



**Indian Institute of Banking & Finance
Kohinoor City, Commercial II, Tower I,
2nd Floor, Kirol Road,
Kurla - West
Mumbai – 400 070.**

REQUEST FOR PROPOSAL

**FOR MIGRATING TO NEW HOSTING ENVIRONMENT AND MAINTAINING
THE LOOK & FEEL OF THE EXISTING WEBSITE OF THE INSTITUTE**

**TO BE SUBMITTED ON OR BEFORE
22nd July- 2016 by 2PM**

ADDRESSED TO:

**Chief Executive Officer
Indian Institute of Banking & Finance
Kohinoor City, Commercial II, Tower I,
2nd 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 in sustaining their professionalism in banking and finance through continuing professional development programs.

IIBF is a 'Distance Learning' Institute. The candidates who appear for examinations, get adequate educational/knowledge inputs through various educational services offered by the Institute. The pedagogy of Distance Learning offered by the Institute is given below:-

- I. Publishing specific courseware for each paper/examination;
- II. Tutorials through accredited institutions;
- III. Contact classes;
- IV. Video lectures;
- V. E-learning through portal;
- VI. 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-news letter called "Fin @ Quest", a monthly bulletin – "IIBF-Vision", a quarterly journal – "Bank Quest" and Research Studies and publish Research Reports; Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Conferences, Lectures, short duration programs, etc., as part of Continuing Professional Development.

The Institute's Governing Council consists of eminent persons from the banking and finance sector, academicians and professionals.

IIBF is an ISO 9001-2008 certified organization with its Corporate Office in Mumbai and three Professional Development Centers in Delhi, Chennai, and Kolkata.

2. Major Activities of the Institute:

2.1 Membership: IIBF has about 7.5 Lakh individual members. There are 736 Institutional members (Banks and Financial Institutions).



2.2 Courses Offered: The Institute currently offers courses such as

- **JAIB**
- **CAIB**
- **Diploma in Banking and Finance**
- **Diplomas:** Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking and Finance, Advanced Wealth Management Course etc.
- **Certificate Courses** in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Cyber Crimes & Fraud Management, FEMA, Rural Banking etc.
- **Blended Courses** in Credit Management, Treasury, Compliance, HRM etc.
(For details visit- www.iibf.org.in)

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

2.3 Web Portal: The portal disseminates information about the Institute's profile and products & services and also enables registration (including payment of fees) for the same. The portal also provides educational support for various courses of the examinations through e-learning and video lectures with the help of respective service providers.

3. Introduction of the Assignment (Broad Requirements):

The Indian Institute of Banking & Finance (IIBF) desires to select a service provider for maintenance of website in the lines of existing website www.iibf.org.in. The website has to be hosted/managed/maintained by the bidder in a tier-III or higher level data centre located in India.

In this connection, Institute would like to invite bids through this RFP (Request for Proposals) from reputed bidders, who can provide end-to-end solution as a turnkey project to IIBF by using a state-of-the-art technology and compliant with W3C.

4. RFP Document

Detailed RFP Document covering eligibility requirements, technical specifications, terms & conditions, statement of work, and service agreement may be downloaded from the IIBF's website i.e. <http://www.iibf.org.in>

5. Adhering to all Terms and Conditions

The bidders are advised to submit the bids strictly based on the terms and conditions and specifications contained in the RFP document including amendments, if any, issued by IIBF prior to submission of RFP. The formats prescribed in the RFP documents should be scrupulously followed by the bidders. Bids that do not adhere to the terms and conditions are liable for rejection.



6. Brief Scope of Work, Specifications, and Requirements

6.1 Scope of Work

- a) The project will require migrating into new hosting environment, and maintaining the look and feel of the existing website on turnkey basis. It also required to take care of changes / additions / deletions/modifications of the contents of the Institute's website (www.iibf.org.in) on regular basis.
- b) There should also be a disaster recovery mechanism and back up facilities on 24*7 for a period of 2 years from the date of hosting of the website and extendable for one more year on half yearly basis, at a time on same terms and conditions as the original agreement. The bidder must study the IIBF website and maintain all the feature and functionalities currently available in the website. The outgoing service provider shall provide SRS document and high level architecture diagram and moreover, the incoming service provider has to make all the efforts to get all details required from outgoing vendor to migrate the website.

Following points must be taken care while migrating the present site in to the new environment

- i. The bidder must fulfill all the requirements of the project to achieve IIBF's objectives as mentioned in this RFP document or any additions or deletions of conditions that may be decided during the pre-bid meeting.
- ii. Service provider should structure the website to make it navigation friendly after submitting a necessary prototype to the Institute, so that the information on the website is easily and quickly accessible to the candidates.
- iii. For accessing the audio / video files the bidder has to provide streaming facility with necessary software plug gins and add-ons.

Note: General video files pertaining to IIBF activities are to be handled by the service provider with a necessary media server for better performance.

The video lectures linked to the current website covering the subject related area are handled by present service provider with a separate agreement which is valid for further 3 years. These video lectures are outside the scope of the RFP.

- iv. The bidder should provide the necessary reports of website such as traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages and other statistical reports as per IIBF's requirements. These reports may be fetched through Google analytics or any other similar tool and submitted to the Institute on regular basis.



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- v. The bidder should use images of national identity symbols namely flag, national emblem, map etc from authentic sources in case the same are required in the website.
- c) The entire website should be hosted in a tier III or higher level data centre. Bidder should own the data centre for hosting. In the event of bidder not having its own data centre, it has to enter into an agreement with the ISP holding a valid audit certificate in respect of its data centre for a period of 2 years from the date of hosting and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement. The copy of the valid agreement from the ISP has to be submitted to the Institute after receipt of the order letter. In case the bidder fails to submit the copy of the said agreement, the order shall stand cancelled and the EMD will be forfeited.
- d) The website must take care of backward/forward linkages with the database and the applications currently used by IIBF such as payment gateway, examination system, and membership system. Currently, all the products and services of the Institute are offered online which are integrated with Payment gateways from M/s SBI and M/s Bill desk. The bidder has to take care of the existing linkages of third party also. The bidder has to take care new linkages that may be required to be handled in future too.
- e) The bidder has to provide an admin module for maintaining entire website
- f) The bidder has to take care of proper sizing of hardware, software, and bandwidth as mentioned in clause No.14 of this RFP.
- g) The website must be protected from any security threats such as hacking, DDoS attack, SQL Injection etc. The bidder has to take up Vulnerability Assessment and Penetration Testing done regularly by a Security Auditor empanelled by authorities such Cert-in etc.,
- h) The website must enable with SSL 128 bit or higher encryption at client end, server end and during transactions.

6.2 Operational Mechanism of the Website:

6.2.1 Informational services: The details of Institute's profiles, its products, and services to be accessible by visitors.

6.2.2 Transactional services:

A prospective candidate visits IIBF site and creates his/her profile. While creation of the profile, the system should take care of the mandatory inputs stipulated by the Institute. After creation of the profile, a login id and password is generated and sent to the candidate. Subsequently, in case the candidate wishes to avail any service of the Institute he/she selects the particular service, fills up necessary details through a form and pays the requisite fee online through a payment gateway. The collector receives the payment online and the necessary receipt for the payment gets generated and the details are sent to the candidate by e-mail for his/her record. The website should generate the necessary MIS at the end of day for Institute's use. Entire process should be full proof and ensure the necessary security controls are in place and shall not give any chance for accessing the transactions fraudulently or tampering the same. Integration with different payment gateways should be ensured.



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6.2.3 Educational Services: The Institute offers e-learning, video lectures etc, to the registered candidates for various courses. The Institute has separate agreements with third party service providers for these facilities. The website should allow candidates to avail these facilities.

6.2.4 Daily News Letter (Fin@Quest): The Institute offers a daily e-news letter service to the registered candidates covering information relating to banking and finance. The bidder should take care of compiling the news letter on a daily basis by procuring news from various sources from national and international domains.

7. Bidding Process:

Institute is inviting bids in separate sealed envelopes for Technical and Commercial for maintaining the web site through this RFP (Request for Proposal) to identify a suitable solution provider and inviting Technical and Commercial bids in separate sealed envelopes. The evaluation criteria for technical and commercial bids are given in clauses 11.1 and 11.2 respectively. The entire work should be undertaken on a turnkey basis.

8. Schedule of activities of Bidding:

The schedule of activities of bidding process is as under:

Sr. No	Description	* Date
1	Releasing of Request for Proposal (RFP)	24 th June - 2016
2	Last date of Submission of written requests for any Clarifications from prospective bidders. Queries may be sent to the e-mail id: gnrao@iibf.org.in or smuralidaran@iibf.org.in	1 st July - 2016
3	Pre-bid meeting for clarifications on written Queries	12 th July - 2016
4	Last Date of submission of Proposal up to 2PM	22 nd July - 2016
5	Opening of technical bids in the presence of Bidders at 3PM	22 nd July - 2016
6	Technical Presentations from the bidders as part of technical evaluation	3 rd August - 2016
7	Opening of commercial bids in the presence of bidders who qualify in the technical round	8 th August-2016
8	Issue of work order	24 th August-2016

***Tentative dates**

The above dates are tentative and IIBF reserves the right at its discretion to change the schedule of activities, including the associated dates



9. Minimum Eligibility Criteria:

Sr.	Minimum Eligibility Criteria	Supporting Document
a.	The bidder should be a firm / Pvt. Ltd / limited company registered under the Indian Companies Act, 1956.	Registration certificate Firm / Public / Pvt Ltd. / Ltd. Co.
b.	The bidder should have registered a turnover of Rs.25 crores or above during each year for the last three completed financial years.	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
c.	The bidder should be earning a Net Profit or having +ve Net Worth in each of the last three completed financial years.	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
d.	The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations with Educational Institutes	<ul style="list-style-type: none"> • PO • Project completion report
e.	The bidder should provide the proof of accreditation to Quality Management Systems like ISO 9001:2008/ SEI CMMI Level 5 / Six Sigma practice (Minimum one certificate is necessary)	Copy of Certificate
f.	The bidder should have qualified and experienced software engineers for hosting and maintaining the website	Self certified statement indicating Number of Software Engineers / Faculties as on DD/MM/YYYY with qualifications and year/s of experience.
g.	Bidder should have remote service delivery infrastructure to ensure immediate response and faster resolution. Bidder has to have 24 X 7 Telephonic support for soft calls resolution which are skill based.	Detailed address of support offices in metros (Mumbai, Delhi, Chennai and Kolkata)
h.	The bidder should not have been blacklisted by any department or undertaking of the Government of India and the Government of Maharashtra or any public sector banks	A self declaration letter from the company secretary of the organisation

Note:

- Necessary supporting documents should be arranged / numbered in the same order as mentioned above.
- Failure to meet any of these criteria will disqualify the bidder and will be eliminated from the further process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and decision of the Institute, in this regard shall be final, conclusive and binding upon the bidder.



