

Sr.	Document Reference	Page No	Clause No	Description in RFP	Clarification sought	Response from IIBF
1	Section 4 – Eligibility Criteria	26	4.2(b)	The Bidder should have a minimum annual turnover of Rs. 50 crore in each of the last 3 financial years.	Would IIBF consider relaxing this criterion? We propose either of the following alternatives: Alternative 1: Reduce the minimum annual turnover to Rs. 45 crore for each of the last three financial years. Alternative 2: Modify the requirement to a total combined turnover of more than Rs. 150 crore over the last three financial years.	No change in RFP clause
2	Section 4 – Eligibility Criteria	26	4.2(h)(ii)	A minimum of 15,000 candidates in a single session in a day for at least one reputed organization.	Would IIBF consider reducing the requirement to 5,000 candidates in a single session for the reference project?	No change in RFP clause
3	Section 4 – Eligibility Criteria	27	4.2(i)	The Bidder should have experience of conducting at least one Computer Based Test for Govt./PSU department for 50,000 candidates scheduled in a single shift/session at Pan India level.	Would IIBF consider modifying this to: “The Bidder should have experience of conducting at least one Computer Based Test for a Govt./PSU Department/Reputed Private Institution/Corporate/National or International Body for 10,000 candidates scheduled in a single shift/session across 10 or more states.”	No change in the RFP clause, considering the maximum load capacity as per IIBF requirements.
4		12 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	b. Should be capable of displaying questions bilingually (English and other language).	Please confirm whether the expectation is for bilingual questions to be displayed within the same frame, i.e., English followed by the second language.	For certain courses the the questions are in same frame and other in different frames. Hence both the options should be available viz same frame and separate frames.
5		13 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	o. The Questions in each question paper of an examination should be automatically generated in a randomized manner.	Kindly clarify whether the randomization is expected per batch or for every individual candidate, as the Business Rules will have to set accordingly.	Individual Candidate
6		13 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	p. Should support Descriptive/Subjective Questions/compulsory portion and provide space for typing the answers to the descriptive questions by the candidates.	Please confirm how descriptive questions will be evaluated. Will IIBF require an evaluation interface for manual checking, or would it prefer an AI-assisted evaluation approach?	Presently we have questions without option where candidate has to key in the answer hence mandatory requirement. However descriptive/subjective questions can later be considered and the option should be made available in case of any requirement.
7		13 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	4.The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. The Monitoring Centre should also monitor all the exam centres also through the live CCTV streaming.	Kindly clarify whether live CCTV surveillance is required at all and should bidders include CCTV setup costs in the commercial proposal?	1. Vendors can monitor any centre/s on live CCTV streaming based on the need/sensitivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area. Pl refer D. TASK 3 - SUPPORT Point 20. 2. Only for CCTV live streaming provided to IIBF for the centre/s requested the commercials will be separate.
8		13 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	8.The Bidder should be capable of capturing photo of the candidate at the verification/registration desk of the venue/centre of exam. The captured photo should be matched with the candidate's photo (shared by IIBF) using Artificial Intelligence (AI) before allowing the candidate's entry. The logs of the matched data to be shared with IIBF.	How does IIBF propose to handle negative matches (photo mismatches) due to poor image quality? Should such candidates be denied entry or should the incident be flagged for later verification?	To be decided at the time of implementation.
9		13 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work B. Task 1–Operations: Bidder	16. Exam Software should provide candidates with Mock test facility before the actual examination.	Kindly confirm whether the number of mock test attempts will be restricted or can candidates attempt the mock test multiple ('N') times.	Practice test is provided before the start of the actual exam to enable candidates to get the feel of the actual exam. After the candidate submits the practice/mock test, he/she can proceed for actual exam.
10		14 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work C. Task 2 - Question Paper	d. Candidate will be required to only use 'Virtual keyboard' in-built into the system to key in the numbers /sign.	Please clarify whether the virtual keyboard is applicable only for numeric questions or for the entire exam interface, including login and descriptive sections.	Only for numeric questions.
11		14 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work C. Task 2 - Question Paper	h. Candidate can key-in only numbers, '-' signs or (.) decimal point. No alphabet and other character/s like coma (,) or hyphen (-) will be accepted.		
12		15 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work C. Task 2 - Question Paper	j. Facility of virtual keyboard (English only for numeric operated through 'Mouse' required along with physical keyboard).	Please clarify whether the virtual keyboard is applicable only for numeric questions or for the entire exam interface, including login and descriptive sections.	Only for numeric questions.
13		16 of 112	Section 3 – Scope of Work 3.1 Broad Scope of Work D. Task 3 - Support	1. The Bidder should have Helpdesk Support to resolve candidate queries in both Hindi and English language as per exam schedules.	Please specify the duration and operational period of the helpdesk—e.g., from admit card release to scorecard publication.	Yes from date of admit card issue to last date of examination.

14		21 of 112	Section 3 – Scope of Work 3.2 Deliverables A. Pre-Examination 19. Gate management:	e. The Bidder to capture live photo of the candidate/s at the registration/ verification desk at the venue. The captured photo should be matched with the candidate's photo (shared by IIBF) using Artificial Intelligence (AI).	Please confirm whether this captured photo should also be displayed on the candidate's examination interface (UI).	No (registered photo, signature and other details of candidate to be displayed)
15		23 of 112	Section 3 – Scope of Work 3.2 Deliverables B. During Examination	49. Bidder to have the online form for filling the unfair reports in the formats provided by IIBF with dropdown giving the reasons of unfair means adopted by examinees. The unfair reports should be duly signed by the candidate, Test administrator, Invigilators and the Bank observers/IIBF representative present at the venue. Documentary evidence to be submitted to IIBF after each subject examination.	Since the form is online, physical signatures of candidates and invigilators cannot be captured directly. Please confirm if the form should be filled online and then uploaded after obtaining manual signatures from relevant personnel.	Yes
16		26 of 112	Section 4 – Eligibility Criteria 4.2 Eligibility Criteria	g. The Bidder should be an owner of the test engine for conducting online examinations throughout the contract period.	Will a self-declaration accompanied by the Cert-In certificate for the test engine be acceptable proof of ownership?	Yes
19		27 of 112	Section 4 – Eligibility Criteria 4.2 Eligibility Criteria	j. The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions / Autonomous Bodies currently.	Kindly clarify the applicable time frame—whether this refers to never having been blacklisted, not blacklisted in the past 5 years, or not blacklisted as on the date of submission.	Refer RFP Page No.27 Section 4.2(j), Annexure T3 - page 93
17		33 of 112	Section 5 – Instruction to Bidders 5.27 Bid Evaluation Process	Stage 2 –Top 3 Bidders who qualify in the technical round will be invited to participate in the commercial bid evaluation process.	Please confirm the evaluation process in case only two bidders qualify technically—will IIBF proceed with the next stage under such circumstances?	IIBF reserves the right to take the appropriate decision at such time.
