REQUEST FOR PROPOSAL

For

Virtual Classroom Solution

(Ref No.: VCS/16-17)

TO BE SUBMITTED BEFORE
3.00 P.M on 21-October-2016

ADDRESSED TO

Chief Executive Officer
Indian Institute of Banking & Finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla – West,
Mumbai – 400 070
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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 88+ 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 is a ‘Distance Learning’ Institute. In order that the candidates who appear for examinations get adequate education/knowledge inputs, the Institute offers various educational services. The pedagogy of Distance Learning offered by the Institute is (i) publishing specific courseware for each paper/examination; (ii) publishing work books; (iii) tutorials through accredited institutions; (iv) contact classes; (v) virtual classes; (vi) e-learning; (vii) campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are given updated information about the profession they practice. Towards this end, the Institute offers a daily e-newsletter called “Fin@Quest”, a monthly bulletin – “IIBF-Vision” and a quarterly journal – “Bank Quest”. IIBF conducts Research Studies and publishes Research Reports. IIBF also conducts Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Conferences, Lecturers, short duration programs, etc., as part of Continuing Professional Development program.

The Institute’s Governing Council consists of eminent persons from banking and finance sector as well as academicians and professionals.

IIBF is an ISO 9001-2008 Organization with its Corporate Office in Mumbai and Professional Development Centers at Mumbai, Delhi, Chennai and Kolkata. Its Website is : www.iibf.org.in

2. Major Activities of the Institute

Membership: IIBF has got over 7 lakh individual members and more than 736 institutional members (comprising of Banks and Financial Institutions).

Course Offered: The Institute presently offers following courses:

- JAIIB
- CAIIB
- Diploma in Banking & Finance
  - Diploma in International Banking & Finance, Advance Diploma in Wealth Management etc.
- Certificate Courses in Anti-Money Laundering & Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Prevention of Cyber
Clarity & 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 where campus training is organized for those who pass theory papers.

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

**Web Portal:** Institute provides educational support through its portal for the various courses of the examinations through e-learning and video lectures.

3. **Purpose**

Indian Institute of Banking & Finance (IIBF) desires to have software based virtual classroom facility for conducting virtual training/classes.

The objective of this RFP is to select competent and eligible agency, through a competitive and transparent process, for undertaking this project and assisting IIBF in creating premier world-class training experience with it’s infrastructure, services and platforms.

In this connection, Institute invites proposals from reputed and experienced vendors who can provide end-to-end solution for software based virtual classroom facility for a period of 3 years extendable for a further period of two (2) years with the same terms and conditions on mutual consent.

4. **Extent of Proposal**

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

5. **Schedule of activities for RFP**

<table>
<thead>
<tr>
<th></th>
<th>RFP Reference</th>
<th>Virtual Classroom Solution (Ref No: VCS/16-17)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of issue</td>
<td>20-Sep-2016</td>
</tr>
<tr>
<td>2</td>
<td>Last date for Submission of request for Clarification, if any, by prospective Bidder/Service Provider (written/email <a href="mailto:sgbhatia@iibf.org.in">sgbhatia@iibf.org.in</a>, <a href="mailto:dspandit@iibf.org.in">dspandit@iibf.org.in</a>)</td>
<td>04-Oct-2016</td>
</tr>
<tr>
<td>3</td>
<td>Pre-bid meeting for Clarifications</td>
<td>13-Oct-2016 at 03.00 PM</td>
</tr>
<tr>
<td>4</td>
<td>Last Date and Time for submission of sealed proposals</td>
<td>21-Oct-2016 up to 03.00PM</td>
</tr>
<tr>
<td>5</td>
<td>Opening of Technical proposals</td>
<td>21-Oct-2016 up to 04.00PM</td>
</tr>
<tr>
<td>6</td>
<td>Presentation/Demo/Walkthrough/POC by prospective Vendors as part of evaluation</td>
<td>#</td>
</tr>
<tr>
<td>7</td>
<td>Opening of Commercial bids</td>
<td>#</td>
</tr>
<tr>
<td>8</td>
<td>Address of Communication (Bids to be submitted at)</td>
<td>Chief Executive Officer, Indian Institute of Banking &amp; Finance, Kohinoor City, Commercial II, Tower I, 2nd Floor, Kirol Road, Kurla – (West), Mumbai – 400 070</td>
</tr>
</tbody>
</table>
# Date/Time shall be communicated to the Eligible / Shortlisted bidders.

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

6. **Minimum Eligibility Criteria**

1. The bidder should be a company registered under Companies Act.

2. The bidder should be in existence at least for 5 years as of 1st April 2016 in this business.

3. The bidder should have a turnover of Rs.1 crore or more from this business during each of last three completed financial years. i.e. FY 2013-14, 2014-15 and 2015-16.

4. The bidder should be earning a Net Profit or having Positive Net worth in each of the last three completed financial years. i.e. FY 2013-14, 2014-15 and 2015-16.

5. The Bidder should be Original Equipment Manufacturers (OEM) / Authorised Dealer (AUD)/Distributor of OEM. Authorised Distributors/dealers should provide Authorisation from the Manufacturer in respect of all the Hardware/Software.

6. The Bidder should have supplied, installed and commissioned Virtual Classroom Solution (S/w, H/w, Peripherals) of the kind as mentioned in this RFP and has provided after sales service satisfactorily and is in operation for at least 2 years on the date of this RFP and is providing annual maintenance services for the installations

7. The Bidder should facilitate support at the Mumbai.

8. The Bidder should have never been blacklisted/barred/ disqualified by any regulator/statutory body or any PSU or any Company

9. The bidder must have a currently valid Sales Tax/VAT/Service Tax registration certificate and PAN

**Note:**

1. Details are to be filled in Annexure II (Minimum Eligibility Response Template). Supporting documents should be arranged/numbered in the same order as mentioned.
2. All certificates and documents should be self-attested and attached/bind together
3. **Failure to meet any of these criteria will disqualify the bidder and result in elimination from further process.**
4. 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 bidder.
5. If at a later stage it is found that bidder has provided false information or has wrongly certified the conditions stated in the eligibility criteria the bidder shall be liable for legal action and/or cancellation of contract.

7. **Clarifications**
The prospective Bidders are requested to carefully go through the RFP document and the terms and conditions, and if there appears to be any ambiguity in the RFP document seek clarifications through Pre-Bid queries.

The prospective bidder may notify IIBF in writing at IIBF corporate office address or through emails about any clarification required at any time prior to the deadline for receiving such queries. The replies/clarifications will be made in the pre-bid meeting for clarifications as scheduled.

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

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Document Reference</th>
<th>Page No.</th>
<th>Clause No.</th>
<th>Description in RFP</th>
<th>Clarification Sought</th>
<th>Remark (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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</tbody>
</table>

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

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

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

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

8. **Brief Scope of Work**

1. Indian Institute of Banking & Finance (IIBF) desires to have software based virtual classroom facility (Software as a Service - SaaS) for conducting virtual training/virtual classes. Under this mode, trainer/faculty would teach remote students using desktop/laptop mainly from IIBF’s Mumbai office. Remote students will be attending the class through laptop/desktop/smart device from home, cyber cafe etc. and they will be a part of the session with complete interactivity.