- ‘Project Completion Report’ should include references of customers for whom website development projects of similar complexity / size / cost have been successfully implemented and is/are in operation. Provide details of hardware, operating systems, application software, size of network, size of database etc., and certificates from the clients regarding the performance of such solutions provided.

10. 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.

11. Evaluation of Bids

The technical proposals will be evaluated as per the clause 11.1 given in this RFP.

11.1. Technical Evaluation:

The total points to be awarded in the technical round will be as under:

Presentation on adoption of technology	45
Points for data centre	20
(a) Own data centre:	(20)
(b) Third party data centre:	(10)
Past Experience, Support/Reference	35
Total	100

Mechanism of awarding Technical Scores to bids:

The bidder/s who score/s highest points will be awarded with full Technical weightage of 70 marks, and accordingly the second highest; third highest scores will be calculated in proportion to the highest points obtained by a bidder in the technical round.

For example:

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

Assume, the bidders obtain the points as given below, based on the techno functional features:

Bidder A gets - 65 points,

Bidder B gets - 70 points

and Bidder C gets – 90 points



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

$$\begin{aligned} \text{The technical score of Bidder C will be} &= \frac{\text{points awarded to C' (90)}}{\text{Points awarded to C' (90)}} \times 70 = 70 \\ \text{The technical score of bidder A will be} &= \frac{\text{Bidder A's score (65)}}{\text{Bidder C's score (90)}} \times 70 = 51 \\ \text{The technical score of bidder B will be} &= \frac{\text{Bidder B's score (70)}}{\text{Bidder C's score (90)}} \times 70 = 54 \end{aligned}$$

Note:

- **Bidders who score 70% or above points/marks (will be rounded to nearest integer) in technical round will only be considered as qualified in the technical round and will be allowed to be considered for further evaluation.**
- **Bidders who obtain less than 70% point/marks in the technical round shall be disqualified.**
- **No further discussions/interactions will be entertained with a bidder/s who gets disqualified/rejected in the technical round**
- **The bidder/s who gets disqualified in the technical round will be intimated accordingly and their EMD and unopened commercial bids will be returned back to them.**

11.2. Commercial Evaluation:

- **The commercial bids received from the bidders who qualify in the technical round will be opened in the presence of all qualified bidders as per RFP schedule date given in clause No. 8 of this RFP.**

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

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



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

Price quoted by bidder 'A' is = Rs.120/-

Price quoted by bidder 'B' is = Rs.100/-

Price quoted by bidder 'C' is = Rs.110/-

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

$$\text{The commercial score of bidder 'A' will be} = \frac{\text{Bidder B's price (100)}}{\text{Bidder 'A' price (120)}} \times 30 = 25$$

$$\text{The commercial score of bidder 'C' will be} = \frac{\text{Bidder B's price (100)}}{\text{Bidder C's price (110)}} \times 30 = 27$$

The weightages of technicals and commercials will be added together to arrive at the Total weightage out of hundred marks for each bidder. The bidder who secures the highest combined weightage will be ranked as H1, second highest as H2 and third highest as H3.

For Example:

From the above examples, three bidders with combined Technical and Financial evaluations score would be ranked as under:

$$\text{Bidder A} = 51 + 25 = 76 = \text{H3}$$

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

$$\text{Bidder C} = 70 + 27 = 97 = \text{H1}$$

Proposal of bidder C at Rs.110.00 will be considered as most responsive bid and it may be called for further price negotiations, if needed.

The bidder who obtains '**H1**' score will be awarded the contract.

Note:

The above evaluation will be carried out jointly (i) for experience in development of similar sites and (ii) hosting, managing and maintaining the similar sites and contract will be awarded.

IIBF's decision in respect of evaluation methodology and short-listing the bidders will be final and no claims whatsoever in this matter will be entertained.



11.3. Proposal Format:

- The technical proposals should be submitted in a sealed cover, marked as '**Technical-Information only**', the sealed proposal should be submitted in big cover super scribed with '**Proposal for hosting and maintaining the Institute's website**'
- The bidder should submit the proposals with clarity & properly paginated so that the papers are not lost.
- The proposals, which are not sealed or RFPs sent through Fax /e-mail will be summarily rejected.
- The proposals which are not submitted in the prescribed format or incomplete in details are liable for rejection.
- The proposals containing unauthenticated erasing or alterations will not be considered.

11.4. Technical Proposal should include the following:

- A company shall submit a letter through its duly authorized official bearing his/her name and designation. The letter shall include:
- A statement of proprietary information, if any.
- Table of Contents (List of documents enclosed)
- Authorisation letters from OEMs (Original Equipment Manufacturers/Software Bidder) of the quoted products, in case of 3rd party products.
- Detailed technical specifications/brochures of the solutions proposed.
- Detailed architecture of the proposed solution with all the features/functions of the systems. This should also include details of the hardware system that will be used to host the web site and contents even though it is a hosted model.
- Future road map on scalability, version upgrades/releases etc. This pertains to any upgrades of OS, Application Server, Database server, Web server, Programming languages, or tools such as IDEs etc.
- Proof of implementation of similar project.
- Resume of the proposed Project Management team with Name, Designation, qualification & experience details.
- Specify the Hardware, Operating System, Software licenses, bandwidth required for successful implementation.
- Technical proposal should **not** indicate any cost aspect directly or indirectly.



11.5 Inputs on commercials:

The bidders should provide prices in two separate envelopes.

- Envelope “1” should consist of the item wise prices as per Annexure – I and should be super scribed as “Prices Item Wise”.
- Envelope “2” should consist of total price of all the items as per Annexure – I and should be super scribed as “ Total Price”

Note:

The total of item wise prices indicated by a bidder in “Envelop-1” and the amount given in “Envelop– 2” should be equal.

The bidders must provide all the relevant information of price and not contradict the technical proposal in any manner. **All prices must be quoted in Indian Rupees only.**

The bids must include the Annual Maintenance charges of hosting, and maintaining the website for 2 years after commissioning of the hosting.

The prices arrived at shall hold good for a period of one year. These prices will not change till the end of hosting period after acceptance of the order letter.

12. System Acceptance Testing:

Unsatisfactory performance of the website may result in rejection of part or whole during acceptance testing. Acceptance test will end when the performance of the website meets the functional & technical specifications at primary site. It should meet the performance requirements as mentioned under infrastructure sizing, interfaces, MIS etc ...

At the end of the successful completion of acceptance test, the website shall be given a sign-off for full-fledged commissioning of the same. Bidder has to test the website with the volumes mentioned in Clause 14 of this RFP

13. Training:

13.1 Bidder shall organize a user training as follows:

- A week’s onsite training should be provided to the designated staff of the Institute on the operational aspect of the website, after migration of the existing website and under the new environment.
- Bidder will provide Documentation to each participant (hardcopy and softcopy). Document should give illustration for each type of module / activity with probable issues and action steps.



13.2 User training should cover the following:

- a) Features / Functionality available in the website
- b) Parameterization
- c) Background process
- d) Admin module and Reports

14. Infrastructure Sizing:

The Bidder must deploy optimal infrastructure such as Hardware, Operating System, Database, Middleware etc. keeping in view current requirements and extrapolate the same during the period of contract (i.e. 2 years plus one if extended).

Technology used for existing website

LAMP	(open source)
(OS:	linux, windows
Source code:	php, .net
Web server:	APACHI and IIA
Database:	mysql, mssql)

Present database of members is around 20 GB

Non member records: 264250

Every year about 75000 new members are added

About 4 Lakh registrations per annum for examinations

Projected growth of above data– 15% per annum.

At any point in time, the load on the hardware proposed for the solution should not exceed 70% of Memory, CPU, Hard Disk utilisation levels during the AMC Period. In case, the load increases, appropriate hardware sizing needs to be ensured. Such requirements may arise at the time of registration of exams; admit cards, and declaration of results.

The response time at client end should always be less than 3 seconds.

The bidder should submit the performance logs during peak volumes of registration, generation of admit cards and result declaration. These logs should indicate the response time system during such peak volumes.

During the contract period, if at any stage, it is found that the solution provided by a bidder does not match with the requisite performance as per the sizing parameters (i.e. up time above 99.5% and response time < 3 seconds) the bidder shall have to upscale the hardware, software without any additional cost to the Institute. Institute will have a right to depute system security auditor to audit Institute's setup.