18		Page 25-26 of 112	Section 4 – Eligibility Criteria/ 4.2 Eligibility Criteria /Sr. No. - b.	The Bidder should have a minimum annual turnover of Rs.50 crore in each of the last 3 financial years i.e. 2022-23, 2023-24, 2024-25.	It is requested to kindly modify the turnover criteria to: “The bidder should have an average annual turnover of 30 crore each year of from examination-based projects in any three financial years out of the last five (2020-21 to 2024-25)” instead of 50 crore in each of the last three years. This relaxation will encourage wider participation from experienced and competent examination service providers who have handled large-scale projects but may have variable turnover across different financial years due to project-based revenue cycles.	No change in RFP clause
19		Page 26 of 112	Section 4 – Eligibility Criteria /4.2 Eligibility Criteria /Sr. No. - f.	The bidder must have the following quality, security, product development and service related certifications: CMMI Level 3 or above in Development and Services, ISO 9001:2015, ISO/IEC 27001.	We request that all ISO certifications (9001, 20000, and 27001) and CMMI Level 3 (or above) certification be verified through the following official platforms for authenticity and credibility: <u>ISO Certification Verification: The ISO certifications (9001 and 27001), should be verifiable on the International Register of Certificated Organizations available at: https://www.iafcertsearch.org/.</u> <u>CMMI Level Verification both Service & Software: The CMMI Level Certification Service & Software should be verified on the official CMMI Institute platform at: (https://pars.cmmiinstitute.com)</u> This addition will ensure the authenticity, capability, and standardization of the bidder's certifications, which are crucial for the security, quality, and reliability of the services provided.	A copy of valid certificate should be submitted for verification.
20				Credit period	The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In case the customer does not pay the undisputed amounts within 30 days (or the credit days agreed), the same shall be constituted as an EVENT OF DEFAULT by customer. A notice of EVENT OF DEFAULT will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EVENT OF DEFAULT) and in the event the EVENT OF DEFAULT is not cured within the cure period given, the service provider has a right to terminate the contract without any further notice.	No change in RFP clause
21				Submission , EMD and Tender fees	Please confirm that there is no Tender fees? We request to please allow bidders to submit a Bid Declaration form instead of the EMD amount Currently all Tenders are submitted online instead of Offline mode - we request to pl consider at least Email Submission	There is no tender fees, however Bidders have to submit EMD of Rs.10,00,000/- as per RFP. Tender is to be submitted in sealed covers as mentioned in the RFP Refer 5.15 Page 30. No email submission is allowed.
22		37		Financial Bid	We assume that the Rate per candidate for 2 hours session, rate quoted would be Per Scheduled candidate per session, per stage Admit card issued – pl confirm We assume that the Rate quoted will be without Covid Precautions - this would be chargeable extra if incurred We assume that GST would be quoted extra as this is a multi year contract - any hike in the rate would be accordingly borne by the client	(i) Rate is per candidate for a 2 hour session. (ii) Rate is without covid preventive measures. (iii) Pl refer to clause 5.7 Pg 29
23		65	Point B	The Bidder should have minimum annual turnover of Rs. 50 Cr.in each of the last 3 financial years	Request to please change this to : The Bidder should have minimum annual turnover of Rs. 100 Cr.in each of the last 3 financial years	No change in RFP clause

24		26	Point E	The Bidder should own ISO certified and Cert-In certified data centre. The data centres of the Bidder should be a Tier - III.	To be Fair to all Vendors -we request to please change this to: The Bidder should have Own/ Leased ISO certified data centre. The data centres of the Bidder should be a Tier - III/IV. Also request to pl remove the Certin requirement is not applicable for Infrastructure	Modified as : The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified . II) The data centre of the Bidder should be a Tier - III and above. Necessary documents to be provided
25		65	Point D	The Bidder should primarily be the owner of ISO certified and Cert-In certified data centre from where they would be hosting the servers for conducting online examinations. The Data Centre should be Tier – III.	To be Fair to all Vendors -we request to please change this to: The Bidder should have Own/ Leased ISO certified data centre. The data centres of the Bidder should be a Tier - III/IV. Also request to pl remove the Certin requirement is not applicable for Infrastructure	Modified as : The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified . II) The data centre of the Bidder should be a Tier - III and above. Necessary documents to be provided
26		65-66	Point F	The bidder must have the following quality, security, product development and service related certifications: CMMI Level 3 or above in Development and Services, ISO 9001:2015, ISO/IEC 27001	Request to please change this to : The Bidder should have product development and service related certifications: CMMI Level 5 both in Development and Services, ISO 9001:2015, ISO/IEC 27001, ISO 20000, STQC, CERTIN Bidder should provide proof of CMMI Certification showing the Screen shot from : https://cmmiinstitute.com/learning/appraisals/results	A copy of valid certificate should be submitted for verification.
27		66	Point H	During the last 3 years, the Bidder should have successfully conducted 3 examinations in a year of which (i) At least one online examination across India covering atleast 60 cities preferably more than 100 cities (locations) and; (ii) A minimum of 15,000 candidates in a single session in a day for at least one reputed organization.	Request to please change this to : During the last 3 years, the Bidder should have successfully conducted 3 examinations in a year of which (i) At least one online examination across India covering atleast 60 cities preferably more than 100 cities (locations) and; (ii) A minimum of 50,000 candidates in a single session in a day for at least one reputed organization.	No change in RFP clause
28		67	Point K	Certified by the Company Secretary/CFO of the Company.	Request to please change this to: Certified by the Company Secretary/CFO of the Company/ Authorized Signatory.	Ok. Required authorization be produced.
