



## **Indian Institute of Banking & Finance**

(ISO-9001-2015 certified)  
(CIN: U91110MH1928GAP00)

**Kohinoor City, Commercial II, Tower I,  
Second Floor, Kirod Road,  
Kurla – West,  
Mumbai - 400 070**

### **REQUEST FOR PROPOSAL**

for

**Information Security Assessment/Audit of IT setup**

(Ref No: ISAIT-17-18)

**TO BE SUBMITTED BEFORE**  
**3.00 P.M on 23-Aug-2017**

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## 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 89+ years of service, IIBF has emerged as a premier institute in banking and finance education for those employed as well as seeking employment in the sector. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped the practitioners of banking and finance to sustain their professionalism through continuing professional development programs.

IIBF ([www.iibf.org.in](http://www.iibf.org.in)) is an ISO 9001-2015 certified organization with its Corporate Office in Mumbai and Professional Development Centre's located at Delhi, Chennai and Kolkata (Annexure I).

## 2. Major Activities of the Institute:

**Membership:** IIBF has got over 7.50 lakh Individual members. There are 677 plus Institutional members (Banks and Financial Institutions).

Course Offered:

- **JAIIB**
- **CAIIB**
- **Diploma in Banking and Finance**
- **Diplomas** like Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking and Finance, Advance Diploma in Wealth Management etc.
- **Certificate Courses** in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Cyber Crimes & Fraud Management, FEMA etc.(for details visit- [www.iibf.org.in](http://www.iibf.org.in))
- **Blended Courses** like Certified Credit Officer, Certified Bank Trainer, Certified Banking Compliance Professional, Certified Treasury Professional.

All these examinations are backed by specially developed courseware. The Institute has arranged to publish these courseware and they are available with the publishers viz. M/s Macmillan India Ltd. / M/s Taxmann Publications Pvt. Ltd and also with leading books shops.

**Web Portal:** Institute provides educational support through it's portal for the various courses of the examinations through e-learning and web classes. It renders web based professional skill-set development courses in selected areas.

## 3. Purpose :

The purpose of this document is to select an agency for conducting Information Security Assessment/Audit of Institute's IT setup/infrastructure, submit reports & assist in implementing suggestions.

In this connection, Institute would like to invite Proposals from reputed and experienced vendors who can provide such services.

#### 4. Extent of Proposal:

Prospective vendor should note that any proposal submitted in response to this RFP and all associated amendments or clarifications submitted during evaluation, would form part of any subsequent contract to be signed for the services relating to the Project.

#### 5. Schedule of activities for RFP:

The following table indicates schedule for major activities associated with RFP distribution, proposal submission, proposal evaluation process, and contract award.

1	Release of RFP	21-July-2017
2	Submission of request for Clarification, if any, from vendor / service provider (written / email <a href="mailto:sgbhatia@iibf.org.in">sgbhatia@iibf.org.in</a> , <a href="mailto:anishrivastava@iibf.org.in">anishrivastava@iibf.org.in</a> , <a href="mailto:dspandit@iibf.org.in">dspandit@iibf.org.in</a> )	3-Aug-2017
3	Pre-bid meeting for clarification on written queries.	11-Aug-2017 3.00 PM
4	Proposal submission by vendors	23-Aug-2017 3.00 PM
5	Technical proposal opening	23-Aug-2017 4.00 PM
6	Vendor's presentation/demo/walkthrough as part of Evaluation	#
7	Opening of Commercial Bids	#

# Date/Time shall be communicated to the Eligible / Shortlisted vendors

IIBF reserves the right at its sole discretion to change the Schedule of Activities, including the associated dates.

#### 6. Minimum Eligibility Criteria:

Sr.	Minimum Eligibility Criteria	Supporting Document		
1	The vendor should be a company registered under Companies Act, 1956, having its Registered Office in India and in existence for at least 5 years .(As of 1 <sup>st</sup> April 2017)	Photo copy of Certificate of incorporation		
2	The vendor should be empaneled by CERT-in to do activities related to IS audit.	Photo copy of relevant documents		
3	The vendor should have registered a turnover of Rs.15 crore or more in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.		
		2014-15	2015-16	2016-17
	Turnover declaration in INR			
4	The vendor should be earning a Net Profit/ having Positive Net worth in each of the last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.		
		2014-15	2015-16	2016-17
	Net profit/positive net worth declaration in INR			

<b>5</b>	The Vendor has never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company	Self-Certification/declaration
<b>6</b>	The Vendor should have min. 5 qualified auditors on payroll. (Qualification - CISA, CISSP etc.)	Employment proof with relevant qualification certificate in status good/standing.
<b>7</b>	The Vendor should have provided IS Audit services to at least 2 PSBs/PSUs (in past 3 years)	PO copy/ certificate of completion with contact person name, details to be provided.