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Note: The present website is configured with Google Analytics from where the details can be obtained. The login credentials will be shared with successful bidder if required.

The host-end should be adequately safe guarded with the best security measures possible. The hosting environment must be audited on regular basis by a certified security auditor and the audit report should be submitted to the Institute. The Institute will depute a system security auditor to audit the hosting system on regular basis.

The host-end system should be capable of keeping the data at least for 2 years plus one if the contract is extended.

15 Terms and Conditions:

- The bidders must sign / initial on all the pages of the RFP and give an overall undertaking that all the terms and conditions as specified in the RFP have been understood and will abide by the terms and conditions stipulated. This will have to be done while submitting the bid/s.
- In case if any bidder seeks to clarify any terms of RFP or have doubts that must be done at the pre-bid meeting stage only. After pre-bid meeting, no deviation from the RFP terms will be entertained and if any bidder is found to have deviated from the RFP terms, their bids will be rejected and they will be disqualified from the RFP process.
- The Bidder will provide a Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager should make on-site decisions regarding scope of the work and any changes required therein.
- The bidder shall provide all reference manuals, booklets, e-books and other materials required for the effective maintenance of the systems. (print copy 3 number and a softcopy)
- The technical proposal will be evaluated for technical suitability as well as for other terms and conditions.
- Functional & technical information of the solution being offered must be provided in the exact format as given in RFP.
- Selected bidder will have to sign a service agreement with the Institute, incorporating the requirements specified in this RFP
- The bidder shall bear all costs associated with the preparation and submission of the proposal, attending pre-bid meeting or arranging product walk through etc.
- The Institute may call for any clarification from all or any of the bidders in connection with their offers.



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While quoting, the bidders should anticipate the version / product changes during the entire project (TCO) period (for AMC period of 2 years which is extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.

- The service provider has to customise all gaps observed in the following stages of website maintenance contract.
 - UAT and
 - Implementation.
- The bidder will be responsible to provide complete documentation of the solution (three hard copies and a soft copy) which includes but not limited to the following:
 - User and technical Manuals; including Error Messages, their meanings and action steps.
 - Design and Analysis Manuals with the relevant data flow diagrams.
 - Detailed Architectural Design, including fail over methodology/ strategy at both Primary & DR Site.
 - Maintenance Documents.
- Post implementation of the website, a live support and call centre services have to be provided from 8AM to 8PM for 365 days.
- Bidder shall submit progress report for the project as per clause No.20 (Project Schedule) of this RFP. Bidder will be responsible to implement appropriate project control measures and report the gaps if any in timely manner.
- Bidder shall be responsible for knowledge transfer to the incoming bidder as and when required by IIBF
- At any point in time the bidder must provide entire site dump of the Institute website including the customized applications and databases and help the incoming bidder to restore the same seamlessly at the new site. The performance guarantee and any final payments payable to the outgoing service provider will be released only after smooth porting of the new website. This shall include amongst others, system walkthrough and hands on support for minimum of 4 weeks.
- Any effort by a bidder to influence the IIBF on any matter relating to the proposal, its evaluation, comparison, selection may result in the rejection of the bidder's proposal.
- Any changes in the business logic affecting the **existing applications** must be covered under maintenance charges.
- For development of **any new applications** that may take seven man days or less it should be covered under maintenance without any additional cost to the Institute. 15 applications in a year.



- For development of any new applications that takes more than seven man days, the charges will be paid on per man day basis. The per man day charges must be quoted as per annexure –I

16. Earnest Money Deposit (EMD):

- A bidder who wishes to respond to the RFP should deposit earnest money of Rs. 5, 00,000/- (Rupees five Lakh only) in the form of a Bank Guarantee from any commercial bank, valid for six months favouring IIBF and payable at Mumbai.
- Bank Guarantee should be accompanied by the technical bid. The EMD will not carry any interest.

16.1. Refund of EMD:

- EMD is refundable to unsuccessful bidders after completion of RFP process i.e. after declaration of successful bidder of the RFP process.
- EMD of the successful bidder shall be refunded after furnishing SLA and / or execution of Performance Bank Guarantee which would be 10% of the total commercial bid value of the successful bidder.

16.2. Forfeiture of EMD:

The EMD (earnest money) made by RFP bidder will be forfeited if the bidder-

- Withdraws the bid after acceptance by IIBF; or
- Withdraws the bid before the expiry of the valid period of the RFP; or
- Violates any of the provisions of the terms and condition of the RFP and SLA
- In case of a successful bidder fails to furnish the SLA and / or PGB in accordance with terms and conditions of the RFP document.
- Or in case the successful bidder picks up the order and does not proceed with the project. This period will be decided by the Institute.

17. Bank Guarantee

The successful bidder shall furnish the performance security equivalent to 10% of the total maintenance cost of website and total cost of AMC for 2 years in the form of Performance Bank Guarantee issued by a Commercial Bank in India which is valid for a period of 2 years. If the contract is extended, bidder has to furnish a fresh bank guarantee for the extended period.



18. Rejection of Bids:

The bids are liable to be rejected if:-

- 1) Received after the expiry of the due date and time.
- 2) Not received in sealed condition.
- 3) It is a conditional bid.
- 4) Not in conformity with the instructions mentioned in the RFP.
- 5) It is incomplete including non-furnishing of the requisite documents.

IIBF reserves the right to reject the tender/s without assigning any reasons. The decision of IIBF will be final, and no communication whatsoever will be entertained.

19. Project Schedule:

The successful bidder should take over the current website and start maintaining the same within 30days time from the date of issue of work order as time is the essence of the contract.

The contract will be for a period of two years from the date of hosting of the website and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.

20. Penalty for interruption in the services:

In the event of disruption in the services for a continuous period of 8 hours, IIBF at its discretion can impose a penalty in the sum of Rs.20000/- per day till resumption of the services.

The payment of the said penalty arises immediately on the failure of service provider to restore the proper services in question.

Notwithstanding any dispute/litigation between the Service provider and the third party in connection with the arrangement/understanding for whatsoever reasons leading to disruption/deficiency/stoppage of services to IIBF for a continuous period of 48 hours; the Service provider agrees without any demur to pay a penalty of Rs. 25 Lakh (Rupees twenty five Lakh only) to IIBF. The payment of the said penalty arises immediately on the failure of Service Provider to restore the proper services in question.

Such a default on the part of Service provider for whatsoever reasons in restoring the proper services to IIBF as aforementioned also tantamount to breach of these presents. Service provider agrees and understands that IIBF/Client has nothing to do with the terms/ understanding/arrangement between the Service Provider & third party and IIBF is neither bound by any such arrangement nor any duty/obligation whatsoever flows from the said agreement/understanding



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If the response time of the website is more than 3 seconds, for a continuous period of 2 hours at any point in time, a penalty of Rs.20000 may be levied for such block of nonperformance till restoration of proper services.

In case failure of registration of membership/examination or for any other services for a continuous period of 2 hours at any point in time, a penalty of Rs.20000 may be levied for such block of failure of registration till restoration of proper services.

21. Termination of contract:

Both the parties can terminate the contract by giving three months notice in writing:

- i. In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary.
- ii. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory and may invoke performance guarantee.

22. Payment Schedule:

(i) One Time Setup Charges:

The payment in respect of one time setup charges will be made as given below.

Milestones for payment	% of one time setup charges
Advance with award of contract	10%
Functional Specification Document, Detailed Specification Document	10%
Prototype Delivery	10%
Sing-off of User Acceptance Testing after commencement of hosting	60%
After one year of Performance warranty	10%

(ii) On Account of AMC:

Payment on account of AMC will be made at the end of each quarter of the calendar year which will be equal to 25% of yearly AMC charges.



23. Site Dump:

The bidder must supply the back up of entire website dump along with existing source code at the end of each quarter. The site dump has to be restorable and work seamlessly after such restoration. Further note that the hosting and backup to be taken care by the bidder no hardware infrastructure shall be provided by the Institute for such activity.

24. Non-Disclosure:

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 IPR of the content will vest with IIBF and the bidder agrees to deliver the content to IIBF at the end of the contract period.

25. IIBF reserves the right to:

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 reasons whatsoever.

The Institute also reserves the right to cancel this RFP or go for a fresh one with or without any amendments without any liability or any obligations.

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

Bidders are requested to offer the best price, item wise (inclusive of taxes), along with other terms and conditions on or before **22nd July -2016 by 2.00 pm** in sealed envelopes duly super scribed **‘Proposal for, Hosting and Maintaining the Institute’s website’ (Technical-Information only) ‘Proposal for Hosting and Maintaining the Institute’s website’ (Commercial-Information only) (this should contain two separate envelopes Envelop-1 and Envelop-2 as mentioned in clause No.11.5 of this RFP).** The technical and commercial envelopes should be enclosed in a bigger single envelope super scribing **“Proposal for Hosting and Maintaining of the Institute’s website” and the same should be forwarded to the below address:**

**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

Commercial Template for one time setup as well as Hosting and Maintaining for the website

Sr. No	Particulars	Amount in (Rs.) (Annual maintenance Charges shall be constant for 2 years and for the extended period)
1	One time setup charges for hosting and Maintaining the existing website.	
2	Charges for 90 man days for developing any new application that takes more than seven man days.	
3	Annual Maintenance Charges for Hosting and Maintaining the website for 2 years.	



Annexure –II (Broad indicative Scope of the Work)

The Institute seeks proposal for hosting and maintaining the existing website under the new environment, covering the below given links and transactional portion of its existing website. The bidder, therefore, must study the IIBF website and maintain all the features and functionalities currently available with it.

Particulars related to various tabs on IIBF Website.