29		70		Annexure E8 -POA format	We request that vendors be also allowed to submit their existing POA as its covers the same points.	Ok. But necessary Board resolution authorizing the person to be provided
30		71		Annexure E9 - Other Undertakings	To be Fair to all Vendors - We request to please remove this statement : We declare as under that the Data Centre is owned by us.	Modified as " We declare as under that the Data centre/Data Centre infrastructure is owned/leased by us.
31		72		Annexure – E10 NON-DISCLOSURE AGREEMENT	Pl confirm all vendors have to submit this NDA or only the Winning Bidder	Only winning Bidder
32		39	PBG	The successful bidder/s shall furnish the Performance guarantee of 10% of TCO	As per Std Govt of India Policy request to please reduce this to 3-5% of the Contract value	Modified - The successful bidder/s shall furnish the Performance guarantee of 5% of TCO.
33		41-42	8.8	Penalty for default in delivery	Request CLIENT to consider the following: i)The total cumulative Penalty imposed on the bidder shall not exceed 10% of the total invoice of the particular service of the respective Order for which the penalty arises. ii) CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period. iii)The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition of any penalty or termination of contract. iv)Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder. v)The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement. vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty. vii)An escalation matrix should be mutually decided between both the parties. viii) We request the client to revise the amount of penalty as per industry standards.	No change in RFP clause
34		45-46	8.18	Resolution of Disputes	Request CLIENT to consider the following: If the dispute between the parties does not resolve mutually, the same shall be submitted to Sole Arbitrator appointed mutually by the parties and the proceedings shall be conducted as per Arbitration and Conciliation Act, 1996	No change in RFP clause
35				Opportunity of Personal Hearing	Request CLIENT to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability.	Service provider will get the necessary opportunity.

36		42	8.11	Intellectual Property	Request CLIENT to consider the following: Each Party shall continue to be the owner and hold their respective Intellectual Property Rights. The rights, title and ownership of the IPR shall not be transferred. The source code of the software shall belong to the software provider. Provision of license for the use of the software for the required term can be discussed between all the parties.	Refer PFP clause 8.11
37		43-44	8.13	The Bidder shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property..... Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations. However, indemnity would cover damages, loss or liabilities suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.	We request the CLIENT to consider the below clause for indemnity of the successful bidder:- The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses, and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred inter-alia by any willful negligence or wrongful act or omission by the Bidder in connection with the services. In no event shall either party be liable under any contract, strict liability, negligence or other legal or equitable theory for any indirect, incidental, special or consequential damages, lost profits, lost data or cost of procurement of substitute goods, technology or services. The total aggregate liability/indemnity of the Bidder, regardless of whether such liability is based on breach of contract, tort, strict liability/indemnity, breach of warranties, failure of essential purpose or otherwise, under this Agreement shall be limited to 10% of the total invoice value of the assignment paid to the bidder in respect of that particular work which gives rise to such a liability/indemnity.	No change in RFP clause
38		15	3.1 C 7	Facility to upload files in JSON, XML and XLS	We assume having the upload feature via xls will also suffice the requirement, kindly confirm	Presently upload files are in XLS hence mandatory requirement. Bidder should have the capability to develop for upload in JSON also for future requirement.
39		16	3.1 C 8 u	API integration (encrypted format) to be done with Authoring Tool (Question Bank software) for transfer to QB files i.e. transfer of files from Authoring tool to Test engine on the laptop provided by the Bidder at the IIBF CO (QB Dept).	Exact requirement to be discussed with IIBF QB team / QB tool vendor for implementation	Yes
40		49	9 A Functionality 27	The application should support Descriptive/Subjective Questions. Along with MCQ pattern the software should be able to display "Question without Answer option", where candidate will not be provided any options (no choice for answer), candidate has to write the answer (for details refer scope of work). The evaluation of such questions will be done by system.	We assume this requirement is for numeric type or short answer (single word) type questions and not for lengthy subjective responses. If the requirement is for lengthy subjective responses, the logic must be provided by the client.	Presently, along with MCQ pattern the software should be able to display "Question without Answer option", where candidate will not be provided any options (no choice for answer), candidate has to write the answer (for details refer scope of work). The evaluation of such questions will be done by system. - This is mandatory. Bidder should have the capability to develop for descriptive/subjective questions for future requirement.
41		18	3.1.D.24	The recording will be provided in a SSD/Pen Drive on an as is basis within 7 days of completion of the Examination.	The timelines for all the examination related activities to be mutually discussed and agreed upon. CCTV recordings will be provided over a secured cloud storage link instead of SSD or pen drive	It is to be provided within 7 days of the examination in either of the modes.
42		24	3.2.C.64	Entire data backup of examinations should be preserved by the Bidder for 3 years from the date of examinations.	i. We proposed that Examination data will be archived for a period of 1 year instead of 3 years ii. The CCTV recordings will be handed over to the client within mutually agreed timelines and subsequently purged. However, CCTV footage of candidates booked under Unfair Means (UFM) will be retained and archived for a period of three (3) years.	i. No change in RFP clause ii. PI refer clause 3 support pt 25 page18
43		47	9.A.Space.3	The Service Provider should finalize the Test Centres and forward the details to this effect to IIBF, 30 days before the commencement date of examination.	We propose that the candidate data for the examination will be provided 45 days before the date of the examination.	No change in RFP clause
44		48	9.A.Space.10	The Bidder should have screen-reader facility for visually impaired candidates.	We request you to provide clarification on this point. We proposed that the Image based questions should not be included for Visually Impaired Candidates	Requirement to be provided as per the guidelines of Government of India Ministry of Social Justice & Empowerment Department of Empowerment of Persons with Disabilities (Divyangjan).
45		48	9.A.Functionality.2	The application should have the facility to create the profiles of new candidates.	We request you to provide clarification on this point (SSID)	SSID
46		54	9.B.Task 2 -Support.9	The Bidder should have a Centralized Monitoring Centre which receives automated instant alerts for any issues/discrepancies/exam interruptions/idle with no activity/unusual activity on candidate's system/server. The Monitoring Centre should also monitor all the exam centres also through the live CCTV streaming.	We request you to provide clarification on this point	Vendors can monitor any centre/s on live CCTV streaming based on the need/sensitivity. CCTV footage should be provided to IIBF as required after the exam. CCTV should be of high resolution covering the entire exam area. PI refer D. TASK 3 - SUPPORT Point 20. Only for CCTV live streaming provided to IIBF for the centre/s requested the commercials will be separate.