**Note:**

- a. Details are to be furnished as per Annexure III (**Minimum Eligibility Criteria Template**). Supporting documents should be arranged / numbered in the same order as mentioned.
- b. All certificates or documents should also be self-attested and attached/bound together
- c. Failure to meet any of these criteria will disqualify the vendor and it will be eliminated from further process.
- d. The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the vendor.
- e. At a later stage if it is found that, the vendor has provided false information or has wrongly certified any of the documents in support of the eligibility criteria, the vendor shall be liable for legal action and/or cancellation of contract.

**7. Indicative Requirement / Scope of Work:**

The Institute proposes to carry out Information Security Assessment/Audit (IS Audit) of its IT setup. This audit is expected to help the Institute to strengthen its IT setup by minimizing weaker/vulnerable areas. Though some of the IT policies and procedures are in place, this audit is expected to help in validating the existing process/policy. Further this assessment/audit is expected to lead to compliance certifications like ISO-27001, ISO-22301 etc.

Assessment/audit to be conducted in the following areas:-

Group I

- a) IT Risk assessment (ISO-31000)
- b) Network Security Review
- c) WLAN Security
- d) Operational Security Audits
- e) Physical and environmental audit
- f) End point security
- g) Software license audit
- h) VAPT (IIBF CO-Setup)
- i) BCP GAP Assessment

## Group II

- a) Application Security
- b) Source Code Reviews
- c) Oracle middleware and Database
- d) Change control management & secure coding

The assessment/audit scope also includes a correction report, so that the identified security gaps can be plugged in as per advice and a final assessment/audit review should result in no-serious-security-lapses outstanding at the end of the exercise.

Based on the contents of the RFP, the selected Vendor shall be required to independently arrive at Audit Methodology, based on globally acceptable standards and best practices. The Institute expressly stipulates that the vendor selection under this RFP is on the understanding that this RFP contains only the principal provisions for the entire audit assignment. The selected vendor shall be required to undertake to perform all such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire audit assignment at no additional cost to the Institute.

### **8. Earnest Money Deposit (EMD):**

1. The Bidder shall submit Earnest Money Deposit of Rs.1,00,000/- (Rupees One lakh Only) in the form of a Demand Draft / Pay order from a scheduled commercial bank in India drawn in favour of “Indian Institute of Banking & Finance” payable at Mumbai.
2. No interest shall be payable on the EMD.
3. The EMD furnished by all unsuccessful vendors would be returned on completion of the entire RFP process. For successful vendor the EMD will be returned after furnishing of Bank Guarantee as required in this RFP/to the satisfaction of Institute.
4. The earnest money will be forfeited:
  - a. In case bidder withdraws his bid during the period of bid validity
  - b. Bidder is not responsive to the terms and condition of the RFP
  - c. If any of the bidder’s statement turns out to be false/incorrect during evaluation
  - d. In case of successful bidder, if the bidder dishonours its bidding commitments
  - e. In case of successful bidder picks up the order and does not proceed with the project after a reasonable period/time. (The period/time will be decided by the Institute).

### **9. Bid Evaluation Process**

#### **9.1 Opening of Envelope A - Technical Bid**

1. IIBF will open “**Envelope A**” in presence of internal Evaluation Committee appointed for the purpose. It is the responsibility of the bidder’s to be present at the time, date and at the place specified in the RFP document or as amended by IIBF from time to time.
2. All bids shall be evaluated by Technical Evaluation Committee setup for this purpose by the Institute. The evaluation shall be on the basis of Eligibility criteria, Technical evaluation criteria and the commercial bid.
3. The Bids will be examined to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are

generally in order.

4. IIBF may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
5. The Bidder is expected to go through all instructions, forms, terms and conditions and technical specification in the RFP document and furnish all the information as required without any material deviations.
6. Bidder not substantially responsive to the Bidding Document in every respect may result in the rejection of its Bid.
7. A substantially responsive Bid: is one, which conforms to all the terms and conditions of the Bidding Document without deviations. The determination of a Bid's responsiveness is based on the contents of the Bid itself, without recourse to extrinsic evidence.

### **Evaluation and acceptance**

The technical bid will be evaluated only for those bidders who fulfill the minimum eligibility criteria as given under Para '**Minimum Eligibility Criteria**' in this offer. Failure to meet any of these criteria specified will disqualify the bidder and it will be eliminated from further process.

## **9.2 Technical Evaluation**

Technical evaluation will be of 100 Marks consisting of two stages.