Informational details:

The informational part of the website must cover and disseminate all the details of the products and services offered by the Institute covering the following pages of website:

Home page

- The Home page must display a time stamp indicating the following:
 - Date on which the information was posted on the website.
 - Date on which the content was last reviewed and/or modified.
- Home page must be accessible from any other page in the website.
- Separate webpage link has to be provided on top of the home page to navigate to the PDC's of IIBF.
- There will be links to display details for various classes of business of IIBF i.e. like Training, Seminars, and Certifications etc. On clicking each line it should take to a page which should give details of these items and short write up on our strengths. Each line would require one page which can be graphically enhanced.
- Hit counter, which would track the number of hits from various geographical areas, should be available.

Mini menu

Home | Sitemap |Photo Gallery | Contact Us

CEO Message



About Us

- History of IIBF
- Mission and Objectives
- Governing Council
- Committees
- Editorial Board

Membership

- Classes of Membership
- Ordinary
 - Online Registration
 -
- Associate
- Fellow
- Institutional

Education

- Courseware
- E-learning(Hyper link to third party server/s)
- Video Lectures (Hyper link to third party server)
- - JAIIB/DB&F
 - CAIIB
- Contact Classes
- Inclusive Banking
- Subject Updates
- Master Circular
- Finance Quotient Learning Vault
- Monthly Column

Examinations / Courses

- Flagship/Associate
- Diploma
- Certificate
- Blended Courses
- Management Courses



Photo gallery / Media Gallery

An advanced photo gallery should be developed to publish best quality photos on the website. Some of the unique features of the Photo gallery should be:

- Should have facility to view/add/edit/delete Images in JPEG, JPG, PNG, GIF and SWF formats etc.
- To allow uploading of Image Name, Image, Image Description and Meta tags for each image.
- Should be accessible across all browsers like Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera etc. and on all different resolutions.
- Event-wise photographs should be listed under this section. Each photograph would have a brief description.
- All photographs would be listed in thumb nail (small) size and on clicking on the photograph it should be opened in a new window with original size.
- Events Calendar: List along with details of all forthcoming events should be mentioned under this section. When the date of event passes it should automatically be moved to archives section under events.

Press

Includes Press release (All press releases from IIBF should be listed under this section), presentations, important dates, newsletters, contact persons and webcasts-audio & video.

Careers

- To Publish Employment/vacancies/notices on the website provided only by the IIBF Website Administrator.
- Any modification done with the information in careers must capture the information in the database like modification date, user login and reason for modification etc.

Download Section

- This should Include downloading of various documents including forms, RFP's / tenders, RFP / tenders result, wage revision & other documents. All forms originating from IIBF should be listed under various categories under forms and downloads sections. The format for all should be PDF file.
- For each file, brief description along with size of file should be mentioned. Also these forms should have a valid date and after the expiry date, it should automatically be moved to archives section under forms and downloads. IIBF's Corporate Brochure should be in e- book format which can be flipped easily. An open source software / add-on can be used to present brochure in a flipped magazine format.



RFPs / Tenders

- The visitors to the site should be able to view the RFPs / tenders pertaining to departments. The tender would be listed category-wise and date of expiry-wise. If a corrigendum is issued for the tender then it should be listed below that tender.
- On expiry of the last date of submission the tender should be moved to archives section of RFPs / tender. Also cancelled tenders should be listed under cancelled tenders section under RFPs / tenders.

Important Links

Links to various important Banking and Finance organizations like Finance Ministry of India - Insurance Division, IRDAI, RBI, Other Finance related websites etc... should be provided.

Frequently Asked Questions

The website must have provision of frequently asked questions along with answers to those questions. A list of questions will be provided by IIBF as and when required to be published.

Sitemap

The website must have the facility of sitemap navigation. Website elements and Sitemap (The sitemap and elements will be finalized during the SRS (Software Requirements Specification) Phase of the project by IIBF).

Archival management System

The content must be automatically removed from the website once it gets expired. There must be mechanism for getting reference of the archival documents for future reference on the website.

Archives

- **Annual Report**
- **Bank Quest**
- **IIBF Vision**
- **Memorial Lectures**
- **Virtual Classroom - Faculty Presentations**
- **IBSS-2009**
- **10th Bank HR Conference**
- **Leadership Centre - Faculty Presentations**
- **IIBF Kohinoor City campus Program**
- **New Courses - Launch Function Videos**
- **APABI International Conference 2014**
- **23rd IFMR Certificate Course in Project Finance**



Feedback / Grievance handling

Provision must be made available for visitors to the IIBF website to post feedback / grievance through the IIBF website. The Provision of the feedback / grievance can be activated as per the requirement of IIBF by providing links shown as below.

- **IIBF Appreciation**
- **Ordinary Members Feedback**
- **Institutional Members Feedback**

Deliverables:

Bidder has to handover the Source Code , Patches & Releases (If any), Application Software, all content used in the Designing of the Website, along with Technical Documents, user Manual, functional Manual, installation guide and any other details if required for hosting and maintaining the website for the purpose of copyright and intellectual properties.

Tiles:

- **On-Line**
- **Registration / Services**
- **Publication**
 - List of books
 - E-books
 - IIBF Vision
 - Bank quest
 - Fin@quest: Online magazine must be published on daily basis and sent to registered users through e-mails. For this the bidder should have an editorial team to procure and compose the fin@quest by formatting the banking and finance new items from various national, international resources. The news of equity, commodity, bond, and Forex markets etc... should also be covered. The news with regard to various regulatory bodies of national and international should be captured regularly. The bidder should provide the structure and the team members involved in composing the e-magazine with their profile.
- **Training**
 - Program list
 - E-Training
- **Research**
 - Micro/Macro
 - Diamond Jubilee



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- **CPD**

- Seminars
- Memorial Lectures
- Certificates

- **Consultancy**

- National
- International

- **Collaboration**

- MOUs
- Accreditation
 - BC/BF
 - DRA
 - Other ATIs

- **Other links:**

Exam Related / Important Notice / Announcements / Members / Candidates Support Services (Help)

Website must contain the webpage for publishing the latest Exam Related / Important Notice / News / Announcements / Events / Members / Candidates Support Services (Help)

- Exam Related (Appropriate hyper links should be displayed from time to time)
- Important Notice (Appropriate hyper links should be displayed from time to time)
 - Notices and Circulars: All notices and circulars originating from IIBF should be listed here. The notices and circulars should be listed date-wise. All notices and circulars should have a valid date and after date expiry it would be automatically moved to archives section under News and Announcement.
- Announcements (Appropriate hyper links should be displayed from time to time)
 - The contents in News/Announcement must be controlled by the Website Administrator using DCMS (Dynamic Content Management System).

- **Bottom menu:**

- Home
- FAQs
- Sitemap
- Contact Us
- Photo Gallery
- Policy Terms of use



The following are the transactional aspects of the website:

The transactional activities - (Online Payment Activities)

- **Member registration**-→
- **Membership renewals**
- **Duplicate I-card**
- **Examination Enrolment** --→By the candidates
 - -→BY the accredited Institute
- **Education**-----→Publication-→Books, Bank Quest, vision and fin@quest
 - Mock test
 - E-books
 - E-learning
 - Video Lectures
 - Digital library
 - All necessary Reports
- **Training**-----→
 - Any program conducted at CO and PDC(at Zones etc)
 - E-Training
 - All necessary Reports
- **Contact classes**
 - Reports

Other activities:

- Edit members' profile for specific fields only
- Admin module for above activities
- All necessary Reports (Parameterisable MIS reports, Exception reports, payment gateway related etc., Presently there are about 30 reports). For details refer Annexure –III
- Integration with Institute's applications/Database and with third party applications as per the Institute's requirements (through batch mode or online). The bidder should take care of all the issues arising out of the integration of various applications and resolve the same seamlessly in co-ordination with the third party vendors
- **Backup Activity:**

A quarterly backup copy of entire website must be forwarded to the Institute which should be restorable from time to time, if need, be with mock drills. Hosting and backup to be taken care by the bidder no hardware infrastructure shall be provided by the Institute.



Annexure-III (Reports of 3 categories)

1. Date wise all transactions with e-mail options (MIS)
2. User management with Roles(Admin)
3. Successful payment transactions date wise(PG)
4. Failure of Transactions date wise(PG)
5. Transaction failure reasons date wise(PG)
6. Payment option wise transaction details(PG)
7. Duplicate I-Card – Successful transactions(PG)
8. Duplicate I-Card – Failure of transactions(PG)
9. Duplicate I-Card – Transaction Failure reasons(PG)
10. Duplicate I-Card – Payment option wise report(PG)
11. Downloading the data from website-----→Complete data(Admin)
 - Edit Profile data
 - Audit log
 - Images of photos, signatures and I-Cards
 - Audit log of images
12. Search options -----→Successful Transactions with membership number (MIS)
 - Failure of transaction
13. De-activation of new membership (Admin)
14. Payment refund details from the payment gateway vendor (Admin)
15. Masters (Admin)
 - Examination Masters
 - Period master
 - Miscellaneous Parameters Master
 - Subject Master
 - Centre Master
 - Fee master
 - Medium master
 - Institute master
 - Exam activation master



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- Eligible candidate master
- State code master
- Designation Master
- Qualification Master