47		56	9.B.Security.2	There should be an analytical Report Module.	We request you to provide clarification on this point Request IIBF to modify the point as:	Module for candidates response analysis.

48	Section 3 – Scope of Work 3.1 Broad Scope of Work , C. TASK 2 - QUESTION PAPER	14	Point 3	Rendering: Bidder must provide Microsoft Excel Macro for comparison of uploaded content with actual content. Macro to check that there is no truncation of question text and options during upload, images are not cropped, and html codes are displayed appropriately.	Rendering: Bidder must provide Microsoft Excel Macro for comparison of uploaded content with actual content. Macro to check that there is no truncation of question text and options during upload, images are not cropped, and html codes are displayed appropriately	No change in RFP clause
49	Section 3 – Scope of Work 3.1 Broad Scope of Work , C. TASK 2 - QUESTION PAPER	14	Point 4	Facility of customized reports to verify the uploaded data summary (like section/module/unit wise marks wise) is required in the application.	Post upload of QB, The Bidder will provide IIBF with the facility to check the Question content, format to validate the correctness of uploaded data via candidate console like preview and the same can also be verified during proof reading process before the questions are finalized.	No change in RFP clause
50	Section 3 – Scope of Work B. C. TASK 2 - QUESTION PAPER	15	7. Upload process: Point c	Facility to upload files in JSON, XML and XLS.	Request IIBF to modify the point as: Facility to upload files in JSON, XML and XLS.	Presently upload files are in XLS hence mandatory requirement. Bidder should have the capability to develop for upload in JSON also for future requirement.
51	Section 3 – Scope of Work B. C. TASK 2 - QUESTION PAPER	15	7. Upload process:, Point i	Provision to send the decryption password to all registered Centre supervisors through SMS. This process must be executed immediately once the Institute inputs the password for the batch in the application interface.	After the authorized representative from IIBF institute keys in the password on the application interface, Centre supervisors would be able to download QB in encrypted format from gubidder's central server, without the requirement of password to be sent via SMS/unsecured channel due to security reasons.	No change in RFP clause
52	Section 3 – Scope of Work .C. TASK 2 - QUESTION PAPER	16	8. Features of Test engine deployed in Institute's premises (on the laptop supplied by bidder)	API integration (encrypted format) to be done with Authoring Tool (Question Bank software) for transfer to QB files i.e. transfer of files from Authoring tool to Test engine on the laptop provided by the Bidder at the IIBF CO (QB Dept).	Integration for transfer of data is subject to technical feasibility and would need to be discussed & mutually agreed.	Ok
53	Section 3 – Scope of Work D. TASK 3 - SUPPORT	17	Point 13	The Bidder should request the local police station to depute necessary officials on each of the exam days to prevent any untoward incident and they should be present at each venue/center for smooth conduct of exam.	Requesting IIBF to remove the requirement of The Bidder should ensure that the local police official is present at the center for smooth conduct of exam. Since IIBF being exam conducting authority, it shall be <u>responsibility of IIBF</u> to inform the respective District Administration, in advance about the examination, requesting for deployment of police personnel at all exam centers for ensuring smooth conduct of examination.	No change in RFP clause. Bidder to coordinate for such requirement.
54	Section 3 – Scope of Work 3.1 Broad Scope of Work, D. TASK 3 - SUPPORT	17	Point 16	The Bidder should prepare and compile the results, and the results (including the response data) should be shared through API.	The Bidder should prepare and compile the results, and the results (including the response data) should be shared through API <u>online secured portal</u>	No change in RFP clause
55	Section 3 – Scope of Work D. TASK 3 - SUPPORT	17	Point 24	The Bidder should ensure that the CCTV footage provided after the examination should display the date and time of recording. The CCTV available at the test centres should ensure sufficient clarity for any audit requirements. The recording will be provided in a SSD/Pen Drive on an as is basis within 7 days of completion of the Examination. Each CCTV recording should have Centre Name, Date and Time stamp.	Request IIBF to modify the point as: The Bidder should ensure that the CCTV footage provided after the examination should display the date and time of recording. The CCTV available at the test centres should ensure sufficient clarity for any audit requirements. The recording will be provided in a SSD/Pen Drive on an as is basis within 45 452 days of completion of the Examination. Each CCTV recording should have Centre Name, Date and Time stamp.	No change in RFP clause
56	Section 3 – Scope of Work D. TASK 3 - SUPPORT	18	Point 25	The Bidder should ensure that the CCTV cameras record Examination Centre activities from at least 30 minutes before exam start time and time upto at least 30 minutes after the examination end time. The Bidder should ensure that there is proper backup of CCTV footage for at least six months from the date of recording.	CCTV recording of examination will be provided to Institute in a SSD / Pen Drive on an as is basis with 45 days of completion of the examination and copy will not be retained by TCS. Please confirm if it is acceptable to IIBF.	No change in RFP clause
57	Section 3 – Scope of Work D. TASK 3 - SUPPORT	18	Point 28	The Bidder should deploy the minimum number of personnel as given below at each venue of examination: Test Centre Administrator - 1 (One for each venue) IT Manager - 1 for each 200 candidates Invigilators - 1 per 20 candidates Support Staff - 2 per 50 candidates Security Guards - 2 per 100 candidates Electrician - 1 (One for each venue) Peons - 2 per 100 candidates	Request IIBF to modify the point as: The Bidder should deploy the minimum number of personnel as given below at each venue of examination: Test Centre Administrator/ <u>Venue commanding officer</u> - 1 (One for each venue) IT Manager - 1 for each 200 candidates Invigilators - 1 per 20 320 candidates Support Staff - 2 per 50 candidates Security Guards - 2 per 100 candidates Electrician - 1 (One for each venue) Peons - 2 per 100 candidates	No change in RFP clause
58	Section 3 – Scope of Work ,D. TASK 4 – SECURITY OF EXAM	19	Point 9	The Bidder to capture and record all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate logs), routers /switches used at the exam centres, and HO centralised server.	Request IIBF to modify the point as: The Bidder to capture and record all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate logs), routers /switches used at the exam centres, and HO centralised server.	Modified as: The Bidder to capture and record all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate logs), Firewall/proxy server/IPS /IDS used at the exam centres, and HO centralised server.