- Stage 1 - Technical Evaluation. - 60 Marks
- Stage 2 - Presentation/Walkthrough/Demo/POC/experience etc. - 40 Marks

### **9.2.1 Stage : 1 - Technical Evaluation:**

Proposals submitted by vendors will be evaluated technically and marks will be awarded as per the Annexure – VIII

The weightage of stage 1 is 60 marks hence total points secured by vendor will be made proportional as below:

$$\text{Marks} = \frac{\text{Point secured}}{100} \times 60$$

Example:  
Vendor securing 90 points:

$$\text{Marks} = \frac{\text{Point secured (90)}}{100} \times 60 = 54.00$$



**Vendors with proposals securing at least 70% (42 Marks) in Stage 1 will qualify for further processing and top 5 bidders will be called for making presentation/demo etc. as a part of evaluation process; date and time for which will be advised in due course.**

### **9.2.1 Stage : 2 - Presentation/demo:**

Presentation/Demonstration on the Approach /Activities and methodology etc. Understanding the IIBF IT setup, Requirements, challenges etc. Details of the proposed methodology/approach with specific reference to the scope of work. Detailed Project Plan with Estimated work plan and Time Schedules together with proposed deliverables, Technical competence and capability of the vendor. More weightage will be given to the bidders who has experience in auditing Educational Institutes, PSUs, Govt., Large Corporate in India.

**40 Marks**

**Vendors securing at least 60% of marks (24 Marks) in Stage 2 (Presentation/ demo) above will qualify for further processing.**

Marks secured under stage 1 and stage 2 will be added to arrive at total score. The proposal securing the highest total score will be ranked as R1, Second highest as R2 and Third Highest as R3 and so on. Top five (3) proposals will qualify for the commercial bid opening.

No further discussion/interaction will be granted to the vendors who have been technically disqualified.

### **9.3 Stage : 3 - Commercial Bid Opening/Evaluation:**

The Commercial proposal of vendors shortlisted under Technical evaluation will be opened. However, IIBF will not bind itself to accept the lowest commercial or any commercial and reserves the right to accept any proposal, whole, or in part.

Proposal with a lowest quote shall be considered as most responsive vendor, and it may be called for negotiation, if required.

IIBF's Decision with respect to evaluation methodology and short-listing of vendors will be final and no claims whatsoever in this respect will be entertained.

## **10. Proposal Format :**

1. The proposals should be submitted in two separate sealed covers,

First envelope marked "**Technical bid**" containing:

Annexure – I	IIBF Addresses
Annexure – II	Bidder's Letter for EMD
Annexure – III	Minimum Eligibility Criteria Template
Annexure – IV	Bidder's Information
Annexure – V	Experience Format
Annexure – VI	Reference Format
Annexure – VII	Existing Hardware/Software details

Annexure - IX	Approach/Activities and methodology Template
Annexure – X	Technical Evaluation / Marks scoring methodology
Annexure – XI	Forwarding Letter
Annexure – XII	Declaration for Acceptance of RFP Terms and Condition
Annexure – XIII	Declaration for Acceptance of Scope of Work
Annexure – XIV	Non Disclosure Agreement

Second envelope marked “**Commercial Bid**” Non window sealed envelope containing Commercial bid as per commercial template Annexure-VIII

Third Envelope (big cover) marked/superscribed with “**Proposal For Information security Assessment/Audit of IT setup**” should contain the envelop1 and envelop 2.

### 11. Validity of Proposal :

Prospective vendor should note that any proposal submitted in response to this RFP and all associated amendments or clarifications submitted during evaluation, should be valid for 180 days.

### 12. Present IT setup :

IIBF has established its Data Centre (DC) at its corporate office Mumbai. Apart from this DC Institute has Backup/failover site at Chennai office. All offices are connected to DC through lease line with backup ISDN line. IIBF Data Centre is operated on 24x7 basis.

Following User applications are running on production servers mainly on JAVA and D2K with backend Oracle 10gR2

#### D2K

1. Examination system
2. Payroll

#### JAVA

3. Membership system
4. Financial Accounting
5. Training
6. Claim module
7. Leave module
8. Web Integration module
9. Complaint Management System module
10. Admin module

### 13. Terms & Conditions:

- a) Vendor’s response should be complete in all respects including all supporting documents.
- b) The vendor shall quote for all items and services indicated in the RFP.
- c) Selected vendor will have to sign NDA (Non disclosure Agreement) with IIBF in the prescribed by IIBF
- d) Selected vendor should assist IIBF / AMC vendor of IT system during implementation of findings (recommendations to improve) of Assessment/Audit.(Applicable for existing IT setup/infrastructure)

- e) To achieve the objective as mentioned in Point No.5, the selected vendor should perform assessment/audit of all the required equipment/system.
- f) The Vendor shall bear all costs associated with the preparation and submission of its proposal, attending meeting etc. IIBF will provide no reimbursement for such costs.
- g) To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all vendor for clarification of their offer.
- h) All bids shall be evaluated by an Evaluation Committee set up for this purpose by the IIBF. The evaluation shall be on the basis of understanding of assessment area, Approach/Activities & Methodology, Deliverables and the price quoted.
- i) Evaluation process as decided by the IIBF will be binding to the bidders.
- j) Any effort by a vendor to influence the IIBF on any matter relating to the proposal, it's evaluation, comparison, selection may result in the rejection of the vendor's proposal.
- k) Assessment/Audit areas are divided as Group I and Group II, IIBF may entrust the work for Group I and/or Group II based on requirement/responses.
- l) Software used by auditor for assessment/audit should be commercial licensed to the auditing firm.(proof may be required)
- m) The bidders should provide documentary evidence where ever required, in case of credential, it will be required on client's letter head.

#### **14. Timelines:**

- a) Project completion timeline is 3 months from the date of purchase order.
- b) All the draft reports of the agreed deliverables should be submitted by the firm within 45 days of the commencement of the audit. After submission of the draft reports, a meeting will be held for discussing and finalizing the reports. The Project Leader along with key members of the audit team involved in the audit should attend the meeting at IIBF's corporate office.
- c) The final reports of the deliverables should be submitted by the firm within two weeks of receiving feedback from IIBF on draft reports.
- d) The audit, as mentioned above, has to be completed within time frame specified. It is expected that the audit firm may deploy multiple teams to complete the audit projects within given time frame.

#### **15. Payment:**

- a) 25% on submission of draft audit reports.
- b) 25% on completion of review and submission of revised/final reports and presentation.
- c) 25% on completion of implementation of findings (recommendations to strengthen & overcome weakness, applicable to existing IT setup / Infrastructure)
- d) 25% on closure of audit observation and submission of closure report, presentation.

TDS will be deducted at source for any payment made by IIBF, as per applicable provisions of Income Tax Act / Rules.

#### **16. Expected Deliverables:**

- a) The report should include an executive summary, description of the assessment and audit activities and methodologies used, VAPT results, observations and findings with risk analysis with rankings, recommendations for risk mitigation, and strategies/suggestions etc.
- b) Presentation to the IIBF team about the findings of the Assessment/Audit exercise.

- c) Technical support to the various IT Service Providers/vendors for implementing changes required to remove identified vulnerabilities. The support should include onsite training or handholding to the development team.
- d) Review after ensuring that changes to remove the vulnerabilities are implemented.
- e) Final/correction report.
- f) The check-list / guidelines to be followed for subsequent audits.

**17. 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 in papers or in electronic media without prior written permission from IIBF.

**18. Single Point of Contact:**

- a) The vendor 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 process.
- b) After signing a contract, the vendor shall provide a single point of contact with whom IIBF should deal with for any issues arising during the Contract period.
- c) The vendor shall provide Telephone Number, Mobile Number, Email Addresses to IIBF for support as well as Escalation(s) Matrix.

**19. Subcontracting:**

The Vendor will not subcontract or delegate or permit anyone other than the vendor’s personnel to perform any of the work, service or other performance required of the vendor under this agreement.

**20. Waiver of Minor Irregularities:**

IIBF reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IIBF. Where IIBF may waive minor irregularities, such waiver shall in no way modify the RFP requirements or excuse the vendor from full compliance with the RFP specifications and other contract requirements if the vendor is selected.

**21. Non-Disclosure:**

The contents of the proposal and all the project outputs should not be disclosed to any party unless Vendor and IIBF mutually agree in writing to the same. Vendor will not use the contents of this proposal to bid for any other contract.

The following annexure shall form part of the RFP and should be read together while submitting the proposal.

Annexure – I	IIBF Addresses
Annexure – II	Bidder’s Letter for EMD
Annexure – III	Minimum Eligibility Criteria Template
Annexure – IV	Bidder’s Information
Annexure – V	Experience Format
Annexure – VI	Reference Format
Annexure – VII	Existing Hardware/Software details
Annexure – VIII	Commercial Template
Annexure - IX	Approach/Activities and methodology Template

Annexure – X	Technical Evaluation / Marks scoring methodology
Annexure – XI	Forwarding Letter
Annexure – XII	Declaration for Acceptance of RFP Terms and Condition
Annexure – XIII	Declaration for Acceptance of Scope of Work
Annexure – XIV	Non Disclosure Agreement

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

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

Vendors are requested to give the best price item wise (inclusive of taxes) along with other terms and conditions on or before **23-Aug-2017, 3.00 PM** in a sealed envelope duly superscripted **Proposal For Information security Assessment/Audit of IT setup”**

**Addressing to :**

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

## Annexure I IIBF Addresses

LOCATION	CONTACT ADDRESS
<b>CENTRAL OFFICE / CORPORATE OFFICE</b>	Kohinoor City Commercial – II Tower-I, 2nd & 3rd Floor Kirol Road Off-L.B.S Marg Kurla- West <b>MUMBAI - 400 070</b> Phone : 91 - 022 - 25039746 / 9604 / 9907 Fax : 91 - 022- 25037332
<b>PDC-EASTERN ZONE</b>	Indian Institute of Banking & Finance Hindusthan Building Annexe (7th Floor), 4, C.R. Avenue, Kolkata -700072. Phone : 033-22124992 Fax : 033-22124680 Email : <a href="mailto:iibez@iibf.org.in">iibez@iibf.org.in</a>
<b>MSS DEPARTMENT</b>	Indian Institute of Banking & Finance 191-F, Maker Towers,19th Floor, Cuffe Parade, <b>MUMBAI - 400 005</b> Phone : 91-022-2218 3302 Fax : 91-022-2218 0845 Phone : 91-022-2218 5134 Email : <a href="mailto:iibwz@iibf.org.in">iibwz@iibf.org.in</a>
<b>PDC-NORTHERN ZONE</b>	Indian Institute of Banking & Finance 109 - 113, Vikrant towers Ist floor, 4, Rajendra place <b>NEW DELHI - 110 008</b> Phone : 91-011- 2575 2191 Phone : 91-011- 2575 2192 Fax : 91-011- 2575 2193 Email : <a href="mailto:iibnz@iibf.org.in">iibnz@iibf.org.in</a>
<b>PDC-SOUTHERN ZONE</b>	Indian Institute of Banking & Finance No.94, Jawaharlal Nehru Road (100 Feet Road) Opp to Hotel Ambica Empire, Vadapalani, <b>CHENNAI - 600 026</b> Phone : 044 - 24722990, 24727961 Fax : 044 - 24726966 Email : <a href="mailto:iibsz@iibf.org.in">iibsz@iibf.org.in</a>

## Annexure – II Bidder’s Letter for EMD

To

Indian Institute of Banking & Finance  
Kohinoor City, Commercial II,  
Tower 1, 2nd Floor,  
Off L.B.S.Marg, Kiroli Road,  
Kurla West,  
Mumbai – 400 070

**Sub: Ref No. ISAIT-17-18**

We have enclosed an EMD in the form of a Demand Draft No. .... in favors of IIBF payable at Mumbai issued by the branch \_\_\_\_\_ of the Bank, for the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) as specified in terms and conditions of this tender. EMD Valid up-to \_\_\_\_\_

Thanking you,

Yours faithfully,

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## Annexure – III Minimum Eligibility Criteria Template

Sr.	Minimum Eligibility Criteria	Supporting Document		
1	The vendor should be a company registered under Companies Act, 1956, having its Registered Office in India and in existence for at least 5 years .(As of 1 <sup>st</sup> April 2017)	Photo copy of Certificate of incorporation		
2	The vendor should be empaneled by CERT-in to do activities related to IS audit.	Photo copy of relevant documents		
3	The vendor should have registered a turnover of Rs.15 crore or more in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.		
		2014-15	2015-16	2016-17
	Turnover declaration in INR			
4	The vendor should be earning a Net Profit/ having Positive Net worth in each of the last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged.		
		2014-15	2015-16	2016-17
	Net profit/positive net worth declaration in INR			
5	The Vendor has never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company	Self-Certification/declaration		
6	The Vendor should have min. 5 qualified auditors on payroll. (Qualification - CISA, CISSP etc.)	Employment proof with relevant qualification certificate in status good/standing.		
7	The Vendor should have provided IS Audit services to at least 2 PSBs/PSUs (in past 3 years)	PO copy/ certificate of completion with contact person name, details to be provided.		



## Annexure - IV Bidder's Information

Sr. No	Description	Details		
1	Name of the Bidder			
2	Address of the Bidder			
3	Telephone No. (with STD Code)			
4	Website			
5	Name and designation of the authorized person			
6	Contact Details of the authorized person(Phone/Email)			
7	Constitution of the Company (Public Ltd/ Pvt. Ltd / Partnership / Proprietorship)			
8	Details of Incorporation / Registration of the Company. Relevant Certificate to be submitted			
9	Line of business			
10	Year of commencement of Business			
11	Valid Sales tax registration no.			
12	Valid Service tax registration no.			
13	Permanent Account Number (PAN)			
14	Name & Designation contact details of the person to whom all references shall be made regarding this tender			
15	Specify the details if the Bidder is disqualified/ debarred/blacklisted by any regulatory / statutory body or PSU/company			
16	Goods and Services Tax Identification Number (GSTIN)			
<b>15 Information about IS audit professionals</b>				
No. of full time employees in the Company		No. of professionals: CISA/ CISM/ CISSP/ ISO 27001 LA etc.)  Others :		
Financial Details :- not of group, as per audited Balance Sheets in Cr.				
17	Year	2014-15	2015-16	2016-17
18	Net worth			
19	Turn Over			
20	PAT			

1. Details are to be furnished/supporting documents should be arranged / numbered in the same order as mentioned. All certificates or documents should also be self-attested and attached/bound together
2. The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the vendor.
3. At a later stage if it is found that, the vendor has provided false information or has wrongly certified any of the documents in support of the eligibility criteria, the vendor shall be liable for legal action and/or cancellation

## Annexure – V Experience Format

**Relevant experience ( Not more than 3 years old – Government, bank or educational institute organization)** (each order value of Rs.20 lac or above)

Sr. No.	Client Name and Location	Name of the Project	Project Start and End Date	Scope / Description of the Project	Order Value (in Rs. Lakhs)

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## Annexure – VI Reference Format

Sr. No.	Name of the Client	Address	Reference Person Name	Reference Person Designation	Reference Person Email	Reference Person Telephone / Mobile No.

Note: References of project mentioned in Annexure V ‘Experience format’

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## Annexure VII Existing Hardware/Software details

### ❖ Hardware Details

Sr No.	Product Description	Type	Location
1	SUN FIRE X2250 (WINDOW) [LMS]	Server	CO
2	SUN FIRE X2250 (WINDOW) [BK. AD]	Server	CO
3	SUN FIRE X2250 (WINDOW) [SEP]	Server	CO
4	SUN FIRE X4150 (WINDOW) [AD]	Server	CO
5	SUNFIRE V245 [APP SERVER]	Server	CO
6	SUNFIRE V245 [APP SERVER]	Server	CO
7	SPARC ENTERPRISE T5120 [DB SERVER]	Server	CO
8	SPARC ENTERPRISE T5120 [DB SERVER]	Server	CO
9	IBM-X3650 [BULK EMAIL]	Server	CO
10	DELL R720 POWER EDGE	Server	CO
11	SUN FIRE V240 [UAT]	Server	CO
12	SUNFIRE V240 [DEV]	Server	CO
13	SUNFIRE V240 [TEST]	Server	CO
14	SUNFIRE V240 [BKP]	Server	CO
15	LTO GEN2 SCSI	Tape Drive	CO
16	LTO3	Tape Drive	CO
17	SE3310 (STORAGE)	Storage	CO
18	PIX-515E-UR-BUN	Firewall	CO
19	PIX-515E-FO-BUN	Firewall	CO
20	CISCO ASA 5520 FIREWALL, ASA 5520 APPL W/CSC10,SW,INTERNET FILTERING FW	Firewall	CO
21	IPS 4240 APPLIANCE SENSOR-NETWORK SNIFFER	IPS	CO
22	CISCO MONITORING ANALYSIS AND RESPONSE SYSTEM 25 APPLICANCE :CS -MARS 25*K9 APPLICANCE-SYSLOG COLLECTOR	MARS	CO
23	ACCESS CONTROL SYSTEM CSACSE-1113-K9 CISCO SECURE ACS 4.X SOLUTION ENGINE 113 APPLIANCE	ACS	CO
24	WS-C3550-12T,IIBF_3550_CORE1	Switch	CO
25	WS-C3560G-24TS-S,CATALYST 3560 24 10/100/1000T 24 PORT CORE SWITCH II	Switch	CO
26	WS-C2950-24,IIBF_2950_ITSETUP_2	Switch	CO
27	WS-C2960G-48TC-L, CATALYST 2960 48 10/100/1000, DMZ SWITCH	Switch	CO
28	WS-C2960G-24TC-L, CATALYST 2960 24 10/100/1000, 4 T/SFP	Switch	CO
29	CATALYST 3750 24 10/100/1000T	Switch	CO
30	CATALYST 3750 24 10/100/1000T	Switch	CO
31	WS-C2960G-48TC-L, CATALYST 2960 48 10/100/1000	Switch	CO
32	WS-C2960G-48TC-L, CATALYST 2960 48 10/100/1000	Switch	CO
33	WS-C2960G-24TC-L,CATALYST 2960 24 10/100/1000	Switch	CO

34	CISCO1841-SEC/K9,1841 SECURITY BUNDLE,ADV.ESURITY,64FL/256DR	Router	CO
35	CISCO 3700, WAN ROUTER FOR REMOTE LOCATION	Router	CO
36	CISCO3845-SEC/K9-WAN ROUTER FOR REMOTE LOCATION	Router	CO
37	LTO 4	Tape Drive	CO
38	SUN FIRE V245 [APP SERVER]	Server	SZ
39	SUN FIRE V240 [DB SERVER]	Server	SZ
40	SE3310	Storage	SZ
41	LTO3	Tape Drive	SZ
42	PIX-515E-UR-BUN-PRIMARY	Firewall	SZ
43	CISCO 1841	Router	SZ
44	WS-C2960G-24TC-L	Switch	SZ
45	CISCO-1760	Router	EZ
46	WS-C2960G-24TC-L	Switch	EZ
47	CISCO 1841	Router	NZ
48	WS-C2960G-24TC-L	Switch	NZ
49	WS-C2960G-24TC-L	Switch	WZ
50	CISCO 1841	Switch	WZ

**Note- Approximately total no. of access rules in firewall - 500**

### ❖ WiFi Setup Details

Sr. No	Description	Product Description	Quantity	Location
1	SWITCH	CATALYST 3560 24 10/100/1000T POE + 4 SFP + IPB IMAGE WITH 100 BASE-T SFP	1	CO
2	ACCESS POINTS	802.11A/G/N FIXED AUTO AP; INT ANT; A REG DOMAIN	9	
3	CISCO AIRONET	802.11A/G NON-MODULAR IOS AP; RP-TNC; NON-FCC CNFG WITH 5 GHZ 3.5DBI BLACK DIPOLE ANTENNA W/RP-TNC CONNECTOR, QTY-1	2	
4	24ONLINE	24 ONLINE , DPU:SMS100I	1	
5	CYBEROAM	CYBEROAM CR 50IA	1	
6	DLINK ROUTER	DLINK DIR-505 WIFI ROUTER (EXTENDER + HOTSPOT+ROUTER)	2	

❖ **Application Details**

<b>Sr. No.</b>	<b>Module</b>	<b>Approx. Screens/ Forms (a)</b>	<b>Approx. Reports (b)</b>	<b>Approx. Total (a+b)</b>	<b>Approx. Lines of code (java+jsp)</b>	<b>Frontend Technology/ Framework</b>
1	Membership	61	17	78	421212	Java/ Struts
2	Financial Accounting	113	73	186	565739	Java/ Struts
3	Online Payment upload/web interface	11	4	15	62785	Java/ Struts
4	Training	17	7	24	93507	Java/ Struts
5	Leave management	30	10	40	66769	Java/ Struts
6	Admin	10		10	30465	Java/ Struts
7	Claim Management	16	8	24	43991	Java/ Struts
8	Complaint management system	19	5	24	9059	Java/ Grails
9	Examination	166	160	326	NA	D2K
10	Payroll	62	61	123	NA	D2K

❖ **Number of Client Nodes at corporate office (approx.)**

- Desktop : 106
- Laptop : 33

## Annexure VIII Commercial Template

Sr. No	Assessment area	Price (Excl. of taxes)	Price (Incl. of taxes)
<b>Group I</b>			
a)	IT Risk assessment (ISO-31000)		
b)	Network Security Review		
c)	WLAN Security		
d)	Operational Security Audits		
e)	Physical and environmental audit		
f)	End point security- no of nodes to be put in annexure		
g)	Software license audit		
h)	VAPT (IIBF CO-Setup)		
i)	BCP GAP Assessment		
<b>Total (Group I)</b>			
<b>Group II</b>			
a)	Application Security		
b)	Source Code Reviews		
c)	Oracle middleware and Database		
d)	Change control management & secure coding		
<b>Total (Group II)</b>			
<b>Total(Group I + Group II)</b>			

**Note: Group I and/ or Group II may be considered for evaluation purpose.**

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## Annexure IX Approach/Activities and methodology Template

(Sample Template)

(Please use different sheet, for each assessment as mentioned in point No.7 of RFP document)

**Assessment Area: Group I / a) IT Risk assessment (ISO-31000)**

### I) Approach/Activities and methodology

Sr. No.	Description	Coverage	Duration/ Timeframe	Remark
1				
2				
..				
....				

### II) Deliverables

Sr. No.	Description
1	
2	
..	
...	

### III) Proposed team composition & assignments

Sr. No.	Name of proposed Auditor	Professional qualification/ certification	IS Audit experience & expertise	Past Govt. / Educational Institute Audit Experience	Proposed role in IIBF IS Audit
1					
2					
..					
....					

### IV) Information about IS audit professionals to be deployed for this project

No. of personals (CISA/ CISM/ CISSP/ ISO 27001 LA/ BS 7799LA/ ISO27001 LA) to be deployed for IIBF's IS Audit project.	No. of CISA CISM CISSP ISO 27001 etc.  Others :
------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------

Photocopy of certificate of professional qualification for each team member (Certificate status should be good/standing).



## Annexure X      Technical Evaluation / Marks scoring methodology

Sr. No.	Particulars	Criteria	Points	Max Points
1	Number of Information Systems Audit project done for PSBs/PSU/Educational Institute in India. (Certificate to be enclosed for the last 3 years)	End to End Audit > 5	20	20
		End to End Audit 3 to 5	15	
		End to End Audit 1 to 2	10	
		VAPT services for at least 2 PSBs/PSU/Educational Institute in India	10	
2	Proposed team Expertise / Skill Set – Resources should be on the Payroll of the company (CISA / CISSP/ CISM/ CEH certified Professionals)	Above 10 professionals	10	10
		Between 6 – 10 professionals	8	
		5 professionals	4	
3	Bidder has office in Mumbai	In Mumbai	10	10
		In India	8	
4	Demonstration of in-depth understanding of the Institute's project requirements.		10	10
5	Technical proposal with detailed broken-down activities to be performed effort estimation manpower deployed. Scope of Audit with Deliverables (More elaborate scope mentioned will be given preference)		10	10
6	Total Number of Employees on the payroll of the company	More than 100 Employees	10	10
		Between 50 – 100 Employees	8	
		Below 50 Employees	4	
7	Expertise / Skill Set – Resources should be on the Payroll of the company (CISA / CISSP/ CISM / CEH certified Professionals )	Above 10 professionals	10	10
		Between 6 – 10 professionals	8	
		5 professionals	4	
8	Proposed team structure and experience in executing similar projects PSU/PSB/Educational Institute in India.		10	10
9	Financial Strength of the company	Turnover of More Than 20 Cr in past 3 years ending March 31,2017.	10	10
		Turnover Between 16 – 20 Cr in past 3 years ending March 31, 2017.	8	
		Turnover Between 10 – 15 Cr in past 3 years ending March 31, 2017.	4	
<b>Total</b>			<b>191</b>	<b>100</b>

The bidder should furnish elaborate details for each of the above criteria and should provide documentary evidence.

## **Annexure -XI Forwarding Letter**

To:

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

Dear Sir,

**Sub: Ref No. ISAIT-17-18**

This is in reference to your above mentioned RFP for IS Audit. Having examined the RFP document, the receipt of which is hereby duly acknowledged, we the undersigned, hereby submit our proposal along with necessary supporting documents.

Further, we agree to abide by all the terms and conditions as mentioned in the RFP document. We have also noted that Indian Institute of Banking & Finance reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## **Annexure – XII Declaration for Acceptance of RFP Terms and Conditions**

To,

The Chief Executive Officer  
Kohinoor City, Commercial-II, Tower –I,  
2nd Floor,  
Kiroil Road, Kurla (W) ,  
Mumbai 400 070

Dear Sir,

**Sub: Ref No. ISAIT-17-18**

I have carefully gone through the Terms & Conditions contained in the RFP document for **IS Audit**

I declare that all the provisions of this RFP/Tender Document 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.

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## **Annexure – XIII Declaration for Acceptance of Scope of Work**

To,

The Chief Executive Officer  
Kohinoor City, Commercial-II, Tower –I,  
2nd Floor,  
Kiro Road, Kurla (W) ,  
Mumbai 400 070

Sir,

**Sub: Ref No. ISAIT-17-18**

I have carefully gone through the Scope of Work contained in the RFP document for **IS Audit**

I declare that all the provisions of this RFP / Tender Document 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.

Date:.....- .....- 2017

Authorised Signatory.

Name:

Designation:

Organization Seal

## **Annexure – XIV Non Disclosure Agreement**

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

This Agreement is made on this ----- day of -----, 2017 (“Effective Date”) between **INDIAN INSTITUTE OF BANKING & FINANCE**, a company registered under the Companies Act 1913, having its Corporate office at Commercial - II, Tower - I, 2<sup>nd</sup> & 3<sup>rd</sup> Floor, Kiro Road, Kohinoor City, Kurla (West), Mumbai 400 070 hereinafter referred to as the “Institute” or “Indemnity Holder” (which expression shall unless it be repugnant to the context or meaning thereof shall mean and include its successors and assigns) of the one part.

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 to 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 confidentiality of the various Confidential Information, which is provided or exchanged between IIBF and XXXXXXXX to perform the respective promises in furtherance of this Agreement (hereinafter called “Purpose”) set forth in below:

(For Software Application Development, Migration and Maintenance )

### **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 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: 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 8: 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 appointed by the IIBF 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 9: 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 10: 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 11: TERM

This Agreement shall remain valid from the----- - - - - - 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 12: 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 13: 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 nondisclosure 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.

**<Bidder/company>**

**The Indian Institute of Banking & Finance**

By: \_\_\_\_\_

By: \_\_\_\_\_

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

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

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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

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