16. Dashboard (MIS) (with reports)

17. AMP successful transactions (PG)

18. AMP failure transactions (PG)

19. AMP transactions failure reasons (PG)

20. CMS Transactions reports (MIS)

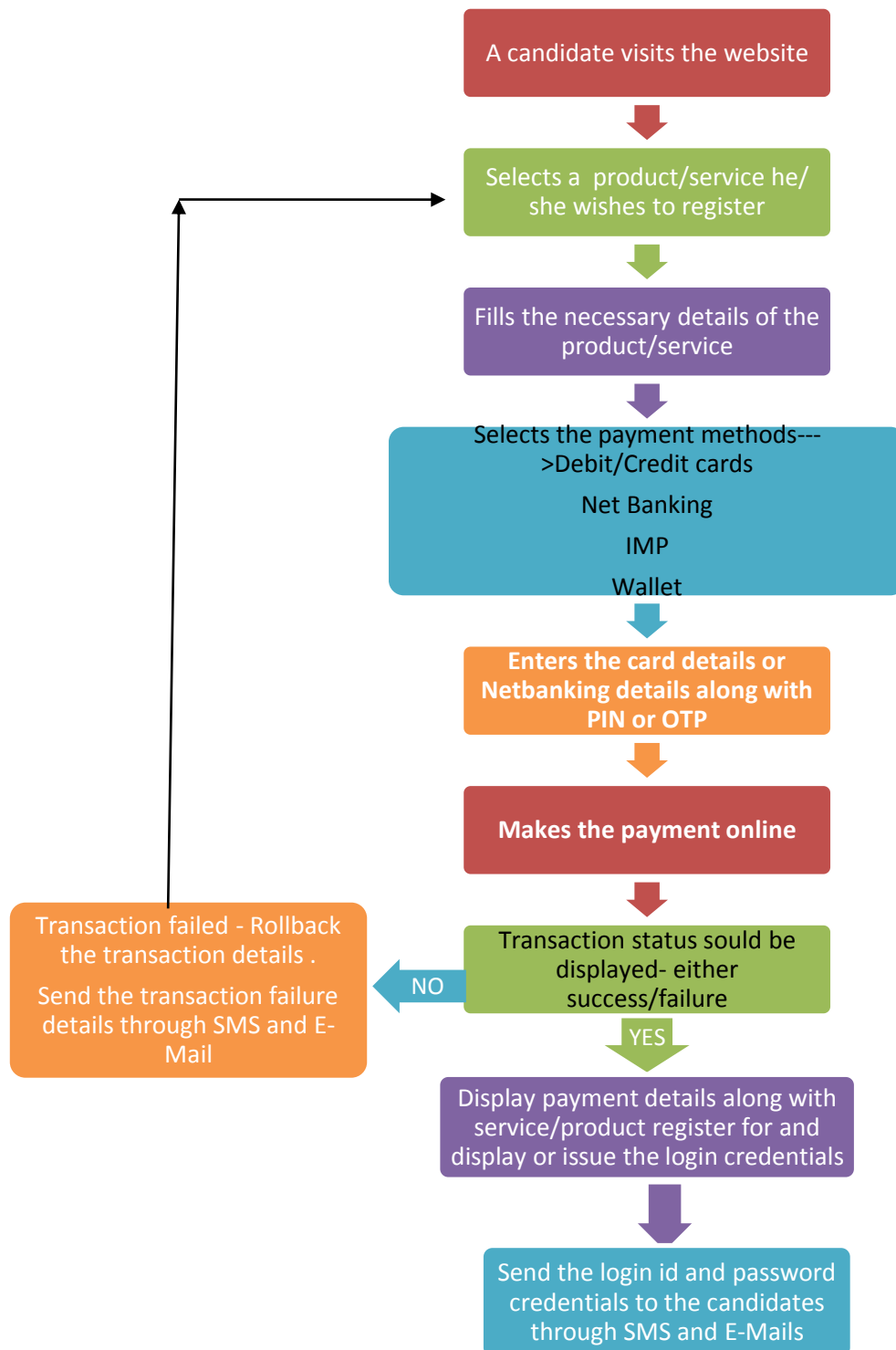
Data Migration:

The bidder who gets the assignment should take care of the data migration seamlessly from the existing website.

Audio/Video editing: the service provider should take care the editing of audio and video from time to time and link the same on the website.



A broad level business flow diagram for online services/online payment activities is as given below



For all transactions the system should store all the details entered by the candidate. Service/Product enrolled, Transaction details, Transaction status in the database



ANNEXURE - A

STATEMENT OF WORK

This Statement of Work (“SOW”) is made and entered into this ---, day of ----2016 by and between Indian Institute of Banking & Finance(IIBF), having its office at Kohinoor City, Commercial II, Tower I, Second Floor, Kirol Road, Kurla – West, Mumbai – 400 070. (“Client”) and ----- in connection with a certain project (“Project”) identified below.

I OVERVIEW

1.1 Project Commencement Date: -----

1.2 Project End Date (projected): -----

1.3 Project Description: “The Indian Institute of Banking & Finance (IIBF) is a professional body of banks, financial institutions and their employees in India. IIBF is a premier ‘distance learning’ Institute in banking and finance education for those employed as well as seeking employment in the sector, aiming for professional excellence.”

The (BIDDER NAME) must host and maintain existing website covering the services indicated in Annexure –II of the RFP

(Name of (Bidder Name)) will host and maintain existing website based on the requirements given by IIBF.

- (a) The website should be seamlessly accessible over PCs, LAPTOPs, Tablets and Smart Phones etc. The website must be portable on latest mobile Operating systems such as Android, Apple iOS, Windows OS, and Blackberry OS etc., in a wireless network.

II PROJECT DETAILS

- **Project Contacts (primary contact details):**

IIBF:

Mr. G N Rao
Joint Director-Academics
“Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla - West
Mumbai – 400 070.

(Bidder Name) – Project Co-ordinator details)



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- **Deliverables:**

- Functional Specifications Document (FSD)
- Design Specifications Document (DSD)
- Prototype of the website
- Alpha Level website
- Final website

- **Content**

- The information for the website will be provided by IIBF to (BIDDER NAME) at the beginning of the project. The broad list of the various applications, reports etc., are given in the RFP. The final list of the applications may be finalized during SRS stage. (i.e., system requirements specifications stage)

IIBF will provide assistance in vetting the content of the website and also testing the applications before user acceptance.

- **Media**

- The website must cover images, graphics, animations, audio, and video with interactivity with personalized view.
- All screens will have static or dynamic conceptual graphics (photographs, images to should be used from the (BIDDER NAME) photograph library).
- In case a specific image is suggested or required, which is not available in the (BIDDER NAME) library, (BIDDER NAME) would suggest alternate images that are available in its graphics library.
- IIBF may provide logos, sample documents, etc. - if any required by the (BIDDER NAME).

- **Management**

- IIBF will provide a single point of contact for all business requirements understanding. This resource will be responsible for approving FSD, DSD, solution design, and baseline project plans.
- This resource will involve any other IIBF resources if required. This resource will be responsible for regular project reviews, tracking and monitoring with (BIDDER NAME)'s Project Manager.

- **General**

- The timelines are based on the current understanding of the total learning time and corresponding number of modules and complexity of screens.

- **Schedule for hosting and maintaining the website :**

The successful bidder should take over the current website and start maintaining the same within 30 days time from the date of issue of work order.



IIBF Request for Proposal for Hosting and Maintaining the Web Site

III Term of this Statement of Work

This Statement of work shall be valid up to -----

IN WITNESS WHEREOF, the parties hereto each acting with proper authority has executed this Statement of Work as of the date set forth above.

Client	(Bidder Name) signing authority
By:_____	By:_____
Name: _____ Print or Type	Name: _____
Title: _____	Title: _____
Date:_____	Date:_____



Annexures - B, C, D & E

This statement of work (“SOW”) is made and entered into this -----by and between Indian Institute of Banking & Finance (IIBF) (“Client”) and ((Bidder Name) name)(“Service Provider”) in connection with a certain project (“Project”) identified below pursuant to the Master Agreement (“Agreement”) between Client and (service provider name) dated -----.

The terms and conditions of the Agreement shall govern the relation between the parties and shall be binding upon both the parties, except as mentioned herein below.

I. Overview

1.1. **Project Commencement Date:** -----

1.2. **Project End Date (projected):** -----

1.3. **Project Description:** Indian Institute of Banking & Finance (IIBF) has engaged ((Bidder Name) Name) to maintain existing website for online registration of all its products and services and that (BIDDER NAME). To fulfill the requirements of IIBF, (BIDDER NAME) had proposed to maintain the Admin Module to be integrated with a 3rd party payment gateway for online registration and subscription of its products services.

II. Project Details

2.1. **Project Contacts (primary contact details):**

Indian Institute of Banking & Finance (IIBF) Contact Information:

Name: G N Rao

Title: Joint Director - Academics

Address: Indian Institute of Banking & Finance

“Kohinoor City, Commercial II, Tower I,

Second Floor, Kiroli Road,

Kurla - West

Mumbai – 400 070.

E-Mail Address: gnrao@iibf.org.in

(BIDDER NAME) Contact Information:



2.2. SCOPE OF ADMIN MODULE

In addition to maintaining website, (BIDDER NAME) should also maintain the Admin Module for user registration and subscription of various products and services of the Institute, once the payment is received by a payment gateway using credit cards/debit cards/ or over internet banking / mobile payments (IMS) etc... The admin module should provide an access to all the services of the Institute registered by candidates. For online payments, the admin module should be integrated with a 3rd party payment gateway. The details of the 3rd party payment gateway will be provided and facilitated by IIBF. The 3rd party payment gateway would provide merchant transaction services allowing registered users to use various online payment channels for registration of the products and services offered by the Institute.

The Admin Module should be hosted, managed and maintained by (BIDDER NAME) and a link should be provided to IIBF to access the website. The details of these Admin Module should be finalized during requirements study phase and must be captured in the Functional Specification Document.