				The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time)	The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and	The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed

					what time)	and what time)
59	Section 3 – Scope of Work ; 3.2 Deliverables	20	A.		Request IIBF to modify the point as:	No change in RFP clause
			Pre-Examination, Point 1	The Bidder shall finalize the Test- Centres and Test Venues based on the centre-wise registration data/expected registration data. For this purpose, the Bidder shall have arrangements with renowned/reputed Institutes/Organizations for conducting online examinations having good quality, high viability, reliable and excellent infrastructure like LAN, nodes, switches, power supply, UPS, DG Sets, redundancy for any single point of failure.	The Bidder shall finalize the Test-Centres and Test Venues based on the centre- wise registration data/expected registration data. For this purpose, the Bidder shall have arrangements with renowned/reputed Institutes/Organizations for conducting online examinations having good quality, high viability, reliable and excellent infrastructure like LAN, nodes, switches, power supply, UPS,–DG Sets, redundancy for any single point of failure.	
60	Section 3 – Scope of Work , 3.2 Deliverables	20	A.		Request IIBF to modify the point as:	No change in RFP clause
			Pre-Examination, Point 2	The Bidder shall ensure that the venues should also be PWD friendly by having facilities such as operational lifts, slopes/ramps etc. Minimum one venue at each centre should be friendly for differently abled candidates. Arrangement should be in place for physically challenged candidates at ground floor or elevator facility to be extended.	The Bidder shall ensure that the venues should also be PWD friendly by having facilities such as operational lifts, slopes/ramps etc. Minimum one venue at each centre-city should be friendly for differently abled candidates. Arrangement should be in place for physically challenged candidates at ground floor or elevator facility to be extended.	
61	Section 3 – Scope of Work ,3.2 Deliverables	20	A.		Request IIBF to modify the point as:	The Examination centres/venues should have basic facilities like drinking water, clean washrooms with proper ventilation etc. Labs/Rooms should have climate conducive arrangements like adequate fans/air coolers/air conditioners/heaters etc to avoid discomfort to the candidates
			Pre-Examination, Point 5	The examination centres/venues should have basic facilities like drinking water, clean washrooms with proper ventilation etc. Bidder to ensure LABs/rooms are Fans/ Air coolers or air-conditioned and are working properly during the examination.	The examination centres/venues should have basic facilities like drinking water, clean washrooms with proper ventilation etc. Bidder to ensure LABs/rooms are Fans/ Air coolers or air-conditioned and are working properly during the examination.	
62	Section 3 – Scope of Work ,3.2 Deliverables	22	A. Pre-Examination, Point 21	The Bidder should have screen- reader facility for visually impaired candidates.	Request IIBF to modify the point as: The Bidder should have screen-reader- scribe facility for visually impaired candidates.	Requirements as per the guidelines of Government of India Ministry of Social Justice & Empowerment Department of Empowerment of Persons with Disabilities (Divyangjan)
63	Section 3 – Scope of Work ,3.2 Deliverables	22	B. During Examination, Point 28		Requesting IIBF to remove the requirement of The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.	No change in RFP clause. Bidder to coordinate for such requirement.
				The Bidder should ensure that the local police official is present at the center for smooth conduct of exam.	Since IIBF being exam conducting authority, it shall be IIBF'S responsibility to inform the respective District Administration, in advance about the examination, requesting for deployment of police personnel at all exam centers for ensuring smooth conduct of examination.	
64	Section 3 – Scope of Work ,3.2 Deliverables,	24	C. Post Examination, Point 64	Entire data backup of examinations should be preserved by the Bidder for 3 years from the date of examinations.	Customer Data may be retained only as long as Services continue under a valid contract.	The SP shall handover entire data to incoming service provider/IIBF after expiry or terminaion of contract
65	Section 3 – Scope of Work ,3.2 Deliverables,	24	C. Post Examination, Point 68 and 69	The Bidder:	Request IIBF to modify the point as:	No change in RFP clause
				To upload the candidates' score data directly to the Institute's server through API.	To upload the candidates' score data directly to the Institute's server through API-secured online portal	
				To upload the candidates' attendance data directly to the Institute's server through API.	To upload the candidates' attendance data directly to the Institute's server through API-secured online portal	
66	Section 4 – Eligibility Criteria, Eligibility Criteria	26	Point G	The Bidder should be an owner of the test engine for conducting online examinations throughout the contract period. Supporting Document/s Documentary evidence to be enclosed.	Request IIBF to accept the Self Declaration from authorized signatory in this regard.	Ok. Required authorization be produced.
67	Section 4 – Eligibility Criteria, Eligibility Criteria	26	Point h	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as:	Masked copies of PO's alongwith experience certificate/project completion certificate to be submitted from their clients
					Documentary evidence PO/ Experience certificate to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	
68	Section 4 – Eligibility Criteria, Eligibility Criteria	27	Point i	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as:	Masked copies of PO's alongwith experience certificate/project completion certificate to be submitted from their clients
					Documentary evidence PO/ Experience certificate to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	
69	Section 4 – Eligibility Criteria, Eligibility Criteria	27	Point j	Certified by the Company Secretary/CFO of the Company.	Request IIBF to modify the point as:Certified by the Company Secretary/CFO/ authorized signatory of the Company.	Ok. Required authorization be produced.