2. Scope of work includes end-to-end secured solution for software based virtual classroom facility, which includes amongst other Supply, Installation, Configuration, Integration, Testing and Commissioning of all required equipments/Software and accessories deemed necessary & not explicitly covered in BOM (ref Annexure-XIV)

3. Scope of work includes supply of hardware/software and implementation at IIBF’s Offices situated at Mumbai Corporate office - Kurla (address given in Annexure-I)
4. Assisting IIBF in procuring of LAN/WAN/Internet connectivity (Lease Line/broadband) required for virtual classroom facility, liaise with the service provider (MTNL, BSNL etc) to obtain the connectivity and commission the lines.

5. Coordination with the Network Vendor (ISP) for network related issues, shall co-ordinate with field engineer for trouble shoot at Central office, if necessary to maintain uptime.

6. Onsite support for Class room session on call basis post acceptance (6 hrs, 3.00pm to 9.00 pm Monday – Friday and 10.00 am to 4 pm on Saturday and Sunday). This includes amongst other facility management, assist in scheduling trainings/classes, creation and maintenance of users/groups, handheld support to users/trainer/faculty, trouble shooting etc. at central offices as per IIBF’s requirement. Approximately, 50 days of onsite support shall be required in a year. IIBF will inform the vendor one week in advance of such requirement.

7. The vendor will also be responsible to provide proactive services for software based virtual classroom facility and assist IIBF in creating premier world class training experience with it’s infrastructure, services and platforms.

8. The vendor should also be responsible for installing/upgrading newer(higher) versions of all software from time to time till the end of the contract period.

9. Earnest Money Deposit (EMD)

a) The Bidder shall submit Earnest Money Deposit of Rs.1,00,000/- (Rupees One Lac Only) in the form of a Demand Draft / Pay order from a scheduled commercial bank in India drawn in favor of “Indian Institute of Banking & Finance” payable at Mumbai, along with a letter as per format in Annexure III.

b) No interest shall be payable on the EMD.

c) EMD furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity /finalization of successful Bidder, whichever is earlier. The EMD of successful Bidder shall be returned / refunded after receiving Performance Guarantee as required in this RFP.

d) 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 dishonors 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).

10. Pre-Bid Meeting

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

2. The purpose of this meeting is to clarify doubts, issues and respond to queries submitted as per the schedule mentioned in this RFP. The responses will be confined to issues related to Technical Requirements only. Responses /clarifications to all the doubts, queries will be
posted on IIBF’s website. Any modification to the RFP document that may become necessary after the pre-bid meeting shall be prepared by IIBF as an addendum. The addendum will be hosted on IIBF website.

3. Prospective bidder may attend the pre-bid meeting with not more than two (2) representatives.

4. Those prospective bidder who choose to attend the pre-bid meeting are requested to carry with them either an authority letter from their company on their letter head or produce any other identification proof like visiting cards of the representing company.

11. Bid Submission

11.1 Signing of the Document

1. The bids are liable to be rejected if complete information is not given therein. Please note that conditions given in this RFP document shall govern the contract. It may be noted carefully that till such time that a fresh agreement is drawn up embodying the agreed conditions, the conditions given in this RFP document shall govern the contract.

2. The individual signing the proposal and/or other documents connected with the contract must write his name in BLOCK LETTERS under his signatures.

3. Managing Director/President/Chairman/Company Secretary in case of Limited Co. Having authorization for committing the company from its Board of Directors or as is required under Co. Law

4. A Person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind each other and if on inquiry it appears that the person so signing has no authority to do so, the IIBF may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.

Bidder is required to submit the Bid in 2 separate envelopes, “Envelope A – Technical Bid”, “Envelope B– Commercial Bid”. The contents of the Envelopes are as follows:

11.2 Envelope “A” Technical Bid

The Bidder will clearly mark the envelop as “Envelop “A” - Technical Bid”

The following documents shall be inserted inside Envelope A:

1. Minimum Eligibility Response Template and supporting documents as requested as per Annexure – II
2. Bidder’s Letter along with EMD Annexure – III
3. Manufacturer’s Authorization Form Annexure - IV
4. Declaration regarding Clean Track by Bidder Annexure – V
5. Declaration for Acceptance of RFP Terms and Conditions Annexure – VI
6. Declaration for Acceptance of Scope of Work Annexure – VII
7. Bidder’s Information
8. Undertaking of Authenticity for HW/SW supplied
9. Power of Attorney or Board Resolution for signing of tender
10. Hardware & Peripherals Compliance Response Template
11. Experience Format
12. Client Reference Format
13. Bill of Material
14. Functional and Technical Compliance Response Template
15. Non Disclosure Agreement
16. Audited Balance sheet and profit & loss statements for Last three years.
17. Copy of RFP document duly signed by authorized signatory every page.

Failure to provide the desired information and documents may lead to disqualification of Bid/Bidder.

Bidder must submit point-by-point reply to the functional & technical compliance and it should be included in the Bid. Any deviations from the specifications should be clearly brought out in the bid

Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract.

The envelope “A “should NOT include any financial information. If the envelope “A” contains any financial information the entire bid will be summarily rejected.

11.3 Envelope “B” Commercial Bid

The Bidder must clearly mark the envelop as “Envelop “B” - Commercial Bid”

The following document have to be inserted inside Envelope B:

1. Duly filled Commercial Template

The Commercial proposal should provide all relevant price information and should not contradict the Technical proposal in any manner.

All prices should be quoted in Indian Rupees only.

11.2.1 Installation/Implementation cost should include installation, integration, configuration etc of all the equipments and make them operational.

11.2.2 As indicated in this RFP, the solution will be used for Training and Virtual classes purpose. During the Training days Institute may need an onsite support engineer (Level 1 support). Approximately, 50 days of onsite support shall be required in a year. Total charges for 100 days will form part of TCO, however, the payment will be made on actual number of visits of engineer. IIBF will inform the vendor one week in advance of such requirement.

11.2.3 As indicated in this RFP, the solution will be used for Training and Virtual classes purpose. During the Training days Institute may need an Help desk support for candidates accessing virtual classes. Approximately, 50 days of support shall be required in a year. Total charges for 100 days will form part of TCO, however, the payment will be made on actual number of training VC session. IIBF will inform the vendor one week in advance of such requirement.
Tax/levies/Octroi if applicable, at present rate should be quoted. Tax ruling at the time of delivery of material and the resultant billing will be paid at actual.

Each of the 2 Envelopes shall be sealed and put into an outer envelope marked as “REQUEST FOR PROPOSAL For Virtual classroom solution” and sealed and delivered at the place as specified in the RFP schedule.

Note:
The inner and outer envelopes shall indicate the name and address of the Bidder. If the inner and outer envelope is not sealed and marked as indicated, IIBF will assume no responsibility for the Bid’s misplacement or premature opening.

12. Bid Evaluation Process

12.1 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. 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.

3. 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.

4. 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.

5. Bidder not substantially responsive to the Bidding Document in every respect may result in the rejection of its Bid.

6. 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.

Evaluation Weightage: Technical 70% Commercial 30%.

The evaluation of bids will be based on Techno-Commercial evaluation wherein, the technical bids will be allotted weightage of 70% while the financial bids will be allotted weightage of 30%.

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

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

Stage 1:

The Functional & Technical Compliance Template for the RFP are given in Annexure XV, vendors are requested to give their response to each of the items.

Annexure XV consist of 3 parts i.e.

Part – I Mandatory Requirements
Part – II Optional Requirements and
Part – III Other Technical Information

Note:- Failure to meet any of the mandatory requirements(as per Part –I) will disqualify the bidder and result in elimination from further process.

Marks will be awarded on the following basis as against the required Functional & Technical Compliance Template (Annexure-XV - Part – II Optional Requirements and Part – III Other Technical Information)

a) Part – II Optional Requirements

1) Line Item Compliance - 3 Mark
2) Line Item Non Compliance/Customization in less than 15 days - 2 Mark
3) Line Item Non Compliance - 0 Mark

b) Part – III Other Technical Information

- For Sr.No. 1 and 2 vendors with bottom 3 values shall be awarded Marks as under:
  
  Lowest Value - 3 Mark
  Second lowest value - 2 Mark
  Third lowest value - 1 Mark

  All other vendors will be awarded zero Mark

- For Sr.No. 3,4,5 and 6 vendors with top 3 values shall be awarded Marks as under:
  
  Highest Value - 3 Mark
  Second Highest value - 2 Mark
  Third Highest value - 1 Mark

  All other vendors will be awarded zero Mark

Example for Sr.No.1:-
If response to the Sr. No. 1 ‘Latency between transmitter and receiver’ of functional & technical compliance template Vendor 1, vendor 2 and vendor 3 provide 20ms, 30ms and 40ms respectively and are bottom 3 values then the Marks will be awarded as under

Vendor 1 (lowest value) - 3 Mark.
Vendor 2 (second lowest value) - 2 Mark.
Vendor 3 (third lowest value) - 1 Mark.

Example for Sr.No.3:-
If response to the Sr. No. 3 ‘No of concurrent users supported in single session(one to many)’ of functional & technical compliance template Vendor 1, vendor 2 and vendor 3 provide 2000, 6000 and 1000 respectively and are top 3 values then the Marks will be awarded as under

Vendor 2 (highest value) - 3 Mark.
Vendor 1 (second highest value) - 2 Mark.
Vendor 3 (third highest value) - 1 Mark.

There are total 20 items and the maximum Mark allocation is as given below:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Number of Items</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annexure-XV - Part – II Optional Requirements</td>
<td>14</td>
<td>42</td>
</tr>
<tr>
<td>Annexure-XV - Part – III Other Technical Information</td>
<td>6</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>60</td>
</tr>
</tbody>
</table>

Vendors with proposals securing at least 80% (48 Marks) in Stage 1 (Functional and Technical Compliance) will be called for making presentation/demo/walkthrough/poc as a part of evaluation process; date and time for which will be advised in due course.

Stage 2:

Shortlisted vendors from stage 1 (Functional & Technical Compliance) will be called for making presentation/demo/walkthrough and Marks will be awarded as follows:

1) Presentation/Walkthrough/Demo/POC - 20 Marks
2) Past Experience, Support/Reference/Infrastructure - 20 Marks

Vendors securing at least 60% of marks (24 Marks) in Stage 2 (Presentation/ Walkthrough/ Demo/ POC/experience etc) above will qualify for further processing.

Marks secured under Stage 1 and Stage 2 will be added and the vendor securing the highest combined marks will be ranked as R1, Second highest as R2 and Third Highest as R3 and so on.

Vendor securing highest combined marks will be given Technical score of 70. Technical score for other vendors will be calculated as under:

\[
\text{Combined marks of the respective vendor} \times 70
\]

Combined marks of the vendor securing highest marks

Example:
Vendor 1, Vendor 2 & Vendor 3 qualified in stage 1 & 2 and their combined marks are:

Vendor 1 marks :- 65  
Vendor 2 marks :- 70  
Vendor 3 marks :- 90  

Vendor 3 : Combined marks for stage 1 and stage 2 are 90 Hence, Technical score = 70

Vendor 1 = \[
\frac{65 \text{ (marks of Vendor 1)}}{90 \text{ (marks of Vendor 3)}} \times 70 = 50.56
\]

Vendor 2 = \[
\frac{70 \text{ (marks of Vendor 2)}}{90 \text{ (marks of Vendor 3)}} \times 70 = 54.45
\]

12.3 Commercial Evaluation

Vendors with top three (3) technical score will qualify for the commercial bid opening.

The evaluation process shall consider the “Total Cost of Ownership” (TCO).

Vendor proposing lowest TCO shall be given a commercial score of 30. Commercial score for other vendors will be calculated as under:

\[
\text{Lowest TCO} \times 30
\]

TCO provided by respective vendor

Example:

As per our example, price quoted by the qualified vendor are:

Vendor 1 = Rs.120/-  
Vendor 2 = Rs.100/-  
Vendor 3 = Rs.110/-

Vendor 2 = 30 (lowest price)

Vendor 1 = \[
\frac{100 \text{ (price of Vendor 2)}}{120 \text{ (price of Vendor 1)}} \times 30 = 25.00
\]

Vendor 3 = \[
\frac{100 \text{ (price of Vendor 2)}}{110 \text{ (price of Vendor 3)}} \times 30 = 27.28
\]
12.4 Techno-Commercial Evaluation

Technical and Commercial score will be added to arrive at Total Score out of hundred. The proposal securing the highest combined score will be ranked as H1, Second highest as H2 and Third Highest as H3.

Example:
As per the above example, three proposals with combined Technical and Financial evaluations score would be ranked as under:

Vendor 1 = 50.56 + 25.00 = 75.56 = H3
Vendor 2 = 54.45+ 30.00 = 84.45 = H2
Vendor 3 = 70.00 + 27.28 = 97.28 = H1

Proposal of vendor 3 will be considered as most responsive vendor and they may called for negotiation, if required.

13 Other Terms and Conditions

1. IIBF is a not-for-profit educational Institute and is eligible for special prices available for educational institutes. Bidders are requested to consider the same while giving commercial quote.

2. Scope of work includes supply and implementation at IIBF’s Corporate Offices situated at Mumbai(address given in Annexure-I)

3. The bidder will provide Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required.

4. The bidder shall provide schedule of delivery, installation and commissioning. The responsibilities from both sides should be defined clearly against each milestone.

5. The bidder shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging proof of concept(POC)/Product Walk Through etc. IIBF will provide no reimbursement for such costs.

6. The bidder shall prepare the design document after visiting the site along with the Engineer-in-charge for site specific installation requirement in accordance to IIBF’s requirements

7. The bidder should have back-to-back arrangement with OEM (Original Equipment Manufacturer) for Warranty. The bidder should submit MAF. (Annexure – IV Manufacturer’s Authorization Form)

8. All hardware components of the systems offered should be from the respective OEMs and design requirements should be worked around the requirements given by IIBF.

9. Bidder should specify only a single solution as specified in scope of work, which is cost-effective and meets IIBF’s requirement and should not include any alternatives.

10. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 2 years after expiry of warranty period. The Models proposed/ marked for withdrawal from the market and
the models under quality testing should not be offered. Institute reserve right to ask for PROOF OF CONCEPT on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions before considering the same.

11. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.

12. Bidder shall submit an undertaking that all the components used in the equipments shall be original make as per the technical specifications submitted and the operating system shall be supplied with the authorized license certificates in the name of the Institute. If found contrary, the bidder shall replace the component/ equipment with the original ones at their own cost and in such instances, Institute reserves right to levy penalty for the lapses.

13. Bidders shall indemnify, protect IIBF against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from Infringement of any patent, trademarks, copyrights, agency/dealership etc., or such other statutory infringements in respect of the entire hardware/software supplied by the bidder.

14. Bidder will sign a non-disclosure agreement (NDA) with IIBF and it will be binding to the bidder’s representative also.

15. While quoting (TCO), the bidders should anticipate the licensing/version/product changes during the entire project period and should budget the same in their commercial proposal.

16. The Institute reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services where equipments are to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

17. IIBF may interact with the customer references submitted by bidders, if required.

18. To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all bidder for clarification of their offer.

19. The Institute at its discretion may ask the bidders for the demonstration of all or some components/features of the hardware/software quoted by them. However, the institute will not pay/ reimburse any expenditure incurred by the bidder for arranging the demonstration.

20. The Institute reserves the right to reject an offer under any of the following circumstances:
   a) If the offer is incomplete and / or not accompanied by all stipulated documents.
   b) If the offer is not in conformity with the terms and conditions stipulated in the RFP.
   c) If there is a deviation in respect to the technical specifications of hardware items.

21. Selected bidder will have to sign contract with IIBF at mutually acceptable terms and condition and Service Level Agreement (SLA).

22. Selected bidder shall furnish the performance security equivalent to 10% of the order/contract value (TCO), in the form of Performance Bank Guarantee issued by a public Sector Bank in India for a period of contract plus six months.

23. Installations, testing and configuration of all the component/ Hardware/ Software/ Networking/ Security equipment etc shall be carried out by certified engineer and it has to be in line with the IIBF’s requirements, using best Practices.
24. The vendor should have facility for post implementation Support/Helpdesk/call centre services for candidates, IIBF may opt for the same based on the schedule of the Training session.

25. Vendor will need to provide a system for logging/raising support call. Same will be used for arriving at suitable penalty amount (in case if any).

26. Recorded session will be property of IIBF and to be provided on CD/DVD/Pen drive on monthly basis/on demand in a standard playable format.

27. The vendor will be responsible to provide complete documentation of the solution (Print (three copies) and Soft copy) which includes but not limited to the following:
   1. User Manuals; including Error Messages, their meanings and action steps.
   2. Design Manuals with the relevant data flow diagram
   5. System administration manual.

28. The Vendor shall be responsible for Knowledge transfer to the incoming bidder at the end of contract period.

29. Any effort by a bidder to influence the IIBF on any matter relating to the proposal, it’s evaluation, comparison, selection may result in the rejection of the bidder’s proposal.

14 System Acceptance Testing

Unsatisfactory performance of the Virtual Classroom Solution may result in rejection of part or all of the system under Acceptance testing. Acceptance testing will run for 10 days. Acceptance test will end when the performance of the system met the Functional & Technical requirement.

At the end of the successful completion of the acceptance test, Virtual Classroom Solution shall be accepted.

15 Training

1. Vendor shall organize for training as follows:

2. 2 – 3 days user level training at Central office should be provided in batches.

3. Hands on support to be provided to the users at Central office minimum 5 sessions to be conducted with users on use of Virtual Classroom Solution.

4. Minimum one trainer should be made available for hand holding i.e. on the job training.

5. Vendor will provide Documentation to each user (hardcopy and softcopy). Document should give illustration for each type of activity with issues and action steps.

6. Vendor will need to provide necessary training to IIBF users along-with the procedure to initiate, monitor and handle video training sessions. Helpdesk and support Escalation Matrix details will also need to be provided to IIBF.
7. Training also includes Knowledge transfer to core team, trainer/faculty, engineers/operators and support personnel.

8. User training should include amongst other the following:
   a) Features/Functionality available
   b) Administration/Parameterization
   c) Trouble shooting,
   d) Interpretation of Reports/logs etc

16 Supply, Installation and Commissioning (Completion of Project)

1. Vendor shall deliver the software/hardware within 4 weeks from the date of purchase order (PO).

2. Vendor shall implement the complete solution (hardware, software, customized etc) within 5 weeks from the date of purchase order.

3. Vendor should take responsibility of the Goods at the delivery destination, transport to such place of destination, including insurance and storage etc. shall be arranged by the vendor.

4. Vendor shall organise the Road Permits wherever required, on behalf of IIBF, if any letter required for this will be provided by the Institute.

5. Installation will be treated incomplete in one/all of the following situations:
   a. Non-delivery of any hardware or other components and software modules mentioned in the order
   b. Non-delivery of supporting documentation
   c. Delivery, but no installation of the components and/or software
   d. Integration not as per best industry practice
   e. System operational, but unsatisfactory to the Institute

6. Inability of the Vendor to deliver or install the equipment within the specified time limit, will be consider as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.

7. Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.

8. Vendor may have to integrate the hardware with the existing LAN/WAN infrastructure, if required.

9. The details of shipping and/or other documents to be furnished by the Supplier are specified hereunder
   a. Original copy of Supplier’s invoices showing contract number, goods description, quantity, unit price and total amount;
   b. Warranty Certificate;
   c. Licence Certificates

10. Late Delivery / Installation / Commissioning: After 5 weeks. Penalty @ 1% of the contract value per week or part thereof until actual delivery subject to a maximum of 5% of total cost (TCO). Once the maximum is reached IIBF may consider termination of the contract and the performance security may be invoked.
17 Warranty

1. The Products shall carry 3 years Comprehensive on-site warranty covering all the equipments from the date of installation.

2. Warranty terms & conditions shall cover all the equipments, including spare replacements along with OS other system software etc. procured from the vendor with maintenance email, telephone and onsite support, if any required. Warranty terms & conditions shall also cover the task of configuring/re-configuring operating system, other hardware/software resources, Operating System Hardening, Loading of the other software procured either from the vendor or any other vendor, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the Institute and any other tasks related to Hardware & System Software Management. In the case of authorized/ channel partners, Warranty shall also include the cost for the back-to-back arrangement with OEM for maintenance of spares, providing support services, updates, if any required.

3. Terms of Service Level Agreement, if any, are to be specified. Besides general warranty support, critical support details should be furnished. The successful bidder shall be agreeable to enter in to Service Level Agreement with the Institute covering Warranty terms and conditions. Besides the above, the bidder shall extend the warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.

4. Response Time: Call registered before 2.00 pm needs to be resolved on the same day and call registered after 2.00 pm needs to be resolved next day.

5. If during the Warranty Period any Goods are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified/re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of IIBF and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, rendered all goods shall be removed and re-delivered to IIBF by Bidder at its own cost.

6. If the supplied system is not working properly after frequent repair, the same shall be replaced with a new system of same or higher configuration.

7. The bidder shall guarantee that the equipment quoted and supplied shall not be obsolete or proclaimed/declared as “End of Life/Support” by the OEM during the warranty Period.

8. The bidder shall guarantee that the equipment shall be supported with necessary spares by the OEM during the warranty.

9. In case, the OEM discontinues the support for the model of the equipment supplied, the bidder has to upgrade the hardware at his own cost without any additional cost.

10. The Bidder shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other Items will be supplied by IIBF (except toner/ink)

11. All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or Manufacturers.

12. Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.
18 Warranty Deliverables and SLA

1. Vendor shall maintain service log book (at IIBF) and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by the IIBF official.

2. IIBF officer will generate the Call Analysis Report on every 1st of the month, with downtime/uptime report, which will be considered final to decide upon the SLA compliance.

3. Vendor shall submit the complete list of their Offices with contact details/Contact Engineer, who is going to maintain the aforesaid computer equipments during the Warranty Period at our various Offices. Bidder also has to provide escalation matrix.

4. Vendor should follow & maintain the IT Security Policy as per Institute’s Norms.

5. Each and Every call will be attended by competent engineer within 4 hours of its notification either on phone or e-mail from IIBF and should be resolved.

   **Penalty per day:** 5% of cost of equipment for which issue is logged

6. Bidder will keep one identified back-up Engineer, who will visit once in a quarter for knowledge update and can be deployed in case of emergencies.

19 Performance Bank Guarantee:

1. The Successful vendor shall furnish the (BG) performance security equivalent to 10% of the contract value in the form of Performance Bank Guarantee issued by a public Sector Bank in India for a period of contract plus (6 ) six months within 15 days from the date of Purchase order.

   Notwithstanding anything to the contrary contained in the contract, IIBF shall be at liberty to invoke the Performance Bank Guarantee without notice to the Bidder in addition to other remedies available to it under the contract / order or otherwise if the vendor fails to perform any of the terms of contract / order and/or its breach.

2. If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two measurement cycles or any three measurement cycles in a year, IIBF will Inter-alias, be at liberty to invoke the performance bank guarantee within the ambit of preceding paragraph in addition to other remedies available to it under the contract or otherwise.

3. Time shall be the essence of the contract / order, therefore, no extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the vendor, which in the opinion of IIBF should entitle the vendor to a reasonable extension of time, such extension may be considered by IIBF at its sole and absolute discretion, however such extension shall not operate to relieve the vendor of any of its obligations. IIBF shall not be liable for any extra financial commitment due to such extension of time. In case of any such extension, the vendor would be required to extend the validity period of the performance guarantee accordingly.
20 Payment Schedule

1. 40%:- After delivery of complete hardware/software.
2. 50%:- After installation and commissioning of complete hardware/software
3. 10%:- After submission of performance bank guarantee.

Payment will be made on receipt of original, correct Invoices along with Delivery Challan / Installation Certificate / Acceptance Certificate, as the case may be.

Note: % of Order Value of Hardware/Software.

21 Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per the prevailing rates while making any payment.

Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi, if applicable, shall be reimbursed at actual on production of original receipt.

The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the bidder to IIBF.

22 Indemnity

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

(i) an act of omission or commission of the Vendor, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,

(ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Vendor,

(iii) misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,

(iv) claims made by the employees, sub-contractor, employees of sub-contractors, who are deployed by the Vendor, under this Agreement,

(v) breach of confidentiality obligations of the Vendor,

(vi) gross negligence or gross misconduct solely attributable to the Vendor or by any agency, contractor, subcontractor or any of their employees by the vendor for the purpose of any or all of the obligations under this Agreement. The Vendor shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on IIBF for malfunctioning of the equipment or software or
deliverables at all points of time, provided however, IIBF notifies the Vendor in writing immediately on being aware of such claim, and the Vendor has sole control of defense and all related negotiations for settlement.

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

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

1. Non-compliance of the Vendor with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the Vendor, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

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

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

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

23 Sub-contracting

Details of Sub-contracts, as applicable – If required by the Institute, Vendor should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub contractors by the Vendor, the Vendor shall be solely responsible for performance of all obligations under this RFP document irrespective of the failure or inability of the subcontractor chosen by the Vendor to perform its obligations. The Vendor shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits for its employees and sub-contractors.
24 Conflict of Interest

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

25 Termination of contract

1. IIBF reserves the right to terminate the contract if it is established on the basis of price discovery that it would be beneficial for the institute to go in for a fresh RFP/contract and also in the event the vendor breaches any of the terms of the agreement. Payment will be made on pro rata basis for the services, which have been completed & accepted by IIBF, after deducting applicable penalty and TDS/other taxes.

2. In the event of vendor choosing to terminate the contract without any reasonable cause and/or failure on his part to perform the contract in full or in part, the Institute reserves the right to invoke bank guarantee and/or take any other steps as may be deemed necessary.

3. Both the parties may terminate the contract by giving 90 days notice subject to clause 24.1 and 24.2 above.

4. IIBF will continue to own the deliverable submitted by vendor and reserves the right to appoint any third-party for VC services. In the event of termination of agreement the vendor will assist in smooth migration to new vendor.

26 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 bidder from full compliance with the RFP specifications and other contract requirements if the bidder is selected.

27 Modification/Withdrawal of Proposals

Prior to the date specified for receipt of proposal, a submitted proposal may be modified/withdrawn by submitting a signed written request for its modification/withdrawal to IIBF.

28 RFP Abandonment

IIBF may at its discretion abandon the RFP process at any time before notification of award. The contents of the proposal and all the project outputs should not be disclosed to any party unless bidder and IIBF mutually agree in writing to the same. Bidder will not use the contents of this proposal to bid for any other contract.

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

Annexure-I      IIBF Offices Address
Annexure-II     Minimum Eligibility Response Template
Annexure-III    Bidder’s Letter for EMD
Annexure-IV  Manufacturer’s Authorization Form  
Annexure-V  Declaration regarding Clean Track by Bidder  
Annexure-VI  Declaration for Acceptance of RFP Terms and Conditions  
Annexure-VII  Declaration for Acceptance of Scope of Work  
Annexure-VIII  Bidder’s Information  
Annexure-IX  Undertaking of Authenticity for Items Supplied  
Annexure-X  Format Power of Attorney  
Annexure-XI  Hardware & Peripherals Compliance Response Template  
Annexure-XII  Experience Format  
Annexure-XIII  Client Reference Format  
Annexure-XIV  Bill of Material (BOM)  
Annexure-XV  Functional & Technical Compliance Response Template  
Annexure-XVI  Commercial Template  
Annexure-XVII  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 bidder shall be final and conclusive and the Institute will not entertain any correspondence in this regard.

Bidders are requested to give the best price item wise (inclusive of taxes) along with other terms and conditions on or before 21st October 2016 at 3.00 P.M. addressing to:

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

### Addresses of IIBF’s Offices

<table>
<thead>
<tr>
<th>ZONE/PDC</th>
<th>CONTACT ADDRESS</th>
</tr>
</thead>
</table>
| CENTRAL OFFICE / CORPORATE OFFICE | Indian Institute of Banking & Finance  
Kohinoor City, Commercial – II  
Tower-I, 2nd & 3rd Floor  
Kirol Road  
Off-L.B.S Marg  
Kurla- West  
MUMBAI – 400 070  
Phone : 91 – 022 – 25039746 / 9604 / 9907  
Fax : 91 – 022- 25037332                                                                 |
| EASTERN                   | Indian Institute of Banking & Finance  
7th Floor, Hindustan Building Annex, 4 C.R Avenue,  
KOLKATA – 700 072  
Phone : 033-22124992 Fax : 033-22124680  
Email : iibfze@iibf.org.in                                                                 |
| WESTERN                   | Indian Institute of Banking & Finance  
191-F, Maker Towers,19th Floor, Cuffe Parade,  
MUMBAI – 400 005  
Phone : 91-022-2218 3302  
Fax : 91-022-2218 0845  
Phone : 91-022-2218 5134  
Email : iibfwz@iibf.org.in                                                                 |
| NORTHERN                  | Indian Institute of Banking & Finance  
109 – 113, Vikrant towers  
1st floor, 4, Rajendra place  
NEW DELHI – 110 008  
Phone : 91-011- 2575 2191  
Phone : 91-011- 2575 2192  
Fax : 91-011- 2575 2193  
Email : iibfnz@iibf.org.in                                                                 |
| SOUTHERN                  | Indian Institute of Banking & Finance  
No.94, Jawaharlal Nehru Road (100 Feet Road)  
Opp to Hotel Ambica Empire,  
Vadapalani,  
CHENNAI – 600 026  
Phone : 044 – 24722990, 24727961  
Fax : 044 – 24726966  
Email : iibfsz@iibf.org.in                                                                 |
# Annexure-II

## Minimum Eligibility Response Template

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Complied with Statements</th>
<th>Proof attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The bidder should be a company registered under Companies Act.</td>
<td></td>
<td>Self attested photo copy of Registration Certificate</td>
</tr>
<tr>
<td>2</td>
<td>The bidder should be in existence at least for 5 years as of 1st April 2016 in business of core Computer hardware/software sales and services.</td>
<td></td>
<td>Self attested photo copy of Certificate for commencement of business.</td>
</tr>
<tr>
<td>3</td>
<td>The bidder should have a turnover of Rs. 1 crore or more from computer hardware/software sale and services business during each of last three completed financial years. i.e. FY 2013-14, 2014-15 and 2015-16</td>
<td></td>
<td>Self attested copies of the audited balance sheet and profit &amp; loss statement for the last 3 completed financial years with adequate section duly marked and tagged</td>
</tr>
<tr>
<td></td>
<td>Turnover declaration in INR</td>
<td>2013-14</td>
<td>2014-15</td>
</tr>
<tr>
<td>4</td>
<td>The bidder should be earning a Net Profit or having Positive Net worth in each of the last three completed financial years. i.e. FY 2013-14, 2014-15 and 2015-16</td>
<td></td>
<td>Self attested copies of the audited balance sheet and profit &amp; loss statement for the last 3 financial years with adequate section duly marked and tagged</td>
</tr>
<tr>
<td>5</td>
<td>The bidder has never have been blacklisted/barred/disqualified by any regulator/statutory body or any PSU or any Company</td>
<td></td>
<td>Self-Certification/declaration – Annexure - V</td>
</tr>
<tr>
<td>6</td>
<td>The Bidder should facilitate support at the Mumbai</td>
<td></td>
<td>Bidder should provide details of support facilities available in Mumbai</td>
</tr>
<tr>
<td>7</td>
<td>The bidder should have direct authorization from the OEM for selling and supporting the hardware and software offered under this project.</td>
<td></td>
<td>As per Annexure-IV Proof should be submitted.</td>
</tr>
<tr>
<td>8</td>
<td>The Bidder should have supplied installed and commissioned Virtual Classroom Solution (S/w, H/w, Peripherals) of the kind as mentioned in this RFP and has provided after sales service satisfactorily and is in operation for at least 2 years on the date of this RFP.</td>
<td></td>
<td>Documentary Proof as PO copy/Customer letter along with installation/acceptance certification</td>
</tr>
<tr>
<td>9</td>
<td>The bidder must have currently valid Sales Tax/VAT/Service Tax registration Certificate and PAN</td>
<td></td>
<td>Photo copy of relevant document</td>
</tr>
</tbody>
</table>

Authorised Signatory

Name: 
Designation: 
Place: 
Date: 
Organization Seal
Annexure-III  Bidder’s Letter for EMD

To

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

Subject: Virtual Classroom Solution (Ref No.VCS/16-17)

We have enclosed an EMD in the form of a Demand Draft No./Pay Order 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,

Authorised Signatory

Name :
Designation :
Place :
Date :
Organization Seal
Annexure-IV  Manufacturer’s Authorization Form

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

Dear Sir,

Subject: Virtual Classroom Solution (Ref No.VCS/16-17)

We ………………………………………………………… who are established and reputable manufacturers of ………………………………………………….. having factories at …………………………………………………………. do hereby authorize M/s. ……………………………………………….… (Name and Address of Supplier/Channel Partner/System Integrator) to bid, negotiate and conclude the contract with IIBF against RFP no. ………………………………………………..for the above goods manufactured by us.

We hereby extend our full warranty as per requirement, scope of work, General Terms & Conditions of RFP for the goods offered for supply against this invitation for bid by the above firm.

We hereby further confirm that the solution quoted by our partner/agency include 3 (Three) years warranty. We also confirm that all the Part Codes (product and warranty) quoted by our partner are OK and the solution quoted by our partner will work as per requirements specified by IIBF.

Yours faithfully,

(Name) For and on behalf of M/s…………………………………..

Signature of Witness                  Signature of Manufacturer
Dated:                                 Dated:
Place:                                 Place:
Sd./-Seal                              Sd./-Seal

Note: This letter of authority should be on the letterhead/certificate issued by the manufacturing concern(OEM) and should be signed by a person competent and having the power of Attorney to bind the manufacturer.
Annexure-V  Declaration regarding Clean Track by Bidder

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

Sir,

Subject: Virtual Classroom Solution (Ref No.VCS/16-17)

I have carefully gone through the Terms and Conditions contained in the above referred RFP.

I hereby declare that my company is not currently debarred/black listed by any Government/Semi Government organizations/Institutions in India or abroad. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

Authorised Signatory

Name : 
Designation : 
Place : 
Date : 
Organisation Seal
Annexure-VI Declaration for Acceptance of RFP Terms and Conditions

To,

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

Sir,

Subject: Virtual Classroom Solution (Ref No.VCS/16-17)

I have carefully gone through the Terms & Conditions contained in the RFP document for Selection of bidder for Virtual Classroom Solution.

I declare that all the provisions/terms & conditions 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.

Yours faithfully,

Authorised Signatory

Name : 
Designation : 
Place : 
Date : 
Organisation Seal
Annexure-VII  Declaration for Acceptance of Scope of Work

To,

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

Sir,

Subject: Virtual Classroom Solution (Ref No. VCS/16-17)

I have carefully gone through the Scope of Work contained in the RFP document for Selection of bidder for Virtual Classroom Solution.

I declare that all the provisions/Scope of the work of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and I am, therefore, competent to make this declaration.

Yours faithfully,

Authorised Signatory

Name :
Designation :
Place :
Date :
Organisation Seal
## Annexure -VIII

### Bidder’s Information

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Telephone No. (with STD Code)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Name and designation of the authorized person</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Contact Details of the authorized person(Phone/Email)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Constitution (Public Ltd/ Pvt. Ltd)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Details of Incorporation / Registration of the Company. Relevant Certificate to be submitted</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Line of business</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Whether manufacturer or authorized dealer</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Year of commencement of Business</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Valid Sales Tax Registration No.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Valid Service Tax Registration No.</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Permanent Account Number (PAN)</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Name, Designation and contact details of the person to whom all references shall be made regarding this tender</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Brief Description of after sales service facilities available with the bidder</td>
<td></td>
</tr>
</tbody>
</table>

**Financial Details :- not of group, as per audited Balance Sheets in Rupees (in Cr).**

<table>
<thead>
<tr>
<th>Year</th>
<th>2013-14</th>
<th>2014-15</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 Net worth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19 Turnover</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 Profit After Tax</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Authorised Signatory**

Name :  
Designation :  
Place :  
Date :  
Organisation Seal
Annexure-IX 

Undertaking of Authenticity for Items Supplied

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

Sir,

Subject: Virtual Classroom Solution (Ref No.VCS/16-17)

With reference to the RFP for Virtual Classroom Solution (Ref No.VCS/16-17) being quoted to you vide our quotation No.: ________________ dated ________________, we hereby undertake that the components / parts / assembly / software used in the Computer/Peripherals under the above like Camera, Display Screen etc., shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate (e.g. product keys on certification of authenticity in case of Microsoft Windows operating system) and also that it shall be sourced from the authorised source (e.g. authorised Microsoft channel in case of Microsoft operating system).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier’s at the time of delivery or within a reasonable time.

In case of default / we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the Hardware / Peripherals / Desktops without demur, if already supplied and return the money if any paid to us by you in this regard.

We …………………………………also take full responsibility of both as per the content even if there is any defect by our authorised service centre / reseller / SI etc.

Authorised Signatory

Name : 
Designation : 
Place : 
Date : 
Organisation Seal
Annexure-X  Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we ________________ (name of the company and address of the registered office) do hereby appoint and authorize Mr ________________ (full name and residential address) who is presently employed with us holding the position of ________________ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “______________” in response to the RFP No. ________________ by IIBF, including signing and submission of all the documents and providing information/responses to IIBF in all the matter in connection with our bid.

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

Dated this ______ day of ______ 20___.

For
_______________________________. (Signature)

(Name Designation and Address)

Accepted

Signature)

(Name Designation)

Date:

Business Address:
Annexure-XI Hardware & Peripherals Compliance Response Template

Indicative Hardware for VC

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Minimum Specifications</th>
<th>Compliance Y/N</th>
<th>Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Make Offered HP/Lenova/Dell</td>
<td>Bidder to specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enterprise level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Model Offered</td>
<td>Bidder to specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Processor</td>
<td>4th Gen Intel® Core™ i5-equivalent or higher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cache</td>
<td>3 MB or higher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Motherboard</td>
<td>Intel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Memory</td>
<td>1*4GB, 1600MHZ DDR3 RAM with at least 1 DIMM Slots free.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Monitor</td>
<td>18.5” Widescreen Backlit LED Monitor with 1920 x 1080 or higher resolution from same OEM.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Graphics Card</td>
<td>Integrated Intel HD graphics card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Hard disk</td>
<td>500GB min 7200 Rpm SATA Hard disk or Higher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Ports</td>
<td>Min. 6 USB 2.0 or higher Port (2 front accessible), 1 RJ-45, 1 Audio Line-in, 1 Audio Line-out, 1 Mic. In, 1 headphone, 1 VGA Port, HDMI Out Port</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Keyboard</td>
<td>QWERTY 104 Keyboard from same OEM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>CD/DVD Drive</td>
<td>DVDW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Cabinet</td>
<td>Mini Tower</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Mouse</td>
<td>Standard 2 button Optical USB Scroll Mouse from same OEM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Operating system</td>
<td>Windows 10 professional 64 bit licensed version preloaded –English(downgrade option to 8.1/7)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Video input</td>
<td>USB compatible HD Web cam with auto focus and zoom feature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Audio</td>
<td>USB compatible Mic cum Speaker (Jabra speak 410 or Clearone or Logitech or equivalent or higher with DSP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Digital writing pad</td>
<td>USB compatible, dual display, minimum 10” size with stylus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Headphone</td>
<td>USB compatible headphone with mice, DSP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Trolley</td>
<td>Movable Wooden Trolley with soft wheels to house above hardware with locking system for security, min 1 pull out tray for devices such as laptop, digital visualize etc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Other</td>
<td>Please specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Warranty</td>
<td>3 years, on-site, comprehensive, with back-to-back support from OEM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Note:

1) The systems/solution offered shall be complete in all aspects. Any item /accessories which may not have been specifically mentioned above but which are usual or necessary for satisfactory and trouble free operation and maintenance of the solution, shall be indicated and provided explicitly in the BOM.

2) All hardware components offered should be from respective OEMs.

Authorised Signatory

Name : 

Designation : 

Place : 

Date : 

Organisation Seal
Annexure-XII    Experience Format

Details of minimum three (3) clients where similar Virtual Classroom solution implemented, including installation and support during last two years from the time of submission of bid

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Client Name</th>
<th>Location</th>
<th>Project Start and End Date</th>
<th>Scope / Description of the Project</th>
<th>Order Value (in Rs. Lakhs)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:-

PO copy/Customer letter along with installation/acceptance certificate to be attached (obtained from the customer)

‘Project completion report’ should include references of customers where system of similar complexity / size / cost has been successfully implemented and is in operation from the same OEM whose solution are proposed to IIBF and with a certificate from the client regarding the performance of the system.

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal
## Annexure-XIII

### Client Reference Format

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Client</th>
<th>Address</th>
<th>Reference Person Name</th>
<th>Reference Person Designation</th>
<th>Reference Person Email</th>
<th>Reference Person Telephone / Mobile No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** References of project mentioned in Annexure – XII

Authorised Signatory

Name : 

Designation : 

Place : 

Date : 

Organisation Seal
### Annexure-XIV  Bill of Material (BOM)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Qty</th>
<th>Quoted make</th>
<th>Quoted Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop/PC with OS</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>PC stand/Trolley with lockable castors</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Web Camera</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Speaker &amp; Mic</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Digital Writing Pad</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Head phone with mic</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Address of Mumbai Leadership Center**
Indian Institute of Banking & Finance  
Kohinoor City, Commercial-II, Tower-I, 3rd Floor,  
Kirol Road, Off L.B.S.Marg, Kurla West,  
Mumbai 400 070.

Authorised Signatory

Name  :

Designation  :

Place  :

Date  :

Organisation Seal
## Functional & Technical Compliance Template

### Part – I Mandatory Requirements

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Description</th>
<th>Compliance</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The VC software/solution should be downloadable/installable on PC/Laptop/Smart device etc from the internet/central server and also available on a CD/USB.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The VC software/solution should be based on learning through two way interactive session audio+video facility.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The VC solution should not require proprietary hardware at IIBF/client end, it should support standard webcam, echo cancelling mic/speaker.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The VC software/solution should be able to transmit/receive/display the content/Video on full screen both in Standard Definition (SD) and High Definition (HD) (HD quality 720p/1080P 30fps/60fps)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The VC software/solution should be able to display/share/exchange the presentation, excel, desktop, doc, pdf in real time for every connected participant (based on privilege) simultaneously with audio/video on PC/Laptop/Smart device etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Each session must be recordable in real time (based on privilege), the recording must include audio/video and data/content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The VC software/solution should provide Private Chat and Public Chat feature (based on privilege)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The VC software/solution should have Inbuilt Whiteboard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The VC software/solution should be compatible with external White boards/input devices.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>VC software/solution should provide for interactive Self test link.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Vendor should have its own tier III Data Centre for hosting VC infrastructure. In case hosting is done at third-party site, primary Vendor should have valid SLA for more than three years from the date of RFP. DC/DR should be in India.</td>
<td>Copy of Certificate to be attached indicating location of DC and DR.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>The mobile application should available/downloadable free of charge from internet/appstore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>The VC software/solution should provide admin login of the web interface used for managing the VC session, rights allocation etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The VC software/ solution should provide real-time monitoring feature in admin login</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>The VC software/ solution should have feature to mute camera, speaker and mic of the participant. (by administrator/trainer)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>The VC software/ solution should have reporting feature for generated various MIS as per the industry standard(e.g. Total participants, Active participants, Inactive participants, completed/ non completed session etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>The VC software/ solution offered should be secured connection established between participant and host should be end-to-end encrypted with minimum 128 SSL.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>The vendor should provide the proof of accreditation to Quality Management Systems like ISO 9001:2008.</td>
<td>Copy of Certificate to be attached</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>The vendor should possess ISO-27001 Certification.(for Information Security Management System)</td>
<td>Copy of Certificate to be attached</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

1. Failure to meet any of the above mandatory requirements will disqualify the bidder and result in elimination from further process.

2. Bidder should provide supporting document for each of the complied line item.
## Annexure-XV
### Functional & Technical Compliance Template

#### Part – II Optional Requirements

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Description</th>
<th>Compliance (Yes/No)</th>
<th>Customization in less than 15 days Possible (Yes/No)</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The VC software/solution should be able to connect to IP (H.323) endpoints through a specific gateway that must be a pure software application and should support content sharing</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The VC software/solution should have an admin provision to create / delete loginID, password for a batch of participants as per the IIBF requirements.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The VC software/solution should provide feature for polling &amp; MCQs (Multiple Choice Questions) in real time. This feature should allow to collect answers from each participant and display the percentage scored by each participant to Supervisor.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The VC software/solution should provide feature of hand-raise to the participant</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>It should be possible to White label or Co-Brand the client interface.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The VC software/solution should provide Scheduling tool to schedule and invite participants via email and/or SMS.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The VC software/solution should have a feature to optimise VC session (audio+video+data) based on bandwidth (at host and client end)</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The VC software/solution should support password protected content playback using any browser (recorded session)</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The VC software/solution should provide customizable Layout which can be saved.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Single key option to switch between layouts should be possible.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>VC software/solution should provide for interactive Demo link</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>The VC software/solution should be able to mute camera, speaker and mic locally.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>The mobile application should have the ability to see video or content using toggle feature</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>The VC software/solution should support voice activated switching to show the active speaker, speaking in a larger view.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Part – III Other Technical Information

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Description</th>
<th>Value*</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>latency between transmitter and receiver (signal transport excluded, in milliseconds)</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
<tr>
<td>2</td>
<td>Minimum bandwidth needed for VC to work for Audio + Video + data in kbps. (a single session at participant's end)</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
<tr>
<td>3</td>
<td>Maximum No. of concurrent users supported in a single session (one to many)</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
<tr>
<td>4</td>
<td>Maximum No. of concurrent users supported in a single session (many to many/group conference)</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
<tr>
<td>5</td>
<td>Number of Operating System supported (for Desk/Laptop) by the VC software/solution.</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
<tr>
<td>6</td>
<td>Number of Operating System supported (for Smart device/Mobile/Tablet) by the VC software/solution.</td>
<td></td>
<td>Self certification to be provided</td>
</tr>
</tbody>
</table>

* Bidder should provide figure with unit for each of the line item.
### Annexure-XVI

#### Commercial Template

**I. VC Software Licenses cost**

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Annual recurring charges for concurrent VC user</th>
<th>Unit Cost per user/participant</th>
<th>Total Cost (a)</th>
<th>Tax &amp; Levies (b)</th>
<th>Total Cost (c) = (a) + (b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>For 100 Users/participants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Next 50 Users/participants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total(I)</strong>:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**II. Cost for Hardware**

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Product</th>
<th>Make</th>
<th>Mode</th>
<th>Part No</th>
<th>Description/Configuration</th>
<th>Qty</th>
<th>Unit Cost (a)</th>
<th>Total Cost [a x b] (c)</th>
<th>Tax &amp; Levies (d)</th>
<th>Total Cost [c + d] (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Installation/Implementation cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total(II)</strong>:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**III. Onsite Support per person per day**:  

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Item/Description</th>
<th>Cost (a)</th>
<th>Tax &amp; Levies (b)</th>
<th>Total Cost [a + b] (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Onsite support for 100 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total(V)</strong>:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Payable on actual number of visits.

**IV. Help Desk Support for Candidates per day**:  

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Item/Description</th>
<th>Cost (a)</th>
<th>Tax &amp; Levies (b)</th>
<th>Total Cost [a + b] (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Help desk support for 100 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total(VI)</strong>:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Payable on actual number of training days.
V. Server space for storing / accessing recorded training session:

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Item/Description</th>
<th>Cost (a)</th>
<th>Tax &amp; Levies (b)</th>
<th>Total Cost [ a + b ] (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disk space for 100 GB pa</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total(VII) :

TCO - Total Cost of Ownership

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Item/Description</th>
<th>Cost (a)</th>
<th>Tax &amp; Levies (b)</th>
<th>Total Cost [ a + b ] (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Total I+II+III+IV+V</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
- Cost in INR. TCO (Total Cost of Ownership) will be considered for comparison for either or all option.
- The Bidder should fine tune the bill of material format to accommodate all the hardware and software items.
- Prices for any optional services/software/hardware, if any, should be quoted separately.(will be added to TCO
- The TCO must include all the costs, taxes & duties associated with the Project for three (3) years period.

Authorised Signatory

Name :
Designation :
Place :
Date :
Organisation Seal
NON DISCLOSURE AGREEMENT

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

This Agreement made on this -------- day of ------------, 2015 (“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, 2nd & 3rd
Floor, Kirol 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

XXXXXXX LIMITED a company registered in India and having its registered office
(Hereinafter referred to as “XXXXXXX”, 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 XXXXXXX 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 XXXXXXX to perform the
respective promises in furtherance of this Agreement (hereinafter called “Purpose”) set forth
in below:

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 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: _____________________________