Following is a list of activities that would be carried out by the Bidder as part of the project lifecycle:

- Carrying out a detailed system study to understand IIBF's requirements for website and the Admin Module. The onsite system study would include understanding the functional requirements, screen level changes (addition, deletion of data fields), bandwidth availability and its requirements. Any additional requirements/customizations or Screen level changes (addition, deletion of data fields) should be analyzed by (BIDDER NAME) forms part of the scope of the work. Functionality changes / additions, screen level layout changes to the website, data migration from any existing systems at IIBF, and integration with existing IIBF's back-end systems should form part of the scope of the current project.
- Preparation of the Functional Specifications Document (FSD) listing the detailed working of functionalities within the website and Admin Module and changes / customizations to (if any). IIBF would be required to provide sign-off the FSD to the (BIDDER NAME) to start working on the website and Admin Module and should take care the changes discussed / finalized during the system study phase.
- Customizing to meet the branding guidelines of IIBF for color and company logo. Screen layout changes will included in the scope of work.



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- Testing of the Admin Module and final version of the website within (BIDDER NAME)'s internal testing infrastructure and at Institute's site.
- Hosting of the Admin Module and Website.

Maintenance of the website and Admin Module by (BIDDER NAME) for a period of 2 years from the date commencement of the hosting date and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.

- The scope of work included under maintenance is described under the Maintenance section (Annexure D)
- Administration of the Admin Module and website would be done by (BIDDER NAME)
- Level 1 and Level 2 support to end-user via email or phone shall be provided by the bidder. In case required the bidder should extend the support services on Saturdays, Sundays and bank holidays. A detailed description of the services provided under the support specifications has been provided under the "Maintenance and Support" section of this SOW.
- IIBF will provide the sign-off on the final version of the Admin Module and Website deployed in the hosting environment.

2.3. ASSUMPTIONS

- Technical
 - The Website and Admin Module would be provided in English language only
 - The Website and Admin Module would be designed to work with any standard Application server and Standard RDBMS as the database server.



IIBF Request for Proposal for Hosting and Maintaining the Web Site

- The website and admin module should be accessible with any standard browsers such as Internet Explorer, Firefox, Chrome, and Safari in all versions of browsers(lowest to highest versions)

2.4 Management

- IIBF will provide a single point of contact to enable (BIDDER NAME) to capture all the relevant details of the business requirements. This person will be expected to:
 - Involve other IIBF personnel or other external sources of information as required
 - Be responsible for regular project reviews, tracking and monitoring of the project with (BIDDER NAME) team.
- Providing requisite information for online registrations of various products and services offered by the Institute.

2.5. NOT IN SCOPE

- Any onsite visit to IIBF offices outside Mumbai
- Multilingual versions of the Website and Admin Module

2.6. SUPPORT SERVICES

Level 1 Support

Level 1-support services involve receiving end users complaints through the support team at (BIDDER NAME) on a dedicated email address provided by (BIDDER NAME). Emails received from the support team at (BIDDER NAME) are classified as level 1 or level 2 support requirements based on the complexity of the issue / change request. In most cases if the issue is trivial in nature the solution is provided to the user either through email or by contacting the IIBF personal identified for the project.

Any mails or requests for updation, deletion, and uploading the data or information on the website should be attended within 2 hours of time after receipt of such requests. If any requests for updations come from outside world other than IIBF staff, such requests should be confirmed with the Institute before affecting such updations.

In cases where the first level support is not able to resolve the problem online, the call is logged and routed to the second level support team. In such cases,



typically no known work around or simplistic workaround exists for the problem.

Often the source of the problem could be from more than one source – such as at the infrastructure level, database level, or the application level. In such cases, the first level team will diagnose the problem and route it to concerned second level support teams. The first level team also assigns the severity or priority for the calls.

Level 2 Support

The second level team receives the call from the first level team and analyses the same for known workarounds and/ or fixes that need to be done to address the problem.

In cases where the fix is non-trivial and requires substantial development effort, the call is passed on to the third level support team. Activities performed by the second level team include:

- Bug-fixing and testing of application defects that prevent the application from processing accurately or producing correct results or causes the application to have an abnormal end prior to job completion

Communication

If there are any discussions over the telephone, a document containing all the relevant points of the discussion will be placed on record and distributed by the bidder regularly.

An email id will be created in the (BIDDER NAME) mail server. All mails from IIBF end users will be sent to this mail id and will then be forwarded automatically to the relevant team members. This mail id is to be used for communication regarding support.

IIBF and (BIDDER NAME) will appoint project managers to act as the single point of contact for all projects related communications. All emails regarding support and development activity should be copied to the respective project managers during project period.

Severity Levels

All cases will be assigned one of the following severity levels:

Production Down: This severity is assigned when the Software is in production use, and the Program Error causes one or more of the following situations resulting in the Client being reasonably unable to work at any point in time:



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The Software hangs indefinitely or there is severe performance degradation causing unreasonable delays for resources or response.

- The Software crashes repeatedly.
- Data output generated by the Software is corrupted.
- A vital core function of the Software is not available and there is no workaround.

Critical: This severity is assigned when the Program Error is not a Production Down or Implementation Down problem, but causes a severe loss or degradation of the performance of a critical function of the Software. Operation of the Software can continue but in an unreasonably restricted or delayed fashion that impacts critical business processes. There is no acceptable work-around available.

Major: This severity is assigned when the Program Error is not a Production Down, Critical or Implementation Down problem, but causes a partial loss or degradation of performance of an important function of the Software (or is a verified functional defect in the Software) with limited impact on the Client's operations. The problem may require use of an available temporary work-around to maintain the functionality until a more permanent solution is developed.

Minor: This severity is assigned when the Program Error or support request is not a Production Down, Critical, Major or Implementation Down problem, but is one of the following:

Minor functional problem causing minor impact on the performance of the Software.

Severity Assignment

IIBF initially specifies case severity when it reports the problem, based on one of the above severity levels applicable to the circumstances of the particular problem. After reviewing and evaluating the details of the problem submitted by IIBF, (BIDDER NAME) Support will reasonably assign a severity level to the case. If IIBF does not agree with the severity designation, IIBF will be asked to provide additional information in the form of a business case that substantiates a higher severity.



Response Times

(BIDDER NAME) Support target response times are determined for cases based on the assigned severity. All response times are measured from the time the problem report was received by (BIDDER NAME).

Severity	Target Response Time for Standard Support
Production Down	2 business hours (Mon-Fri) in one time zone
Critical	4 to -6 business hours (Mon-Fri) in one time zone
Minor	1 business day (Mon-Fri) in one time zone
Major	2 business days (Mon-Fri) in one time zone

In case of a production down scenario, (BIDDER NAME) would try to resolve the issue within the same day itself. In case we need more information about the issue, then it might take us more than one day to find a resolution to the problem. The time period required for the fix would depend on the complexity of the issue. In most cases it would not be more than a day, but in worse case scenarios the resolution time could run into 2-3 days.

The above response times are applicable based on the client's availability to provide the necessary information to the (BIDDER NAME) support staff. (BIDDER NAME) expect that the client would provide all information required by the support staff to resolve the issue amicably.

In some cases end users might not provide the required information to the client's support team. In such cases the client's support staff might not be in a position to explain the issue with relevant details to the (BIDDER NAME) support personal. This might lead to a possible delay in the resolution of the problem.



2.7. Specimen Project Plan:

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
Analysis	System Study for Admin Module and website Demo												
Documentation		Functional Specification Document and GUI Design											
Testing									Product Testing and Changes				
Alpha Delivery and Review										Alpha Delivery and Implementation of IIBF Review Comments			
Gold Delivery													Final Delivery and Signoff

(BIDDER NAME) will share the detailed project plan with IIBF, once the system study phase is completed.



II. Financial Details [ANNEXURE B]

Maintenance Cost:

Hosting, maintaining cost of the website and Admin Module The cost provided below also includes maintenance contract (AMC) for 2 years from ----- 2016 to ----- - 2018 and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.

Hosting and Maintenance Cost for per annum for 2 years (from ----- 2016 to ----- 2018) is: Rs. /-(**Rupees ----- only**). The payments will be made in 4 equal installments in a year after satisfactory performance of the previous quarter.

- The detailed project plan should be submitted after the onsite system study
- Approval & Acceptance of deliverables: Shall be as per the terms of the Master Agreement

III. HOSTING [ANNEXURE C]

Hosting of the IIBF WEBSITE will include the following activities:

- Deployment of the website in the hosting environment
- The contract and SLA would be between the Hosting provider and (BIDDER NAME) and IIBF will not be party to the hosting contract and service level agreement.
- A dedicated man power should be made available onsite at the corporate office of the Institute, Mumbai to attend any queries/support during office hours to attend any exigencies/examination etc,

IV. MAINTENANCE [ANNEXURE D]

For patch release, (BIDDER NAME) will create a document stating the files, which have been updated along with the location in the application folder. The document would also state the issues addressed in the released patch. The turnaround time of providing a solution to these requirements will be between 1 working day to 5 working days, depending upon the criticality of the problem as well as the scope of work requested by the Client.