70	5.16 Contents of "Technical Bid" Envelope	31	Point 17	Soft copy of the Technical Bid in a pendrive	Request IIBF to accept the soft copy over email/ allow us to physically submit the hard copy of the bid.	Tender is to be submitted in sealed covers as mentioned in the RFP Refer 5.15 Page 30. No email submission is allowed. Hard copy and soft copy to be enclosed in the sealed envelope refer RFP clause 5.13 & 5.16 (Point 17)
71	Section 7 – Bid Evaluation ,7.8. Successfully Evaluated	38	7.8. Successfully Evaluated Bidder/s	7.8. Successfully Evaluated Bidder/s	Request IIBF to remove the entire clause and accept the H1 as the final qualified bidder for the award of contract.	No change in RFP clause
72	8.8 Penalty for default in delivery	41	Entire Point	Entire Point	We request IIBF to mutually discuss penalty clause at the time of contract signing.	No change in RFP clause
73	Section 9 – Technical & Functional Requirements	47	The functional requirement for Task 1 – OPERATIONS,	The bidder should be capable of conducting and handling online examinations for up to 70,000- 1,00,000 candidates (with maximum of 3 sessions with 2 hours' duration each and a gap of 45 minutes between two sessions) on any single day across all centres in India	Request IIBF to modify the point as: The bidder should be capable of conducting and handling online examinations for up to 70,000-1,00,000 candidates (with maximum of 3 sessions with 2 hours' duration each and a gap of 45 minutes between two sessions) on any single day across all centres in India.	No change in RFP clause

74	Section 3 – Scope of Work	56	Post examination, Point n	The Bidder should forward the provisional score to the candidates by e-mail within 24 hours of the examination and make available on the Institute's website for access within 2-3 working days.	Request IIBF to modify the point as:	No change in RFP clause
	3.2 Deliverables				The Bidder should forward the provisional score to the candidates by e-mail <u>OPHTML link within 48/24 hours of the examination and make available on the Institute's website for access within 2-3 working days</u> . IIBF can also <u>host this link on their website for candidates to access</u> .	
75	Annexure - C1 RULES/INSTRUCTIONS FOR CONDUCT OF EXAM	59	5. Use of calculator	Candidates will be allowed to use battery operated portable calculator. The calculator can be of any type up to 8 functions i.e. (Addition, Subtraction, Multiplication, Division, Percentage, Sq-root, Tax+ and Tax -), 12 digits.	Please clarify the requirement of the usage of physical calculator in the exam. Candidate Console can be enabled with calculator for candidates.	Candidates can use both physical simple calculator and virtual calculator.
76	Annexure E5–	66	Point J	Documentary evidence PO to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted.	Request IIBF to modify the point as:	Masked copies of PO's alongwith experience certificate/project completion certificate to be submitted from their clients
	Eligibility Criteria Matrix				Documentary evidence PO/ <u>Experience certificate</u> to be enclosed and bidder to provide names of the organisation, name of the contact person and details of the examinations conducted	
77	Annexure E5–	66	Point k	Certified by the Company Secretary/CFO of the Company.	Request IIBF to modify the point as:	Ok. Required authorization be produced.
	Eligibility Criteria Matrix				Certified by the Company Secretary/CFO/ <u>authorized</u>	
					<u>signatory</u> of the Company.	
78	Annexure E5–	66	Point k	The Bidder should not have been blacklisted by central / state government departments / undertakings. The agency should not have any complaints about leakage of question paper, leakage of question bank or mismanagement of exams.	Request IIBF to modify the point as: The Bidder should not have been blacklisted by central /state government departments / undertakings <u>as on bid submission date</u> . The agency should not have any complaints about leakage of question paper, leakage of question bank or mismanagement of exams.	Modified to : The Bidder should not have been blacklisted by central /state government departments / undertakings currently. The agency should not have any complaints about leakage of question paper, leakage of question bank or mismanagement of exams.
	Eligibility Criteria Matrix					
79	Annexure E9 – Other Undertakings	71	Annexure E9 – Other Undertakings	We declare as under that the Data Centre is owned by us.	Request IIBF to modify the point as: We declare as under that the Data Centre <u>infrastructure</u> is owned by us.	Modified as " We declare as under that the Data centre/Data Centre infrastructure is owned/leased by us.
80	Annexure E8 – Format Power of Attorney	70	Annexure E8 – Format Power of Attorney		In case of a large organization POA cannot be created for the authorized person for a specific tender due to logistic issues.	Ok. But necessary Board resolution authorizing the person to be provided
81	Annexure T2 -	92	B - Bidder's	Approximate cost of contract/Project cost	Due to confidentiality agreement signed with our clients we cannot share the details as required.	No change in RFP clause
	Bidder's Experience		Experience			
82	Section 3 – Scope of Work, 3.4	25	3.4	The contract shall be for a period of 5 years. However, the contract will be reviewed after 3 years. Based on the satisfactory performance, the contract shall be continued for the remaining 2 years. Further, the Institute reserves the right to extend the contract for a period of two more years in case it decides to do so after completion of 5 years on the same terms & conditions or with certain changes as required at the material time. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years and it will hold good during the extension period also if the contract gets extended for 2 more years.	The contract shall be for a period of 5 years. However, the contract will be reviewed after 3 years <u>on mutually agreed terms</u> . Based on the satisfactory performance, the contract shall be continued for the remaining 2 years. Further, the Institute reserves the right to extend the contract for a period of two more years in case it decides to do so after completion of 5 years on the same terms & conditions or with certain changes as required at the material time. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years and it will hold good during the extension period also if the contract gets extended for 2 more years.	Modified as :The contract shall be for a period of 5 years. However, the contract will be reviewed after 3 years. Based on the satisfactory performance, the contract shall be continued for the remaining 2 years. Thus, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years. Further, the Institute reserves the right to extend the contract for a period of two more years in case it decides to do so after completion of 5 years on the same terms & conditions or with certain changes as required at the material time. The commercial quote will be reviewed on mutually agreed terms and not exceeding 10% of the current rate.
	Tenure of the Contract		Tenure of the Contract			
				2.In case of any failure at any Centre/Venue on the part of SP, SP will be subjected to penalties as stipulated in the RFP and will have to undertake the responsibility of re-conduct of	2.In case of any failure at any Centre/Venue on the part of SP, SP will be subjected to penalties as stipulated in the RFP and will have to undertake the	
				the test at no extra cost to IIBF. Payment will be released only after successful conduct of the examination of all Centres / venues that have been allotted.	responsibility of re-conduct of the test at no extra cost to IIBF. Payment will be released only after successful conduct of the examination of all Centres / venues that have been allotted .	
				3.Each Bill shall be accompanied with work completion certificates indicating the satisfactory levels, jointly signed (by the representative of IIBF and the representative of Bidder) which should be submitted to the Institute after completion of every exam.	3.Each Bill shall be accompanied with work completion certificates indicating the satisfactory levels , jointly signed (by the representative of IIBF and the representative of Bidder) which should be submitted to the Institute after completion of every exam.	

83	Section 8 – Terms and Conditions	40	8.5 Payment Terms		All amounts payable to Service Provider are exclusive of any Taxes. IIBF shall be entitled to deduct from applicable payments to Service Provider, any tax on Service Provider* income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide Service Provider with evidence or certificate of payment of such tax to the taxing authorities. Service Provider shall submit invoices to IIBF in accordance with the payment schedule in Schedule 4. IIBF shall remit payment to Service Provider within thirty (30) days from the date of invoice. Service Provider shall invoice and IIBF shall make payment, in advance, in accordance with the billing period specified in Schedule 4. If any invoice remains unpaid after the aforesaid period, Service Provider shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.	No change in RFP clause
84	Section 8 – Terms and Conditions		8.8 Penalty for default in delivery:	A. In case the Bidder is not in a position to conduct re- examination within 30 days of scheduled date of examination, a penalty @Rs.5000/- per candidate will be imposed.	A. In case the Bidder is not in a position to conduct re- examination within 30 days of scheduled date of examination, a penalty @Rs.5000/- per candidate will be imposed.	No change in RFP clause
				B. Total combined penalty for Sr.no.1 to 14 will not exceed Rs.2 crores in one exam cycle. This clause excludes Sr.no.1 and 3.	B. Total combined penalty for Sr.no.1 to 14 will not exceed Rs.2 crores in one exam cycle. This clause excludes Sr.no.1 and 3 under no circumstances exceed 5% of the exam value	
85	Section 8 – Terms and Conditions	42	8.13 Indemnity	The Bidder shall indemnify, protect and save IIBF and hold IIBF harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	The Bidder shall indemnify, protect and save IIBF and hold IIBF harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	
				(i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,	(i) an act of omission or commission of the Bidder, its employees, its agents, or employees of its sub- contractors in the performance of the services provided by this Agreement.	
				(ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,	(ii) breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder.	
				(iii) misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,	(iii) misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,	
				(iv) claims made by the employees, sub-contractor, employees of sub-contractors, who are deployed by the Bidder, under this Agreement,	(iv) claims made by the employees, sub-contractor, employees of sub-contractors, who are deployed by the Bidder, under this Agreement,	
				(v) breach of confidentiality obligations of the Bidder,	(v) breach of confidentiality obligations of the Bidder.	
				(vi) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.	(vi) gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.	No change in RFP clause
				The Bidder shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on IIBF for malfunctioning of the equipment or software or deliverables at all points of time, provided however, IIBF notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related negotiations for settlement.	The Bidder shall further indemnify IIBF against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on IIBF for malfunctioning of the equipment or software or deliverables at all points of time, provided however, IIBF notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related negotiations for settlement.	
				Bidder shall be responsible for any loss of data, loss of life, etc, due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.	Bidder shall be responsible for any loss of data, loss of life, etc, due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.	
				The Bidder shall indemnify IIBF (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:	The Bidder shall indemnify IIBF (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:	
				1. Non-compliance of the Bidder with Laws / Governmental Requirements.	1. Non-compliance of the Bidder with Laws / Governmental Requirements.	
				2. Intellectual Property infringement or misappropriation.	2. Intellectual Property infringement or misappropriation.	
				3. Negligence and misconduct of the Bidder, its employees, sub- contractor and agents.	3. Negligence and misconduct of the Bidder, its employees, sub- contractor and agents.	
				4. Breach of any terms of Agreement, Representation or Warranty.	4. Breach of any terms of Agreement, Representation or Warranty.	
				5. Act of omission or commission in performance of service.	5. Act of omission or commission in performance of service.	
				6. Loss of data.	6. Loss of data.	
86	Section 8 – Terms and Conditions	44	8.14 Bidder's Liability	The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.	The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the exam value of the contract.	
				Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by IIBF arising out of claims made by its customers and/or regulatory authorities.	

					Notwithstanding anything contained in the Agreement or any other document, neither Party shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the	No change in RFP clause
					Party has been advised of the possibility of such damages.	
					General Indemnity The IIBF will, during the period of the coverage of this assignment, indemnify and hold Service Provider harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Service Provider arising out of the use or possession of the equipment or location of the IIBF by Service Provider or its personnel, unless caused by the negligence of Service Provider personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	
87	Section 8 – Terms and Conditions	44	8.15 Termination of Contract	For Convenience IIBF by written notice sent to the Bidder may terminate the contract in whole or in part at any time for its convenience giving three months' prior notice. The notice of termination shall specify that the termination is for convenience the extent to which performance of the Bidder under the contract is terminated and the date upon which such termination become effective. Payment shall be made up to the date of termination.	For Convenience IIBF by written notice sent to the Bidder may terminate the contract in whole or in part at any time for its convenience giving three months' prior notice. The notice of termination shall specify that the termination is for convenience the extent to which performance of the Bidder under the contract is terminated and the date upon which such termination become effective. Payment shall be made up to the date of termination.	No change in RFP clause
				For Insolvency IIBF may at any time terminate the contract by giving written notice to the Bidder, if the Bidder closes its office in India or becomes bankrupt or insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action of remedy which has accrued or will accrue thereafter to IIBF.	For Insolvency IIBF may at any time terminate the contract by giving written notice to the Bidder, if the Bidder closes its office in India or becomes bankrupt or insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action of remedy which has accrued or will accrue thereafter to IIBF.	No change in RFP clause
				For Non-performance IIBF reserves its right to terminate the contract in the event the Bidder repeatedly fails to deliver in accordance with the scope of work given in the Contract.	For Non-performance IIBF reserves its right to terminate the contract in the event the Bidder repeatedly fails to deliver in accordance with the scope of work given in the Contract.	
					8.15a Termination for Material Breach. Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.	Termination & Effects of Termination : Either Party may terminate the agreement by giving a written notice of 180 days to the other party on the following circumstances: i.If the other party commits a breach of the agreement, and fails to rectify the same within 30 days from the date of the written notice from the other party; ii.If the other party fails to perform any other obligation(s) under the Agreement; iii.If any Receiver/Liquidator is appointed in connection with the business of the other party and the other party transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of the party iv.If the other party applies to the Court or passes a resolution for voluntary winding up of the party or any other creditor / person files a petition for winding up or dissolution of the other party.
					8.15b Effect of termination. In the event of termination or expiry of this Agreement, (A) IIBF shall (i) forthwith cease to access and/ or use any of Service Provider Application Systems and Services Environment; (ii) return to Service Provider any of Service Provider confidential and proprietary information and material in its possession, and (B) Service Provider shall (i) return to IIBF all confidential and proprietary information of IIBF; (ii) if a third party software license is obtained specifically for the IIBF under this Agreement and allows IIBF to use such software after termination of this Agreement (as specifically identified in Schedule), then Service Provider shall transfer such third party software to IIBF on an 'AS IS' basis. Any additional fee if applicable for such transfer shall be borne by the IIBF.	ok
88	Section 8 – Terms and Conditions	45	8.17 Order cancellation	In case of order cancellation, any payments made by IIBF to the Bidder would necessarily have to be returned to IIBF with interest @15% per annum from the date of each such payment. Further the Bidder would also be required to compensate IIBF for any direct loss incurred by IIBF due to the cancellation of the contract and any additional expenditure to be incurred by IIBF to appoint any other Bidder. This is after repaying the original amount paid.	In case of order cancellation, any payments made by IIBF to the Bidder would necessarily have to be returned to IIBF with interest @15% per annum from the date of each such payment. Further the Bidder would also be required to compensate IIBF for any direct loss incurred by IIBF due to the cancellation of the contract and any additional expenditure to be incurred by IIBF to appoint any other Bidder. This is after repaying the original amount paid. Bidder shall be paid all the dues, expenses, etc. as per the invoice raised by the Bidder.	No change in RFP clause

89	Annexure E6 – Declaration for 'Acceptance of RFP Terms and Conditions	68	Annexure E6 – Declaration for 'Acceptance of RFP Terms and Conditions	I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.	I have carefully gone through the Terms & Conditions contained in the above referred RFP document. I declare that subject to suggestions , the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.	No change in RFP clause
90	Annexure E7 – Declaration for Acceptance of Scope of Work	69	Annexure E7 – Declaration for Acceptance of Scope of Work	I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that all the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.	I have carefully gone through the Scope of Work contained in the above referred RFP document. I declare that subject to suggestions the provisions of this RFP are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.	No change in RFP clause
91	RFP Exam vendors_161025.pdf	10	2.3		If a consortium is permitted, can different partners be responsible for different regions or deliverables? How will performance and penalties be managed in such cases?	Consortium is not permitted,
92	RFP Exam vendors_161025.pdf	26	4.2(e)	The Bidder should own ISO certified and Cert-In certified data centre. The data centres of the Bidder should be a Tier - III.	Can bidder use any public/private cloud (meeting all certifications)	Modified as : The Bidder should have Owned/ Leased data centre/data centre infrastructure which is ISO certified . II) The data centre of the Bidder should be a Tier - III and above. Necessary documents to be provided
93	RFPExam vendors_161025.pdf	12	3.1	Should support major Indian languages viz, English, Hindi and others (Font as specified by IIBF).	Please specify the list of Indian languages required apart from English and Hindi and fonts which need to be supported	Marathi, Malayalam, Gujarati, Kannada, Oriya, Bengali, Tamil, Telugu, Assamese and the Font is unicode
94	RFPExam vendors_161025.pdf	9	2.2	Local test server	What should be minimum technical specification/capacity of test server	The vendor needs to take care of the capacity of the server based on the load factor
95	Eligibility Criteria	26	4.2	The bidder must have the following quality, security, product development and service related certifications: CMMI Level 3 or above in Development and Services, ISO 9001:2015, , ISO/IEC 27001	<u>Request to modify this clause as CMMI Level 3 certification in Development or Services and CMMI certificate must be verified through the official CMMI website at https://cmmiinstitute.com/PARS.</u>	A copy of valid certificate should be submitted for verification.
96	Technical Bid Evaluation	35	7.2	Points will be awarded on the following basis as against the required technical, features / Functionalities	Request to provide clarity on the Technical Evaluation process related to the availability of features as per Annexure-T1.	Refer RFP clause 7.3 and 7.4
				1) Feature available - 1.00 Marks	Generally, all bidders indicate "Yes" for feature availability, which may not accurately reflect the actual evaluation criteria. Hence, we would like to understand how the scoring model is applied in such cases during the technical evaluation.	
				2) Customisation in 10 days - 0.50 Marks		
				3) Customisation in 20 days - 0.25 Marks	Although all the mentioned features are already available with us, we understand that customization or modifications might still be required as per client requirements.	
				Total techno functional features will be given 100 marks follows :	Additionally, as per the Annexure-T1(Functional / Features), if each mandatory requirement is assigned 1 mark, the total score may fall below 40, which is less than the required qualifying marks.	
				1) Functional / Features (Annexure-T1) - 40 marks	Therefore, we request clarification or guidance on the individual mark allocation for each feature and on how the scoring model will function in this context.	
97		26	4.2 Eligibility Criteria	A minimum of 15,000 candidates in a single session in a day for at least one reputed organization.	Whether reputed organization means Academic Bodies/Govt Institutions/Universities etc.	Yes
98	Section 4 – Eligibility Criteria	27	4.2(i)	The bidder should have experience of conducting at least one Computer Based test for Govt., PSU department for 50,000 candidates scheduled in a single shift/session at Pan India level (at least 10 or more states) preferably.	The bidder should have experience of conducting at least one Computer Based test for Govt., PSU department for 50,000 candidates scheduled in a single shift/session at Pan India level (at least 10 or more states) preferably. Whether it is in the last three years?	Preferably in the last three years
99	7.1 Evaluation of Technical Bids	35	3)	Capacity to conduct Examinations (Proportionate marks out of 5 for centres, Proportionate marks out of 5 for coverage of candidates - Refer Annexure – 'CTR' for total no.of centres and expected no. of candidates)	Should details be submitted	Yes