



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

To, All Prospective Vendors, 28-March-2018

Dear Sir/Madam,

Sub: RFP - Development and Maintenance of Candidate Life Cycle Management System (Ref No: DMCLMS-17-18)

This has reference to the written queries received with respect to RFP dated 1-March-2018 for 'Development and Maintenance of Candidate Life Cycle Management System (Ref No: DMCLMS-17-18) '. The pre-bid meeting was held in this regard on 23-March-2018.

Appended below is compilation of queries and responses from IIBF.

Prospective vendors are requested to note the same.

Last date for submission of proposal - 7-April-2018 , 3.00PM.

Chief Executive Officer

RFP-Development and Maintenance of Candidate Life Cycle Management System

Sr No	Document Reference	Page No	Clause No	Description IN RFP	Clarification Sought	Additional Remark (if any)	IIBF Response
1	Annexure – III Minimum Eligibility Criteria	26	Sr. No 3	<i>The vendor should have a turnover of Rs.10 crore or more from Software development and maintenance business in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17</i>	We request you to revise the turnover from 3 Cr and above for FY 2014-15 to 2016-17. We have the experience and skill to bid for this RFP as per our project experiences.	We are registered under small category under MSME hence we request you to revise turnover criteria. Though our current turnover is much above 3 Cr but for 2014 and 2015 it was near 3Cr. In past and present we have delivered projects of order value above 30 Lacs but specific turnover stops us from bidding as a successful party	No change in RFP clause
2	Annexure – XI Technical Evaluation Template	36	Sr. No 2	<i>Average turnover for Last 3 years (from software business)</i>	With our above request, we request you to allow marks for 3Cr turnover	Otherwise we cannot obtain minimum marks in technical evaluation	No change in RFP clause
3	Annexure – XI Technical Evaluation Template	36	Sr. No 4	<i>Certification</i>	We have ISO 27001:2013 certification. What would be allocated marks for this certificate	Does the RFP requires only ISO 27001/BS7799 under ISO ?	Ref Annexure III and Annexure XI
4	Brief Scope of Work	8	Section 8 (Point No 8)	Post UAT, vendor shall deploy minimum one person at IIBF for development/ maintenance/co-ordination purpose.	Requesting IIBF to clarify the duration for which resource needs to be deployed at IIBF.		Clause modified as : Post deployment , vendor shall deploy minimum one person at IIBF for development/ maintenance/co-ordination purpose.
5	Other Terms and Conditions	18	Section 21 (Point No 18)	The vendor shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging proof of concept(POC). IIBF will provide no reimbursement for such costs.	Efforts required for POC will be borne by IIBF. All necessary Infrastructure required for POC need to be arranged by IIBF.		No change: Requirements as per RFP

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6	Annexure – III Minimum Eligibility Criteria Template	26	Sr.No. 6	The vendor should have Developed/Maintained at least three web enabled projects (each order value of Rs.30 lac or above in last 5 years reference only)	<p>Requesting IIBF to ammend the clause as mentioned below: The vendor should have Developed/Maintained at least two web enabled projects (each order value of Rs.30 lac or above in last 5 years reference only)</p> <p>Requesting IIBF to clarify whether this projects must be Java/RDBMS based projects or Bidder can provide details of web enabled project developed in other technologies.</p>		No change: Requirements as per RFP
7	Annexure – XI Technical Evaluation Template	36	Sr.No 3	<p>Satisfactory Services Certificate (For developing/ maintaining of software for Clients (each order value of Rs.30 lac or above in last 5 years)</p> <p>Satisfactory Services Certificate by 7 Clients - 05 Marks</p> <p>Satisfactory Services Certificate by 5 Clients - 03 Marks</p> <p>Satisfactory Services Certificate by 3 Clients - 02Marks</p>	<p>Requesting IIBF to clarify whether this projects must be Java/RDBMS based projects or Bidder can provide details of web enabled project developed in other technologies.</p>		No change: Requirements as per RFP
8	Annexure – XI Technical Evaluation Template	36	Sr.No 3	<p>Satisfactory Services Certificate (For developing/ maintaining of software for Clients (each order value of Rs.30 lac or above in last 5 years)</p> <p>Satisfactory Services Certificate by 7 Clients - 05 Marks</p> <p>Satisfactory Services Certificate by 5 Clients - 03 Marks</p> <p>Satisfactory Services Certificate by 3 Clients - 02 Marks</p>	<p>Requesting IIBF to ammend the clause as mentioned below:</p> <p>Satisfactory Services Certificate (For developing/ maintaining of software for Clients (each order value of Rs.30 lac or above in last 5 years)</p> <p>Satisfactory Services Certificate by 5 Clients - 05 Marks</p> <p>Satisfactory Services Certificate by 2 Clients - 03 Marks</p>		No change: Requirements as per RFP
9	Annexure – XI Technical Evaluation Template	36	Sr.No 4 (Certification)	ISO 27001/BS7799 certification – Yes ISO 27001/BS7799 certification – No	M/s.xxx will provide ISO 27001: 2013 certification.		- N.A-

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10	Annexure – V Experience Format	29	NA	Details of three (3) large-scale, JAVA/RDBMS based web enabled Projects(each order value of Rs.30 lac or above in last 5 years)	Requesting IIBF to ammend the clause as mentioned below: Details of two (2) large-scale, JAVA/RDBMS based web enabled Projects(each order value of Rs.30 lac or above in last 5 years)		No change: Requirements as per RFP
11	Payment Schedule	14	16	10%:- Team mobilisation fee with Purchase Order. 15%:- Delivery of Functional Specification Documents (SRS,SDD etc.) 20%:- Delivery for User Acceptance Testing 20%:- Sign-off of User Acceptance Testing 25%:- Deployment, Migration, Training and go live 10%:- After expiry of warranty period or against equivalent bank guarantee Note: % of New Software Application Development (Total(a) of Annexure IX)	Requesting IIBF to ammend the clause as mentioned below: 20%:- Team mobilisation fee with Purchase Order. 25%:- Delivery of Functional Specification Documents (SRS,SDD etc.) 25%:- Delivery for User Acceptance Testing 10%:- Sign-off of User Acceptance Testing 15%:- Deployment, Migration, Training and go live 5%:- After expiry of warranty period or against equivalent bank guarantee Note: % of New Software Application Development (Total(a) of Annexure IX)		No change: Requirements as per RFP
12	Brief Scope of Work	7	Section 8 (Point No 1)	The Brief scope of work includes amongst other study of existing Membership and Examination systems and sub subsystems, study the internal and external need(s), identifying gaps design appropriate modules, develop, test, configure, install, integrate, migrate data, train users, documentation (System and User Manual) and commission of all required software and accessories deemed necessary & not explicitly covered in RFP.	Please elaborate on the 'other' what is the detailed list of modules . We request the IIBF to mention the accessories described. We request IIBF to omit "not explicitly covered in RFP"		No change: Activities which are generally part of any Software Development and Maintenance but not explicitly mentioned in RFP. Requirement as per RFP, Ref Annexure - VII

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13	Brief Scope of Work	7	Section 8 (Point No 2)	Maintenance and support of the above developed application system for the period of 2 years after warranty of 1 year.(Total 3 years), Support includes support for Application Server and RDBMS.	Kindly elaborate on what kind of support is being expected from the vendor on Application server and DB.		Point no.11 added under Clause 8. Brief Scope of Work as: "Application server and RDBMS setup for Production, UAT, Backup, DR/HA environment, this includes Installation, administration, tuning, Backup automation & scheduling and ensure that the application works efficiently "
14	Payment Schedule:	14	Section 16	15%:- Delivery of Functional Specification Documents (SRS,SDD etc.)	Kindly elaborate on "etc.". Kindly specify names of functional specification documents expected from vendor.		Documents which are generally part of any Software Development and Maintenance but not explicitly mentioned in RFP.
15	Penalty	14	Section 17	Vendor shall deliver the solution within 20 weeks from the date of purchase order (PO).	Due to 20 weeks of timelines, the meetings required with IIBF officials will be crucial. Hence, response time from IIBF for the meetings and decisions is requested to be mentioned.		IIBF will extend full co-operation for completion of the project
16	Preparation of System Requirement Specification (SRS) and System Design Document (SDD)	15	Section 18.1.2	Independent assessment of the requirements of the concern department and prepare SRS document	Kindly specify names of concern departments		Department handling the respective activities. Majorly Membership and Exam Department.
17	Development of the Application Software	15	Section 18.1.3	Ensure developed application modules meets guidelines and standards in terms of security features, application architecture etc. As per the direction of IIBF.	Kindly give more clarity on guidelines and standards . Please share a document detailing the same .		The clause stands modified as :Ensure developed application modules meets guidelines and standards in terms of security features, application architecture etc.
18	Testing of the Application	15	Section 18.1.4	Prepare & submit Test Plan and Test Cases/use case scenarios and expected results to IIBF	UAT Test cases to be prepared by IIBF		Based on SRS the vendor should finalize the test scenarios and domain related scenario will be provided by IIBF
19	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	44	NA	Once candidates become Member of the Institute, candidate's data will be available to MSS department after 3 days from Registration for doing KYC.	Does KYC include building workflow		Refer clause 8. Brief Scope of Work

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20	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	44	NA	Member can renew his/her Membership by visiting the Institute's website and will have to make the payment via debit/credit card, net banking.	Does the new system have to provide for members coming in through the web?		Refer clause 8. Brief Scope of Work
21	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	49	Point No. 9	Preparing and sending office Note to MSS/PDC offices intimating the schedule of various activities.	Kindly elaborate on the methodology of sending the notes.		by email
22	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	49	Point No. 8	Checking & correcting text of letter to be sent to Examination Coordinators (ECS) by the MSS/PDC office intimating the schedule of various examinations. Correction to be done in the examination system. Also inform MSS/PDC offices to send the letter to ECS	Does this involve workflow and email ? What type of intimation ? Interface?		Refer clause 8. Brief Scope of Work
23	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	49	Point No. 19	Receiving final list of changes pertaining to centre, offline to online, online to offline, etc. from MSS/PDC offices	What are detailed interfaces and how many ?		Refer clause 8. Brief Scope of Work
24	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	49	Point No. 28	Informing M/s.xxx to host admit cards in the web-site for online/offline examination	Kindly elaborate on the methodology of informing M/s.xxx.		M/s.xxx is informed through email, this process can be finalized at the time of SRS
25	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	50	Point No. 18	Print the final Certificate, check it, print DCEO and CEO's signature in the certificate.	Is it digital sign ? Who will obtain the digital signature		Certificate are expected to be issued in Physical and/or Digital form. Digital signature will be procured by IIBF

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26	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	52	Point No. 9	Steps should be taken for hosting the result and consolidated mark sheet (wherever applicable) of all Examinations at the Institute's website www.iibf.org.in immediately. The results should be displayed on the website before 12.00 Noon on the date of declaration of result. Necessary data should be sent to M/s. xxx for hosting the consolidated mark sheet at least 2-3 days before the result date.	What is the web interface?		For hosting result, consolidated mark sheet data is sent to the vendor in secured mode
27	Annexure – VII Existing Hardware, Software Stack and Software Applications	31	Point (b)	Bulk E-mail interface/Wrapper Label	Kindly clarify does IIBF need new development for bulk email and wrapper class and upload module		Interface with IIBF bulk-email solution.
28		33	Annexure - VIII Approach/Activities and Methodology Template	Proposed team composition for New Development/ Migration work	What process of Data Migration is suggested for 165 GB approximate data Export? Eg. One time data migration or Incremental Data Migration.?	NA	Migration as per system requirement, usually one time, before going live.
29		33	Annexure - VIII Approach/Activities and Methodology Template	Proposed team composition for New Development/ Migration work	Does the organization have access to the source data of the application for the purpose of data migration from the legacy system to the new system.?	NA	Yes source code is available
30		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	There is possibility of some form/report getting deleted due to process change/new requirements.	As mentioned in RFP, need Clarity on the extent of New Requirement and Process Change that is expected?	NA	Refer clause 8. Brief Scope of Work

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31		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	13. Option to print major report in two different format (PDF/Character).	What are the list and the details of all the reports required from the system?	NA	Refer clause 8. Brief Scope of Work
32		7	8. Brief Scope of Work	The New Application software shall be developed in latest Stack.	With regards to latest stack technologies, are there any set of technologies recommended for the desired solution?	NA	Refer Annexure VII page 32
33		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	7. Integrated with Tally ERP 8. Integrated with Website and Payment Gateway 9. Integrated with bulk email system 10. Integrated with vendors Online Exam Engine	As mentioned under 'General features of application - Integration with Website and Payment Gateway, Bulk email system and vendors online exam engine; are the integrations to be done with same existing 3rd party applications and service providers or will they be changed? If yes, please share the details of the changes in the 3rd party/New vendors and integrations?	NA	Integration with external applications/service provider is the responsibility of the vendor. Refer Annexure VII page 32 for list of existing vendors/services providers
34		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	Oracle Database and the Oracle Application server are installed on separate Sun Solaris servers	What is the recommended server space/model or server architecture based on the existing server space/model or server architecture used to support 12 Lac members (5 lac active members)	NA	Refer clause 8. Brief Scope of Work
35		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	7. Integrated with Tally ERP 8. Integrated with Website and Payment Gateway 9. Integrated with bulk email system 10. Integrated with vendors Online Exam Engine	Are any functions of the outsourced/3rd party applications to be built in the new application ? In each of these integrations what communication takes place between our system and the 3rd party systems. Kindly elaborate.	NA	Refer clause 8. Brief Scope of Work. Presently the integration is in batch mode

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36		31	Annexure – VII Existing Hardware, Software Stack and Software Applications	5. Supports multi mode of exam application acceptance (Online / Offline) 6. Supports Multi vendors (exam) and multi mode (Online / Offline)	In the Existing Operational/Manual Procedures, list the operations are managed offline/manually and which operations are managed online in the existing system?	NA	Refer clause 8. Brief Scope of Work
37		44	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	In the Operations Managed Manually, are there any operations that are to be built and managed in the new application? If Yes, kindly specify.	NA	Refer clause 8. Brief Scope of Work
38		44	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Is the New Application suppose to work in offline mode as well? If yes, what features should be allowed in offline mode?	NA	Refer clause 8. Brief Scope of Work
39		55	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Re-examination if any to be held, planned and conducted to ensure the data to be available for timely declaration of results of the re-examination along with the regular results.	Is the Re-examination Module to be built on the new system or with it handled on by the same examination engine/module	NA	Refer clause 8. Brief Scope of Work

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40		55	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Co-ordination with vendors for expediting the process.	How do we plan to do this? Is there a communication platform required to communicate with the vendors?	NA	Refer clause 8. Brief Scope of Work
41		55	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Co-ordination with IT Dept. for the activities	How do we plan to do this? Is there a communication platform required to communicate with the IT Dept.?	NA	Refer clause 8. Brief Scope of Work
42		55	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	Taking into consideration the time required for all the activities to be completed fixing the date of declaration	What are the activities done to complete fixing the date of declaration? will the activities be managed on the new system or offline?	NA	Refer clause 8. Brief Scope of Work

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43		55	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department	<p>Implied Requirements:</p> <p>1) Re-examination if any to be held, planned and conducted to ensure the data to be available for timely declaration of results of the re-examination along with the regular results.</p> <p>2) Co-ordination with vendors for expediting the process.</p> <p>3) Co-ordination with IT Dept. for the activities related to result processing to ensure timely declaration of results.</p> <p>4) Taking into consideration the time required for all the activities to be completed fixing the date of declaration. Some of the requirements mentioned above are Efficiency related and some others are Effectiveness related.</p>	With addition to these implied requirements, kindly share the list of additional requirements, gaps, enhancements and customizations to be built in the new system.	NA	Refer clause 8. Brief Scope of Work
44	RFP for Development and Maintenance of Candidate Life Cycle Management System	29	Annexure V	Details of three (3) large-scale, JAVA/RDBMS based web enabled Projects(each order value of Rs.30 lac or above in last 5 years)	Is Java/RDBMS projects mandatory?		No change: Requirements as per RFP
45	RFP for Development and Maintenance of Candidate Life Cycle Management System	31	Annexure – VII	Proposed Hardware and Software Stack	Is it mandatory to adhere to proposed hardware & software or can we propose alternative stack?	Any other stack which is blacklisted at IIBF?	No change: Requirements as per RFP
46	RFP for Development and Maintenance of Candidate Life Cycle Management System	32	Annexure – VII	Handles over 12 lac exams in 2016-2017.	What are the current concurrent user volumes & what is expected growth in concurrent user that we should be planning for?		Question not clear, Refer Annexure - VII

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47	RFP for Development and Maintenance of Candidate Life Cycle Management System	32	Annexure – VII	<p>Existing Integration with External Applications / Service provider</p> <p>a. Website (Member/Examination Enrolment/ Update etc) – M/s.ESDS</p> <p>b. E-learning – M/s. TATA Interactive Services, M/s.Sify</p> <p>c. Online Examination – M/.s Sify/M/s. NSEiT</p> <p>d. Online Payment: SIB e-Pay</p> <p>e. Mock test, Video Lecture – M/s. Sify</p> <p>f. Bulk Email : M/s. Merce Tech.</p> <p>g. Virtual Classroom – M/s.Sify</p> <p>h. Tally ERP9 – M/s.Planet Accounting Solution</p>	We would like to get a document outlining the integration details to understand the integration complexities		Presently the integration is in batch mode
48	RFP for Development and Maintenance of Candidate Life Cycle Management System	31	Annexure – VII	Data Size (Export) : 165 GB approx.	We would like to understand about archiving requirements of IIBF		This can be finalized at SRS stage
49	RFP for Development and Maintenance of Candidate Life Cycle Management System	31	Annexure – VII	List of Application presently used by IIBF (User base: 50-70)	We would like to get screenshots for the applications presently used by IIBF		On request meeting can be arranged with the department to showcase the current application.

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50	RFP for Development and Maintenance of Candidate Life Cycle Management System	31	Annexure – VII	Proposed Hardware and Software Stack	We would like to understand if Disaster Recovery options are excluded from the scope of this RFP		Point no.11 added under Clause 8. Brief Scope of Work as: “Application server and RDBMS setup for Production, UAT, Backup, DR/HA environment, this includes Installation, administration, tuning, Backup automation & scheduling and ensure that the application works efficiently”
51	RFP for Development and Maintenance of Candidate Life Cycle Management System	44	Annexure – XV	Existing Operational Procedure/Manual for Membership / Examination department	We would like to know the functionalities that are not listed in the Manual	For eg system admin functions etc or end of day batch processes etc	Point no.11 added under Clause 8. Brief Scope of Work as: “Application server and RDBMS setup for Production, UAT, Backup, DR/HA environment, this includes Installation, administration, tuning, Backup automation & scheduling and ensure that the application works efficiently”
52	RFP - DMCLMS	6	7. Minimum Eligibility Criteria	The vendor should have a turnover of Rs.10 crore or more from Software development and maintenance business in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17.	We are having total Average Annual turnover of more than 50 crore for our company. There is no special entry for Software development and maintenance business in balance sheet. So kindly consider the same.	–	Clause stands modified as : The vendor should have a turnover of Rs.10 crore or more in Indian market during each of last three completed financial years. i.e. FY 2014-15, 2015-16 and 2016-17.
53	RFP - DMCLMS	8	Brief Scope of Work/Point 10	Project is expected to be completed within a period of 20 weeks from the date of awarding the contract (PO date). (Vendor to provide schedule of various activities to be covered in 20 weeks)	Is study of existing Membership and Examination systems and sub subsystems also to be done in this 20 weeks timeframe?		Refer clause 8 Brief Scope of work. Project duration 20 weeks.

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54	RFP - DMCLMS	51	Annexure – XV Existing Operational Procedure/Manual for Membership / Examination department/ EXAMINATION DEPARTMENT MANUAL OF OPERATIONS /POST EXAMINATION ACTIVITIES	23. Dispatching of Admit Cards for online examination through email and uploading the Admit Letters in the website of the Institute one week before the examination date.	Do we also need to undertake the non technical activities such as ID card dispatching and all other listed under this section?		No. Refer clause 8 Brief Scope of work
55	RFP - DMCLMS	16		18.1.8 Maintenance of the Application	How many Training sessions would be required?		As per the module/requirement
56	RFP - DMCLMS	31	Annexure – VII Existing Hardware, Software Stack and Software Applications	7. Integrated with Tally ERP	What level of integration is required with Tally? Kindly share more details		Presently the integration is in batch mode
57	RFP - DMCLMS	31	Annexure – VII Existing Hardware, Software Stack and Software Applications	10. Integrated with vendors Online Exam Engine	What kind of data is pushed or pull from this Online exam engine?		Presently the integration is in batch mode

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58	RFP - DMCLMS	31	Annexure – VII Existing Hardware, Software Stack and Software Applications	12. Support multiple payment mode (DD, SBI Cash (through Banks) and Online)	Do you also need online payment gateway integration?		Refer clause 8 Brief Scope of work
59	RFP - DMCLMS	31	Annexure – VII Existing Hardware, Software Stack and Software Applications	13. Option to print major report in two different format (PDF/Character).	Do you mean word/csv format here?		Refer clause 8 Brief Scope of work
60	RFP - DMCLMS	33		III) Proposed team composition for New Development/ Migration work	Kindly share existing database size and schema so that we can estimate Data migration?		Refer Annexure - VII

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