Changes/ scope of work covered:

Any change request that requires less than 1 working day or 8 working hours of effort to resolve and test will be included under this maintenance agreement. With the exception of a Software Defect, which will be fixed regardless of estimated effort, all decisions to include or not would be taken by the Project Manager, approved by the Client, and reviewed by the Chief Architect of website from bidder side, from whom clarification can be sought in case of doubt. Change requests that require more effort would have to be treated outside the scope of



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this Maintenance agreement and will be considered separately under Change Request as described below

Description of the Services

Maintenance of the IIBF website will include the following activities:

- Fixing any bugs/ issues with a functionality or page. Changing the textual content of various pages as provided by the client given that these textual changes may lead to layout changes on the specified screen and such changes must be taken care by the bidder
- Replacement / modification of the existing graphic elements on various web pages. This would not include redesign of the layout or changing the graphical user interface of the various web pages. Any data extraction to be done over and above the existing reports to extract any existing information as long as it does not require creation of any new data fields, changing the database structure or the existing data to be processed to generate the required output. Formatting of extracted data such as putting into an excel sheet with proper heading etc is must be included in the maintenance scope.
- (BIDDER NAME) would validate any request from the client to ascertain the nature of the request. Based on the analysis carried out by (BIDDER NAME) the request would be categorized as an issue, maintenance request or enhancement/change. The same would be discussed with the client and prior approval taken before work is started on any request.
- Visit to client premises or premises (offices) of IIBF's internal clients are not within the scope of this maintenance contract.

Change Request:

This Scope of Work form, when there is change request or enhancement required in the existing product that does not fit within the scope and cost of Maintenance Agreement. Any change request will be articulated by the customer and the same would be documented and time lines would be submitted by (BIDDER NAME).

Acceptance criteria:

For Change Request, all approvals will be done as per the change request document which will be shared between the customer and (BIDDER NAME). Invoices will be sent to the customer on the acceptance of the delivery.



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Engagement and Reporting:

(BIDDER NAME) would maintain a log of each request (Maintenance activities and Change Request) and the same will be shared with the customer whenever required.

In case of a Change Request, customer will be directly communicating with (BIDDER NAME) as it is a change request or enhancement on the current application. (BIDDER NAME) would maintain a single point of contact wherever possible for all client communication and correspondence.

V. ADMINISTRATION [ANNEXURE E]

Administration of the IIBF WEBSITE will include the following activities:

- (BIDDER NAME) administration module should enable to create login credentials (user ids and passwords) forward the credentials through e-mail and SMSs to candidates. (BIDDER NAME) administrator must provide any additional reports as per the needs of the IIBF and forward the same as and when requested by IIBF apart from the reports mentioned in the scope of the RFP.

(BIDDER NAME) administrator to acknowledge to user questions / queries as per response times mentioned under support service clause of this agreement.

- (BIDDER NAME) administrator to create and assign/de-assign administrative roles to users as per the request from IIBF

VI. Term of this Statement of Work:

This Statement of Work shall be valid for a period of -----months for the period from ----- until and including -----.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority has executed this Statement of Work as of the date set forth above.

CLIENT	(BIDDER NAME).
By:_____	By:_____
Name: _____ Print or Type	Name: _____ Print or Type
Title: _____	Title: _____
Date:_____	Date:_____



ANNEXURE – F

(TO BE SUBMITTED ON THE COMPANY LETTER HEAD)

DECLARATION FORM

I/We hereby solemnly declare and certify that I/We have read and understood all the terms and conditions of the RFP for “Maintenance of IIBF Website. I/We agree to provide the support and services mentioned in the clause “SCOPE OF WORK” vide Annexure - II of this RFP. It is also certified that the Firm / (BIDDER) are never been black listed by any agency. All the terms and conditions mentioned in this RFP have been understood and acceptable to us. We are submitting all the relevant documents duly filled in, signed, and stamped on each page.

Name in Block Letters:

Designation:

Place:

Date

Signature

Company Seal

Annexure IV

Service Agreement

Agreement entered into this _____ day of _____ 2016
BETWEEN ----- a company
registered under the Indian Companies Act of 1956 having its office at ----
----- India hereinafter referred to as the

“Service provider” which expression shall unless it be repugnant to the
context or meaning thereof mean and include their successors in interest
and permitted assigns) of ONE PART

AND

Indian Institute of Banking & Finance, (formerly The Indian Institute of
Bankers)a company registered and incorporated under the Indian
Companies Act, 1913, having its corporate office at Kohinoor City,
Commercial II, Tower I, Second Floor, Kiro Road, Kurla –

West, Mumbai – 400 070 hereinafter referred to as the “Client” which
expression shall unless it be repugnant to the context or meaning thereof
mean and include their successors in interest and permitted assigns) of the
OTHER PART.

Collectively both referred to as “Parties “and individually as “Party”.

Recitals

(A)

Whereas Bidder is a Service Provider and creates of web-based products.

(B)

(i) And whereas Client is a professional body of banks, financial
institutions and their employees in India.

(ii) The client had issued a Request for Proposal (RFP) to select a Service
Provider for hosting and maintaining its website on the lines of its existing
website (www.iibf.org.in). The Service provider, pursuant to the terms of
the RFP has agreed to take over the current website, host and maintain the
same. The RFP forms part and parcel of these presents and shall be
referred for giving effect to any of the terms/understanding or as the case
may be.



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Scope of contract	(C)	The Service Provider shall host, maintain and provide administrative support in respect of the website as defined in ‘Annexure A, B, C, D and E’ respectively during the term of this agreement on the terms and conditions set out below, for the price to be paid by the Client in respect thereof.
	D.	The parties hereto have decided to enter into an agreement, being these presents, setting out the terms and conditions on which Service Provider would provide their services as defined in clause (C) above and more particularly described in the respective Annexure accompanying hereto forming part and parcel of this Agreement.
	E.	This Agreement will come into effect from - - - 2016 to 2018 and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.
Definitions	1.	In this Agreement, the following words and expressions shall have the following meanings.
	1.1	Acceptance: acceptance by the Client that the Deliverables or the Master (as the case may be) conforms/s to the FSD(Functional Specification Document) and DSD(Design Specification Document) and /or the FDSD(Functional and Design Specification Document) as applicable as hereinafter defined.
	1.2	Bug Fix: means any trouble shooting, patch, error correction to the website that corrects an Error and/or improves performance of the website but which does not add any new functionality.
	1.3	Client supplied content (CSC): content supplied by the Client for inclusion in the Products including but not limited to textual and other material, content manuals, unedited media, video clips, video elements, tools for product development, keyboards etc.
	1.4	The Service Provider agrees to deposit the site dump periodically with the client. The same should be restorable seamlessly.



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	1.5	Design specification document (DSD): It is a document duly described in the SOW (Statement of Work) DSD which determines in respect of the deliverables the instructional design, visual design, navigational elements, communication design inclusive of icon design, element design and outline of text, illustrations, photographs, video, animation, charts, graphs, formulas and voice over of the entire website content more specifically mentioned in these presents.
Maintenance Period	1.6	This maintenance period would be for 2 years commencing from - - - 2016 and would be valid up to ----- 2018 and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.
	1.7	Functional specification document (FSD): It a document duly described in the SOW. FSD which sets forth the program content, program sequence, and program structure of the deliverables in detail.
	1.8	Functional and Design specification document (FDSD): a document which is a combination of the Functional and Design specification document and is applicable depending upon the nature of the project. The FDSD would be described in the SOW.
	1.9	Project Co-ordinator: a co-ordinator appointed by the Client to co-ordinate work on the Products on behalf of the Client.
	1.10	Permitted Users: mean Client's employees, agents, customers and representatives.
	1.11	Price: shall have the meaning as set forth in this agreement or the SOW
	1.12	Upgrade: means any update, upgrade, patch, new version or other modification to the website that adds new functionalities.
	1.13	Working Day: a working day shall be any day other than a Sunday or official bank holiday in India. However, if the exams are conducted by the client on those days, it will be deemed as a working day.
	1.14	Statement of Work (SOW) - All assignments performed by Service Provider under this Agreement shall be in accordance with individual Statement of Works.



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		NOW THIS AGREEMENT WITNESSETH AS FOLLOWS
Payment	2.	<p>In consideration of the Price to be paid at the said times and in the manner set forth in the SOW 's as 'Annexure A,B,C,D and E respectively', (a) the Service Provider shall host and maintain the website in accordance with the design documents as described in the SOW;</p> <p>(b) the Service Provider shall during the term of the agreement provide the Client hosting services in respect of the website</p> <p>(c) The Service Provider shall during the term of the agreement provide the Client maintenance services in respect of the Admin module.</p>
	2.1	Signature by the Client or its authorized representative on the said documents (SOWs/ DSD / FSD/ FDSD) marked as 'Annexure's' from time to time above imply consensus and Client acceptance of content of the Deliverables. All Annexure's attached hereto shall be an integral part of this Agreement and shall be valid and binding upon the parties.
	2.2	All payments as referred to hereinabove shall be due within a period of 30 days from the date of receipt by the client and all delayed payments without any reason beyond such period may attract interest charge @ SBI base rate per month or the maximum rate permitted by applicable law, whichever is lower, unless the same is withheld for the reasons brought to the notice of the Service Provider.
AMC	3	<p>The AMC is for hosting, maintaining of the website and Admin Module. The maintenance contract (AMC) is valid for 2 years from ----- 2016 to ----- - 2018 and extendable for one more year on half yearly basis at a time on same terms and conditions as the original agreement.</p> <p>The payments will be made in 4 equal installments in a year after satisfactory performance of the previous quarter.</p>
Mode of payment	4	All payments due to the Service Provider from the Client are to be made online/Cheque/DD to Service Provider's bank account.
Commence ment of work	5	The Service Provider should commence the maintenance of the website as per the time schedule given in RFP.



