully

(Signature of the applicant(s) with office seal)

Annexures:

1. Annexure - A
2. Annexure - B
3. Annexure - C
- 4 Annexure – D
5. Annexure - E

### Organisational Profile

Name & Registered Office address of the applicant with Telephone No. / Mobile No. / E mail	
Year of Establishment of the firm	
Address of the local office in Mumbai, if any	
Structure of the applicant's organization: (applicants to indicate as appropriate)  Proprietary concern/Partnership firm/ Private Limited Company/ Public Limited Company/ Joint Venture /Consortium/ Educational Institution/ Other (please specify)	
Years of experience in the relevant field	
Similar projects handled during last 5 years by the firm together with relevant details. The full address of the clients for whom the services have been provided including name of contact persons and telephone nos.	Details to be furnished in the prescribed form. Attach completion certificate or any other relevant document/s in support of the work/s completed clearly showing nature of the services provided
Similar projects on which the firm is engaged at present along with relevant details.	
Time estimated to complete the O&M Project for IIBF	The applicant should indicate the time they estimate would be required to complete the present Project, if awarded to them
Particulars of registration with various Government bodies (attach attested photo-copies)	
Details of GST registration & Income tax return, PAN, Cess details etc.	
Financial turnover of the firm during the last three financial years	

Any other information considered necessary but not included above	
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**Annexure - B**

Details of similar projects handled by the firm during last five years

Sr. No.	Name of the Project and Location	Nature of Services involved in the project	Name of the Client with address and Name & telephone No. of contact person	Duration of the Project & Cost of the Project	Any other relevant information



**Annexure - C**

Major / Important Projects Executed by the Firm

Sr.No.	Name of the Project, Location	Nature of Services involved in the project	Name of the Client with address and Name & telephone No. of contact person	Duration of the Project & Cost of the Project	Any other relevant information
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## Annexure -D

Details of projects which the firm is presently engaged.

Sr.No.	Name of the Project and Location	Nature of Services involved in the project	Name of the Client with address and Name & telephone No. of contact person	Duration of the Project & Cost of the Project	Any other relevant information
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**DECLARATION**

I, ----- Son /Daughter of Shri -----  
----- Proprietor/ Partner/ Director/ Authorised Signatory of M/s. -----  
----- am competent to sign this declaration and execute this EOI  
document.

I have carefully read and understood all the terms and conditions of the EOI and hereby convey my acceptance of the same.

- i. The information/ documents furnished along with the EOI are true and genuine to the best of my knowledge and belief.
- ii. I/ we/ am are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my/ our EOI at any stage besides liabilities towards prosecution under appropriate law.
- iii. I/ we/ am are agreed to enter into a Non-Disclosure Agreement with respect to the proposed EOI for appointment of consultancy firm for undertaking the Need Analysis and Organisation & Management study of Indian Institute of Banking & Finance and also ensure full confidentiality in this regard.

Signature of the Authorised Person

Date: -----

Full Name -----

Place -----

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Company Seal: -----