Time of essence	6	The Service Provider acknowledges that time is the essence under this agreement.
Confidential Information	7.1	Each party hereto agrees to keep in confidence all information relating to or acquired from the other in connection with the performance of this agreement, including, but not limited to, the deliverables, the SOWs, the DSD, FSD and/or the FDSD and also the client supplied content.
	7.2	Each party agrees that it will not publish, communicate, divulge, disclose or use any information described in Section 7.1 above except for the purpose of furthering the performance of their duties connected thereto. In the event of a breach or threatened breach of the provisions of this Section 7.2, the non-breaching party shall be entitled to an injunction restraining the breaching party from disclosing or using, in whole or in part, such confidential information. Nothing herein shall be construed as prohibiting either party from pursuing any other remedies available to it for such breach or threatened breach, including the recovery of damages.
	7.3	The parties hereto agree that they will reveal such confidential information only to those of their officers and employees who, in their reasonable judgment, have a need to know such confidential information for the intended purposes.
	7.4	The parties hereto also agree that the confidential information described in Section 7.2 shall not include the following:
	7.4.1	Information that is or becomes generally known to the public other than as a result of a breach of this clause;
	7.4.2	Information disclosed to either party by an independent third party without any obligation of confidentiality;
	7.4.3	Information developed independently by either party, which is unrelated to the deliverables or information, which is trivial or obvious.
	7.4.4	These obligations of confidence shall survive for a period of one year after termination of this agreement, unless otherwise mutually agreed by the parties.



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Return of Materials	8	Any materials or documents, which have been furnished by one party to the other, will be promptly returned, accompanied by all copies of such documentation, after the business possibility has been rejected or concluded. In the event it is not feasible or reasonable to return such material the receiving party should destroy the same and certify such destruction in writing to the disclosing party.
Warranty	9	The Service Provider represents and warrants that:
	9.1	<p>The website as defined herein above will perform in accordance with the standards and requirements set forth in this agreement and the SOW, the DSD and FSD and /or the FDSD as applicable described in Annexure. The website will be free from textual defects, technical defects, operational defects, or bugs under normal use.</p> <p>The Service Provider will provide client support and troubleshooting for this period from the date of sign-off of the project. Any bugs in the website shall be fixed at no extra cost. In case of any change in the Scope of Work or re-work, which results in change in the agreed delivery milestones or price, the client shall agree to the extended delivery dates?</p>
Penalty	10	<p>In the event of disruption in the services for a continuous period of 8 hours, IIBF at its discretion can impose a penalty in the sum of Rs.20000/- per day till resumption of the services.</p> <p>The payment of the said penalty arises immediately on the failure of service provider to restore the proper services in question.</p> <p>Notwithstanding any dispute/litigation between the Service provider and the third party in connection with the arrangement/understanding for whatsoever reasons leading to disruption/deficiency/stoppage of services to IIBF for a continuous period of 48 hours; the Service provider agrees without any demur to pay a penalty of Rs. 25 lakhs (Rupees twenty five lakhs only) to IIBF. The payment of the said penalty arises immediately on the failure of Service Provider to restore the proper services in question.</p> <p>Such a default on the part of Service provider for whatsoever reasons in restoring the proper services to IIBF as aforementioned also tantamount to breach of these presents. Service provider agrees and understands that IIBF/Client has nothing to do with the terms/ understanding/arrangement</p>



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		<p>between the Service Provider & third party and IIBF is neither bound by any such arrangement nor any duty/obligation whatsoever flows from the said agreement/understanding.</p> <p>If the response time of the website is more than 3 seconds, for the continuous period of 2 hours at any point in time, a penalty of Rs.20000 may be levied for such block of nonperformance till restoration of proper services.</p> <p>In case failure of registration of membership/examination or for any other services for a continuous period of 2 hours at any point in time a penalty of Rs. 20000/- may be levied for such block of failure of registration till restoration of proper services.</p>
Intellectual Property Rights	11	<p>On payment of all sums payable to the Service Provider under this agreement all intellectual property rights, authorship rights and all other rights of whatsoever in nature shall vest in and shall remain vested in the Client. All and any CD-ROMS and/or pen drives and/or magnetic tapes and/or any other media (together with all and any copies thereof) for inclusion in the deliverables will be returned to the Client by the Service Provider immediately following the production by the Service Provider of the final website.</p>
Indemnity	12	<p>The hosting and maintenance of the website will not result in any breach or violations or infringement of any trademark, trade secret or copyright of any third party. It is clearly understood that the Service Provider shall take reasonable care to ensure that there is no violation or infringement of any trade secret, trademark, and copyright of any third party. Service Provider will indemnify the client during the term of this agreement against any such breach, violation or infringement of trade secret, trademark or copyright of any third party.</p>
Client's responsibility	13	<p>Client shall be responsible for:</p> <ul style="list-style-type: none"> (a). Providing a detailed brief, including information to be hosted. (b). review of website content , its structure, , and of the program at development milestones (c). Providing outlines for branding and artwork.



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Project Co-ordinator	14	The client is entitled to appoint its own project co-ordinator hereinafter referred to as co-ordinator to oversee the progress of the work and inspect the workmanship and such other duties as may be entrusted to him by the client.
	14.1	The client is responsible for defining the role and responsibilities of the Project Co-ordinator.
	14.1.1	The client shall be wholly responsible for such Project Co-ordinator's fees, travel expenses, and lodging.
	14.2	The Project Co-ordinator may issue written instructions, details, directions and explanations to the Service Provider relating to:
	14.2.1	Variation and / or modification of the SOW (Annexure A,B,C,D and E)
	14.2.2	Amending and correcting defects
	14.2.3	Any other matters involving the products
Upgrades to the website	15	If the Service Provider develops any additional functions or adds additional features with a request from client, to the website)such additions which does not take more than 7 man days must be covered under AMC and the client is not liable to pay any extra charges for such up gradations as referred in Annexure I, Sr. No.(2) of the RFP
Promotional material	16	Subject to obtaining prior approval from the client, the Service Provider will retain all rights to provide references to and demonstrate the product to potential clients as promotional material and undertakes to acknowledge the client as being the commissioning organization for development of the product. The Service Provider ensures the client protection of its confidential information whilst providing such demonstrations. The client further agrees to acknowledge and credit the Service Provider “as Service Provider of the product”, in all public communications, if the product developed wins an international award, recognition or competition.
Modification	17	This agreement embodies the entire understanding of the parties as to its subject matter and shall not be amended except in writing executed by both the parties.



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Term, Termination and effects of Termination	18	This agreement shall commence on the effective date of this agreement and unless and until terminated earlier in accordance with the terms of this agreement shall continue in force for two years from the date of hosting and may be extended for one more year on half yearly basis at a time on same terms and conditions of the original agreement.
Termination of contract	18.1	Both the parties can terminate the contract by giving three months notice in writing. In the event of bidder 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 performance bank guarantee and/or take such other steps as deemed necessary. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory and may invoke performance guarantee.
	18.2	Either party shall also be entitled to terminate this agreement by giving written notice to the other to take effect as specified in the notice if:
	18.2.1	The other becomes insolvent or a receiver is appointed over any of such other party's property or assets.
	18.2.2	The other goes into liquidation, except for the purposes of amalgamation or restructuring and the company resulting there from effectively agrees to be bound by or assume the obligations imposed on such other under this agreement.
	18.2.3	The other ceases, or threatens to cease to carry on business.
Force Majeure	19	Neither party shall be in default under this agreement by reason of its failure or delay in the performance of its obligation if such failure or delay is caused by acts of God, Government laws or regulations, war or any other cause beyond its own control and without its fault or negligence.



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Governing Law	20	The Agreement is governed by the laws of India and in the event of dispute arising there from, only the Courts in Mumbai, Maharashtra alone have jurisdiction to try and entertain the dispute
Dispute Resolution	21	In the event of any dispute or difference arising out of or relating to this agreement or the breach thereof, the parties hereto shall use their best endeavors to settle such disputes or differences. To this effect they shall consult and negotiate with each other in good faith and understanding of their mutual interests to reach a just and equitable solution satisfactorily to both parties.
Service of Notice	22	<p>All notices, requests, consents, demands and communications provided for by this Agreement shall be in writing and shall (unless otherwise specifically provided herein) be deemed given when mailed via airmail, by registered or certified mail, or by an international fast courier addressed to the address of the parties as provided in this Section</p> <p>As to ----- (Name and Address of (Service Provider's Name))</p> <p>As to Indian Institute Banking & Finance Chief Executive Officer Kohinoor City, Commercial II, Tower I, Second Floor, Kiroli Road, Kurla – West, Mumbai – 400 070.</p>
Construction	23	The article headings in this Agreement are provided for reference only and are not intended to be a part of or to affect the meaning or interpretation of this Agreement.
	23.1	References to Clauses and Annexures are references to the Clauses of and Annexures to this Agreement. Words and expressions in the Annexures shall (save where the context otherwise requires) have the same meaning throughout this Agreement.



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Consensus	24	The parties acknowledge that they have read this Agreement and its Annexures, understand them and agree to be bound by their terms and conditions and further agree that this Agreement and its Annexures are the complete and exclusive state of the agreement between the parties, superseding all prior proposals or other agreements, oral or written and all other communications relating to the subject.
Counterparts	25	This Agreement may be executed in two (2) or more counterparts, all of which shall be considered one and the same agreement and each of which shall be deemed an original.
Waiver	26	The failure of either party to enforce at any time or for any period any one or more of the terms or conditions of this Agreement shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this Agreement.
Rights and Remedies Cumulative	27	All rights and remedies available to either of the parties under the terms of this Agreement or under the general law shall be cumulative and no exercise by either of the parties of any such right or remedy shall restrict or prejudice the exercise of any other right or remedy granted by this Agreement or otherwise available to it.
Non-Solicitation	28	During the period of this agreement, both parties agree to refrain from soliciting or employing or engaging in any capacity, directly or indirectly, any employee of other party.



IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the day and the year first above written.

Service Provider:

Name:

Designation:

IIBF:

Name:

Designation: