## Indian Institute of Banking & Finance, Mumbai

## List of Pre-bid Queries and Responses towards RFP (REF NO: RFP-2024/25-IT-01) during pre-bid meeting held on 3rd August-2024

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 1 | portal-rfp-final-16th-july-2024 | 11.Minimum Eligibility Criteria: Sr. No.b | Supporting Document: Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years. | We request you to consider the provisional Balance sheet and Profit and loss statement for the FY 2023-24 as our audit is in process. Once audit is completed we will share the audited balance sheet with you. | Submit 3 years balance sheet priror to FY-2023-24. For 23-24 submit a provisional certificate by the company secretary |
| 2 | portal-rfp-final-16th-july-2024 | 11.Minimum Eligibility Criteria: Sr. No.c | | | |
| 3 | portal-rfp-final-16th-july-2024 | 11. Minimum eligibility criteria - a) Technical evaluation | (i) Past experience maximum points up to (20)<br>(a) For minimum 10 years operations: up to 15 Points<br>(b) Above 10 years operations: up to 20 Points<br>(ii) Support/Reference(15)<br>(a) Minimum 3 projects: up to 10 points<br>(b) More than 3 projects :up to 15 points | Can this be amended as "(i) Past experience maximum points up to (20)<br>(a) For minimum 10 years operations: up to 15 Points<br>(b) Above 10 years operations: up to 20 Points<br>(ii) Support/Reference(15)<br>(a) Minimum 3 projects with value not less than 50 Lakh each : up to 10 points<br>(b) More than 3 projects with value not less than 50 lakhs each :up to 15 points | RFP clause modified |
| 4 | portal-rfp-final-16th-july-2024 | 26. Payment Schedule | 1.Advance with award of contract 10%*<br>2.SRS/Functional Specification Document, Detailed Specification Document and prototype delivery 10%*<br>3.Sign-off User acceptance testing after commencement of hosting entire project 7 5%<br>4.After one year of Performance warranty 10% | Can Payment Terms be amended as "<br>1.Advance with award of contract 10%*<br>2.SRS/Functional Specification Document, Detailed Specification Document and prototype delivery 20%*<br>3.Sign-off of user Accetance testing after commencement of hosting of entire project 60%<br>4.After one year of Performance warranty 10%"<br>" | New Payment terms:<br>1.Advance 10%<br>2.At the time of SRS, Proto type delivery: 10%<br>3.After sign off of UAT of entire project: 70%<br>4.Against Warranty after 1 year go live of project: 10% |
| 5 | portal-rfp-final-16th-july-2024 | 11. Minimum eligibility criteria | d. The bidder should have executed at least three orders of similar nature and preferably in multiple locations of Educational Institutes | The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes **/ Government organization / BFSI / process automation in Government department / digital transformation in any gov department /** | Projects with similar nature in multiple locations of the Educational Institute |

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| 6 | portal-rfp-final-16th-july-2024 | 11. Minimum eligibility criteria - a) Technical evaluation | Points for data centre<br><br>(a)Own cloud/data centre within India: up to 25 points<br>(b)Third party cloud data centre within India: up to 20 points | as IIBF is government institute so we request that this clause be amended as "Points for **Meity empanelment for CSP data centre**<br><br>(a)Own cloud/data centre within India: up to 25 points<br>(b)Third party cloud data centre within India: up to 10 points" | Ref RFP clause:7.7 |
| 7 | portal-rfp-final-16th-july-2024 | 11. Minimum Eligibility Criteria- A) Technical Evaluation B) Commercial Evaluation | Technical Criteria is 70 % & Commercial criteria is 30 %. | as there is no specific mentioning of the evalutaion criteria but based on given information, we assume that evaluation method is QCBS ! Kindly confirm ! | No change in RFP clause |
| 8 | portal-rfp-final-16th-july-2024 | 4.2Implementation | •Integration of newly developed application with third-party systems as required. | Kindly provide the list of external systems to be integrated & who shall be responsible for providing API's for the same ? | Ref RFP clauses :3.4,3.5, 3.6 and 3.7 |
| 9 | portal-rfp-final-16th-july-2024 | iii) Facility Management Charges(FMS) per Calendar Man month basis (per resource): | Institute may ask to arrange technical interview of onsite resources. | Can the onsite resource qualification criteria be amended for<br>1. Project Tech Lead (Sr.Software Developer): (1Nos.)<br>Education Qualification - BE/MCA/MCS/BE IT/MBA IT/Msc Computer Science<br>Relevant experience - Min 6 years experience<br><br>2. Full stack developer cum DBA- (per resource cost *4 nos.)<br>Education Qualification - BE/MCA/MCS/BE IT/MBA IT/Msc Computer Science<br>Relevant experience - Min 2 to 5 years | The bidder should deploy well qualified and experienced team |
| 10 | portal-rfp-final-16th-july-2026 | 16.Infrastructure Sizing/ Technology stack: | generation of digitally-signed certificates | Does Digital signature integration required? If Yes then who will bare cost for the digital signatures bidder or department? Also define the tentative count of the digital signature & its type. | Yes. Integration is needed.IIBF shall procure and provide all necessary digital signatures. |

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| 11 | portal-rfp-final-16th-july-2027 | 3.3. Back-end Applications | 4.Institutional Members. This module also has KYC(Know your member) verification facility | What kind of KYC is required kindly elaborate on the same? whether it will be OTP based verification or Aadhaar based verification? If KYC to be done via Aadhaar or PAN authentication then kindly specify who will bare the cost for Aadhaar verification integration request API call per KYC, Bidder or department? | 1.Institutional members KYC is done manually<br>2.Individual members KYC should done OTP based with official Valid documents(OVD) |
| 12 | portal-rfp-final-16th-july-2024 | 3.3. Back-end Applications | Candidate Life Management System is consisting of examination, membership systems | Do we have to devlop new CLMS or we have to maintain ongoing CLMS? Kindly Provide detail SOW & all expected backend integration with transactional portal? | 1.Since this is a fresh development, the bidder has to develop entire CLMS in a new environment. Refer RFP Page nos. 5 to 14 |
| 13 | portal-rfp-final-16th-july-2024 | 3.8 Bank-reconciliation Module | This module helps to re-conciliate all invoices generated on the transactional portal against the payments received in the various bank accounts. | 1. please clearify reconcilisation process of invoices ?<br>2. How many daily re-conciliation of invoices are expected ?<br>3. Is bank reconciliation module part of CLMS or we have to develop it separately as individual module in transactional portal ? | Bidder to take data reconciallation of all financial transactions through payment gateway |
| 14 | portal-rfp-final-16th-july-2024 | 7.1 Scope of the Work: | The assignment requires development of a new website with Chabot functionality, backend systems and transactional Portal. | As it is given in the RFP that required chatbot needs to be FAQ based then does IIBF expect any other feature in chatbot? Kindly elaborate with example. | All standard chatbot facilities to be provided and should be updated from time to time |
| 15 | portal-rfp-final-16th-july-2024 | 7.1 Scope of the Work: | Integration of a FinTech solution for financial transactions | 1. kindly provide Detail Scope of Work?<br>2. do you have any specific FinTech solution in mind to be integrated? | Integration of fintech solution is not required. However, end-end reconciallation of all financial transactions should be taken care by the bidder |
| 16 | portal-rfp-final-16th-july-2024 | 7.1 Scope of the Work: | Accounting web interface for GST (for B2B, B2C) | 1. Accounting web interface for GST module is part of CLMS or we have to develop it separately as individual module in transactional portal ?<br>2. kindly provide Detail Scope of B2B & B2C | 1. It is part of CLMS<br>2. The bidder has to extract all - invoicing data and upload it to GST portal for generating B2B e-invoices from CLMS. B2C invoices are generated on the portal |

| 17 | portal-rfp-final-16th-july-2024 | 7.1 Scope of the Work: (F) | f). The bidder should have arrangement with third party to integrate the applications of the Institute to verify the KYC particulars of the members and non-members of the Institute. The KYC could be carried out using Aadhaar authentication/PAN authentication etc. The KYC module should also have the functionality of auto photo capturing through webcam with photo cropping facility with AI enabled functionality. | Kindly provide Detail information about KYC Flow.<br>2. Is KYC to be done before the payment or after the payment?<br>3.Kindly Describe AI Enable functionality in detail. | 1.Individual members KYC should done OTP based with official Valid documents(OVD)<br>2. The system should have a provision to capture real time photo trhough webcam and it should be auto-adjusted as per the specifications given by user dept., |
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| 18 | portal-rfp-final-16th-july-2024 | | | 1. what will be the criteria for identifying the unfair means ?<br>2.what will be the frequency of generating the unfair means reports & who will have access to same ?<br>3. how will be the panelty / punishment will be calculated in backend system or it will be manualy ? | This is basically a module for recording data of all unfair actions. As and when required the penalty shall be calculated manually by dept. concerned. |
| 19 | portal-rfp-final-16th-july-2024 | exception handling module | | Kindly elaborate the detail scope for exception handling module | This facility requird to handle exdceptional situations through back-end interventions. Specific details shall be finalised during SRS. |

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| 20 | portal-rfp-final-16th-july-2024 | 24.Penalty for interruption in the services: | In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.100000/- per day till resumption of the services. | Kindly confirm that the disruption is limited to the hosting services and not any other services.<br>Also, is this clause for 8 hours applicable or clause below for 2 hours? | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 21 | portal-rfp-final-16th-july-2025 | Annexure IV<br>**Penalty**<br>Format of Service Agreement (Specimen) | a)In case of failure of all critical applications or any other services for a continuous period of 2 hours at any point in time a penalty of Rs. 20000/- shall be levied for such block of time period till restoration of such services. | Is this clause applicable of the clause at Page 38? | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

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| 22 | portal-rfp-final-16th-july-2026 | Annexure IV **Penalty** Format of Service Agreement (Specimen) | b)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.100000/- per day till resumption of the services. | Is this clause applicable of the clause at Page 38? For 8 hours? | Tiered panalty System: 1.For every block of  2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of  of 8 hours  of any application/services/website: Rs.100,000 3.For continuous disruption of  up to 48 hours  of any application/services/website: Rs.10,00,000 4.For continuous disruption of  more than  48 hours  of any application/services/website: Rs.25,00,000  and PBG may be invoked |
| 23 | portal-rfp-final-16th-july-2027 | Annexure IV **Penalty** Format of Service Agreement (Specimen) | b)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.100000/- per day till resumption of the services. | Request IIBF to reduce the penalty amount to 50000/- per day, if this clause is applicable. | Tiered panalty System: 1.For every block of  2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of  of 8 hours  of any application/services/website: Rs.100,000 3.For continuous disruption of  up to 48 hours  of any application/services/website: Rs.10,00,000 4.For continuous disruption of  more than  48 hours  of any application/services/website: Rs.25,00,000  and PBG may be invoked |

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| 24 | portal-rfp-final-16th-july-2028 | 24.Penalty for interruption in the 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. | In case failure of registration of membership/examination or for any other services due to application issue attributable to bidder 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. | Tiered panalty System: 1.For every block of 2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 25 | portal-rfp-final-16th-july-2029 | 24.Penalty for interruption in the services: | 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 hosting and maintenance 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. | **Request to consider penalty based on Monthly Service cost as 10% of the AMC charages and Not lumpsum of 25 Lacs.** **Amendment:** **the service provider agrees without any demur to pay a penalty of 10% of the Monthly AMC charges to IIBF. This penalty shall not exceeed 10% of overall annual project cost.** | Tiered panalty System: 1.For every block of 2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

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| 26 | portal-rfp-final-16th-july-2031 | Annexure – I Commercial Template | Total AnnualMaintenance Charges on turnkey basis(AMC): (i) Infrastructure setup Charges and Hosting, Managing and Maintaining the website, portal and back-end systems in a cloud environment on turnkey basis for 5 years:(including DR per year) (ii)Total Charges for Network connectivity (as mentioned under clause No 7.9) (iii) Total Charges for Managed Services (includes all the items mentioned under clause No 7.10): Note: for items 2(i),2(ii) and 2(iii) the vender has to provide unit wise price for each component/service for entire period of contract. Hosting charges shall be applicable after go live of the entire project | As the pricing for for items 2(i),2(ii) and 2(iii) is required Unit wise, we request IIBF to revise the Commercials format for separate rows for each item in the table for better understanding and clarity. | Commercial template is modified Refer RFP annexure -I. |
| 27 | portal-rfp-final-16th-july-2032 | 20.Performance Bank Guarantee: | The successful bidder shall furnish the performance security equivalent to 10% of the total commercials mentioned in the commercial template that accrues for 5 years, in the form of Performance Bank Guarantee issued by any Commercial Bank in India. | As per GR No. F.9/4/2020-PPD, Ministry of Finance- Govt of India, the PBG to be submitted by bidder is reduced to 3% from earlier 5-10%. We request IIBF to kindly consider the GR and reduce PBG to 3%. | No change in RFP clause |
| 28 | portal-rfp-final-16th-july-2033 | Annexure – I Commercial Template | Yearly Cost | Pls confirm if Pricing to be quoted till 7th year? | Yes(5+2) years |
| 29 | portal-rfp-final-16th-july-2034 | Annexure – I Commercial Template | Yearly Cost | 7 Year TCV shall be considered for Commercial Evaluation? | TCO- for 7 years shall be taken for evaluation |
| 30 | portal-rfp-final-16th-july-2034 | Annexure – I Commercial Template | Yearly Cost | Pls add TOTAL as A+B+C for each item for TCO calculation. | No change in RFP clause |
| 31 | portal-rfp-final-16th-july-2034 | | Cores: 18 | RAM: 24 GB | Performance Storage (3000 IOPs/TB): 1.3 GB | OS: CentOS Linux release 7.9.2009 (Core) | Kindly clarify that the performance storage is in GB or TB | No change in RFP clause |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 32 | portal-rfp-final-16th-july-2034 | Annexure-VI(Part – A) I.Current Infrastructure details of Website and Transactional Portal (DC) | Windows Standard 2019 : 3 No | The provided count for Windows Server 2019 Standard licenses is incorrect. | The number is indicative. However, the no of licences to be decided by the vendor as it a turnkey project. |
| 33 | portal-rfp-final-16th-july-2034 | | VAPT Audit-Cert In: 2 No | The given VAPT count is 2. Please clarify whether this count is device-based or considered audit twice yearly. | Yes |
| 34 | portal-rfp-final-16th-july-2034 | | SIEM | SIEM is currently considered only for the DR site, not for the DC site. Should we consider it for both the DC and DR sites? | For both |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | General | | | Plese share current physical & N/W Architecture with DC & DR | Current architecture Cannot be shared as it is restrictive. As it is turn key poject. Bidder to finalise the Architecture of N/W with DC/DR |
| 2 | General | | | What is the DR type expected ? Is it Near or Far DR please confirm ? | Should be in different siesmic zone |
| 3 | General | | | DR replica ? 1-1 or reduced DR ? | DC-DR should be 1--1 |
| 4 | General | | | Data replication between DC & DR? Sync/Async | Synchronous |
| 5 | General | | | Data Replication will be configured b/n storage to storage or b/n site to site? | Site-to-Site |
| 6 | General | | | Required Volumetric Analysis of Servers & DB along with its specific role | Bidder to decide |
| 7 | General | | | Please provide hosting mechanism is it stand-alone or HA mode. | HA mode |
| 8 | General | | | Current Server & DB Compute Capacity. | Refer RFP Clause Annexure VI(Part A) |
| 9 | General | | | Total Number of users, number of active users & number of concurrent users going to access this portal. | As it is a turn key project the volume of registrations/transactions are mentioned in the RFP clause 16.1 |
| 10 | General | | | Current Load Balancer in use is a NLB or ALB. | Both, NLB and ALB |
| 11 | General | | | Is SSL certificate currently in use? Is this self-signed or wild card certificate? | yes. Wild card SSL certificate |

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| 12 | General | | | Is there any proxy server in use? Please provide details | Refer RFP (Annexure VI) |
| 13 | General | | | Is there any Web Application Firewall in use in current infrastructure. | Refer RFP (Annexure VI) |
| 14 | General | | | Please share details on Primary & DR Site including Architecture diagram **( Apps+ Infra)** to understand how its implemented in Production environment | NA |
| 15 | General | | | What is the Location (within india ) for DC & DR ? | Different Seismic Zone |
| 16 | General | | | which Application server currently in use ? *As per document shared UAT and Production Environment (Windows based application server configuration) is it IIS or Other* Please specify | Refer the RFP clause 3.10 onwards |
| 17 | General | | | Is Application server is in same Box ? | Refer the RFP |
| 18 | General | | | How Many Application instance are there in the Production environment | Keeping in mind optimal performance |
| 19 | General | | | How Many database instance are there in the Production environment | Keeping in mind optimal performance |
| 20 | General | | | Please share more details on Application Server.What is the Mode is it Active- Active / Passive - Passive / Active-Passive )? | Refer RFP Clause Annexure-VI Part (A, B, C) |
| 21 | General | | | Please share more details on Database Server. What is the Mode is it Active- Active / Passive - Passive / Active-Passive )? | Refer RFP Clause Annexure-VI Part (A, B, C) |
| 22 | General | | | Please share more details on Load balancing. Is it H/W based or S/W based , Mode (Active- Active / Passive - Passive / Active- Passive )? | Refer RFP Clause Annexure-VI Part (A, B, C) |
| 23 | General | | | is there any high availability solution implemented ? if yes , please provide details on number of Nodes at Primary & DR ? | Yes, refer RFP clause Annexure-VI Part (A, B, C) |
| 24 | General | | | How Data Replication happening currently between Primary & DR Site? | Real Time replication |
| 25 | General | | | What is the current database size & monthly growth? | Refer RFP |
| 26 | General | | | What is the current Digital content size & monthly growth? | Refer RFP |
| 27 | General | | | Is there any Capacity Planning / analysis done considering Data Growth for next 5 yrs. ? | Refer RFP Clause 7.12 |

| 28 | 4.2 Implementation | | | | what is timeline considered for Systems Requirements Gathering and Systems Design & analysis and UAT & training activities in which IIFB will need to participate? | Refer RFP clause 22 |
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| 29 | | | | **7.1 Scope of the Work: - Point t).**The bidder has to run existing applications and website of IIBF and host it on new cloud platform, if outgoing vendor is unable to provide the support to IIBF till Go –Live of new application. | In case of the outgoing  vendor's support has to take over, what would be the duration and will there be separate commecials to be submitted if this event happens? | In such eventuality the hosting of existing applications,website and transaction portal shall start from the day the out going vendor exits from the current contract. No separate commercials. The hosting charges will be paid as per the the commercial quotes offered by the incoming bidder in the present RFP. The old systems should be hosted and managed till go-live of the new project. |
| 30 | | | | **7.1 Scope of the Work: - Point t).**The bidder has to run existing applications and website of IIBF and host it on new cloud platform, if outgoing vendor is unable to provide the support to IIBF till Go –Live of new application. | Will the outgoing vendor give proper handover of existing support? | YES |
| 31 | | | | **7.1 Scope of the Work: - Point t).**The bidder has to run existing applications and website of IIBF and host it on new cloud platform, if outgoing vendor is unable to provide the support to IIBF till Go –Live of new application. | Hosting of existing application on new cloud will be chargeble separately as per the duration of hosting. Kindly clarify? | Hosting charges will be paid as per the new commercials. |
| 32 | | | | **7.1 Scope of the Work: - Point t).**The bidder has to run existing applications and website of IIBF and host it on new cloud platform, if outgoing vendor is unable to provide the support to IIBF till Go –Live of new application. | Is there any guidance available for estimating resources and Infra sizing for the existing platform? | Refer the RFP clause Annexure-VI |

| | | | | 3. Existing Application Systems Used by IIBF<br><br>Annexure – V(Part – B) Existing Transactional Portal | Scope of the new platform includes features and functionalities of existing applications are mentioned as tentative and will be finalized in SRS. Is there any guidence on quantam of changes expected in existing application functionality? | Yes, as it is a fresh development, the bidder has to develop all the applications as per RFP |
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| 34 | | | | 11.Minimum Eligibility Criteria:<br>The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | **Request IIBF team to modify as below:**<br>Bidder should cite at least 3 experience of Application development & integration using API / Microservices based applications and services similar to the proposed architecture. | No change in the RFP |
| 35 | | | | 16. Infrastructure Sizing/ Technology stack: | To achieve NFR like response time < 3 secs, what year on year growth of data, transctions,etc. is expected over 5 years to ensure adequate infra sizing? | Refer the RFP clause 16 |
| 36 | | | | 22.Project Schedule: | is the timeline of 9 months for implementation nonchangeble? Can bidder propose revised timelines with practical plan? | The bidder can propose their own timeline within 9 months |
| 37 | | | | 24.Penalty for interruption in the services: | Penalties are on higher side, will these be revised? | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

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| 38 | | | | 25.Termination of the contract: | **Request IIBF team to modify as below:**<br>Termination of the contract:<br>Both the parties can terminate the contract by giving three months notice in writing:<br>a. In the event of bidder choosing to terminate the contract without giving notice in the contract period the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary.<br>b. 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. | All payments shall be made within 45 days from the date of receipt of invoices |
| 39 | | | | Annexure IV - 2.2 | Request IIBF team to modify as below:<br><br>All payments as referred to hereinabove shall be payable 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 **reasonable and onerous reasons of the Service Provider** brought to the notice of the Service Provider. | RFP Clause modified. All payments shall be made within 45 days from the date of receipt of invoices |

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| 40 | | | Annexure IV - 9- Warranty | Request IIBF team to delete the below clause:<br><br>b)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.100000/- per day till resumption of the services. | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 41 | | | Annexure IV - 10- Penalty | Request IIBF team to modify the below clause:<br><br>c)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. _____ *(as agreed betweent the parties while executing the Agreement)* 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. | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

| 42 | | | | Annexure IV - 10- Penalty | Request IIBF team to modify the below clause:<br><br>c)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._____ *(as agreed betweent the parties while executing the Agreement)* may be levied for such block of nonperformance till restoration of proper services. | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 43 | | | | Annexure IV - 10- Penalty | Request IIBF team to delete the below clause:<br><br>~~d) In case the bidder could not restore the services after 48 hours, the Institute may call for invoking the performance bank guarantee submitted.~~ | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

| 44 | | | | Annexure IV - 17.1 - Termination | **Request IIBF team to modify as below:**<br><br>Termination of the contract:<br>Both the parties can terminate the contract by giving three months notice in writing:<br>a. 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.<br>b. 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. | a. In the event of bidder choosing to terminate the contract without serving the notice period, the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary.<br>b. IIBF may at its discretion terminate the contract if the performance of the bidder not found suitable, IIBF has an option to terminate the contract. |
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| 45 | | | | Annexure IV - 27 - Non-Solicitation | Request IIBF team to modify as below:<br><br>During the period of this agreement **and one year thereafter**, both parties agree to refrain from soliciting or employing or engaging in any capacity, directly or indirectly, any employee of other party. | No change in the RFP |
| 46 | | | | Request for addition of clause 28 | Request IIBF team to modify as below:<br><br>In any event the aggregate liability of either Party's arising in any manner whatsoever shall in no event exceed the total fees paid by the Protean in the preceding twelve (12) months under the relevant Agreement/SOW under which the claim arise or paid by the IIBF. | No change in the RFP |
| 47 | | | | Request for addition of clause 29 | **Request IIBF team to modify as below:**<br><br>Notwithstanding anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort (including negligence), or otherwise, for any loss of data, loss of use, interruption of business or any special, punitive, indirect, incidental, or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such party has been advised of the possibility of such damages. | The bidder will be responsible for any loss of data, data damage and interruption of business, consequential damages, loss of profits or revenues etc. |

| 48 | | | 10.Schedule of activities of Bidding:<br>Last Date of submission of Proposal is 19th August 2024 | Request IIBF team to extend the bid submission date, so that bidders get at least 3 weeks to submit the bid from query answer/response date from IIBF. | 30th August-2024 |
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| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | 4.2 Implementation | Parallel run | The old systems and new systems should run parallel for a period of 90 days and old systems could be discarded thereafter. | 1. We assume that the existing vendor / IIBF shall be discarding the old system. Please confirm ?<br>2. We assume that post go-live only a final data migration to sync up the data is expected post 90 days and no intermediate syncups are expected ? In case intermediate sync ups are expected, please let us know the duration of the sync-ups post go-live ? | Yes. After go live the old system shall be discarded |
| 2 | 11.Minimum Eligibility Criteria: | 11.Minimum Eligibility Criteria: | The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | 1. Request if along with educational institutions, banking clients can also be considered. Please confirm ? | No change in RFP |
| 3 | 13.Evaluation of Bids | a) Technical Evaluation | Points for data centre<br>(a) Own cloud/data centre within India: up to 25 points<br>(b) Third party cloud data centre within India: up to 20 points | Request you to relax this criteria and allot 25 numbers to point b as well because large System Integrators do not have their own data centres. We will align with a vendor who satisfies this criteria | No change in RFP |
| 4 | 26. Payment Schedule | 26. Payment Schedule | 75% for 3.Sign-off of User Acceptance Testing after commencement of hosting entire project | Request you to consider, dividing 75% into 2 milestones<br>3.1 40% Deployment in UAT<br>3.2 35% Sign-off of User Acceptance Testing after commencement of hosting entire project | New Payment terms:<br>1.Advance 10%<br>2.At the time of SRS, Proto type delivery: 10%<br>3.After signoff of UAT of entire project: 70<br>4.Against Warranty after 1 year go live of project: 10% |
| 5 | 26. Payment Schedule | i) One Time Setup Charges: | The advance against item No.1 will be paid against equivalent amount of Bank Guarantee or after receipt of PBG. The payment towards item No.2 shall be made only after submission of PBG as mentioned in the RFP. | We are presuming that the 5% payment against "Advance with award of contract" shall be greater than the EMD submitted. In such a case, can we expect the payment equivalent to the EMD value at the time of awarding of the contract and the payment of the remaining value (5% of contract value - EMD value) within 30 days of the submission of the PBG | New Payment terms:<br>1.Advance 10%<br>2.At the time of SRS, Proto type delivery: 10%<br>3.After signoff of UAT of entire project: 70<br>4.Against Warranty after 1 year go live of project: 10% |

| 6 | Annexure – I Commercial Template | Annexure – I Commercial Template | Note: for items 2(i),2(ii) and 2(iii) the vender has to provide unit wise price for each component/service for entire period of contract. Hosting charges shall be applicable after go live of the entire project. | 1. We understand that Price of 2(i) , 2(ii) and 2(iii) is required separately. Further breakup of the sub-contents in each of 2(i), 2(ii) and 2(iii) is not required. Please confirm ? | Refer RFP clause Annexure-I |
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| 7 | Penalty for interruption in the services: | 24 | 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 hosting and maintenance 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 | 1. Please clarify that is this penalty applicable for a continuous disruption of => 48hrs and anything less than 48hrs but greater than 8 hrs will come under the clause of 20000/- penalty per day<br>2. Is this clause solely dedicated to disruptions occuring out of a dispute/litigation between Service provider and a third party onboarded by the service provider. In case the disruption is not due to the above reason, will this penalty clause not be applicable and we will be penalized at 20000 rupees per day as per the following penalty clause "In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.20000/- per day till resumption of the services." | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

| 8 | 24.Penalty for interruption in the services | 24.Penalty for interruption in the services | In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.20000/- per day till resumption of the services.<br><br>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.<br><br>In case of failure of all critical applications or any other services for a continuous period of 2 hours at any point in time a penalty of Rs. 20000/- shall be levied for such block of time period till restoration of such services. | 1. Our presumption is that, for any disruption which occurs in hosting and maintenance and leads to a failure of registration of membership / examination will invoke a penalty of 20000 post 8 hrs<br><br>2. Please clarify what applications fall under "critical" bucket and kindly confirm if this clause is applicable on when "all critical applications" fail.<br><br>3. Please also confirm if only a one time penalty of 20000/- shall be levied in case all the critical applications fail for more than 2 hours till they are restored for that instance | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 9 | Annexure IV | Format of Service Agreement (Specimen) - Penalty | 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.100000/- per day till resumption of the services<br><br>24.Penalty for interruption in the services:<br>In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.20000/- per day till resumption of the services. | 1. Conflicts with 24th point on page 38. Hence Assuming that the penalty of the same shall be Rs.20000/- | Tiered panalty System:<br>1.For every block of 2 hours disruption of any application/services/website: Rs.20,000<br>2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000<br>3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000<br>4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |

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| 10 | Annexure IV Format of Service Agreement (Specimen) | 10d | In case the bidder could not restore the services after 48 hours, the Institute may call for invoking the performance bank guarantee submitted. | In the sections 10a, b and c of Annexure IV, penalty clauses are defined for website performance and technical issues. In case of a service outage of more than 48 hours, which section will be applicable as there is conflicting information provided. Further, as clarified earlier, PwC shall be penalized only for those service disruptions, application failures which are solely PwC's fault | Tiered panalty System: 1.For every block of 2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 11 | Annexure IV Format of Service Agreement | Client's responsibility | | 1. Assuming that IIBF will share existing brand guidelines. 2. Branding related activities such as- brand identity-logo creation & brand personality- isn't a part of scope for this project. | Yes. Logo will be supplied |
| 12 | Assumption | Assumption | | 1. We assume that the hierarchy of content to be considered is to be taken from the existing sitemap 2. Including access to image & illustration library. | Yes. |
| 13 | Existing Application Systems Used by IIBF: | 3.4 Third Party Integrations | Presently, the Institute uses a payment gateway services from M/s Billdesk. In addition, certain other wallets such as a wallet from M/s CSC also used who conducts remote proctored exams of the Institute | 1. How many modes of payment are to be allowed using the payment gateway ? eg. Net Banking, Debit Card, Credit card, UPI etc ? 2. How many wallets are used? 3. Please elaborate on the functionalities of the wallet eg. wallet creation, wallet Top up, add funds to wallet, deduct funds from wallet etc. | Refer the RFP. It is only integration with the third party payment gateways/wallet vendors. |

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| 14 | 4. Introduction to the Assignment (Broad Requirements) | 4. Introduction to the Assignment (Broad Requirements) | The Indian Institute of Banking & Finance (IIBF) desires to select a service provider who would Develop, migrate, customize, update and maintain the website, Transactional Portal, and internal back-end systems on a turn-key basis | 1. What are the current challenges been faced by IIBF due to which it wasnts to revamp the existing website / portal and move it to a new cloud ? | Refer the RFP.Due to scalibility constraints,eliminate all manual interventions, seamless integrations with front end and back end operations with single technology stack. |
| 15 | 4. Introduction to the Assignment (Broad Requirements): | 4.2. Implementation | Users training | 1. Please specify the number of user training sessions expected ? 2. Assuming that the training shall be for the internal admin IIBF users and not public users | one week full day training of 8 hours covering all departments of internal users. If required, follow-up two/three more days clarifications |
| 16 | 4. Introduction to the Assignment (Broad Requirements): | 4.2. Implementation | Impact assessment | 1. Assuming that there is an updated AS-IS FRS, technical specifications, ER diagrams and data models of all the applications which are available and shall be shared with the bidder (not later than the start of the requirement phase). Please confirm ? | Standard available documents shall be submitted during the requirement gathering face and finalizing the SRS |
| 17 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | (iv) It is also required to take care of updates in the form of changes / additions / deletions/modifications of the contents of the Institute's new website (www.iibf.org.in) on regular basis. | 1. Does IIBF already has a content management system which can be leveraged? Or as part of the scope the bidder has to create a new content management system? 2. Assuming that there be a maker-checker process involved in content update process - what will be the maximum level of approval stages involved in the process? 3. We are Assuming that The content , including any image/banner/logo shall be provided by the IIBF admins. Please confirm ? | 1. Bidder to use their own content-management system which is part of project 2. The Institute will provide only approved contents to be uploaded on the website. 3. Yes. |
| 18 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | d). The bidder has to capture the requirements from user departments/stakeholders of IIBF in co-ordination with IT dept. to design, develop, host and manage new application for Membership, Examinations, Training, Academics. | 1. What is the expected % of additional features / requirements as a part of the proposed solution ? | It is a completely new development, incorporating all existing and new requirements |

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| 19 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | And the bidder should also to develop an interface to extract the online payment details as per the requirements of Accounts Department of the Institute. | 1. How many different types of reports are applicable? | Indicative report list given. Refer RFP clause Annexure-V Part (A, B, C). However, any other reports decided from time-to-time as per the requirement. |
| 20 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | (v) To revamp the look and feel of the website with new templates twice in a year. | 1. Currently there is no such skillset of website designer mentioned with respect to website design as a part of AMC / FMS. Request you to add the same | FMS team should take care/co-ordinate for all kinds of activities including revamping of the website |
| 21 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | f). The bidder should have arrangement with third party to integrate the applications of the Institute to verify the KYC particulars of the members and non-members of the Institute. The KYC could be carried out using Aadhaar authentication/PAN authentication etc. The KYC module should also have the functionality of auto photo capturing through webcam with photo cropping facility with AI enabled functionality. | 1. Shall KYC of existing members also be required to be performed ? 2. Apart from the 3rd party KYC system through which KYC shall be performed, assuming that the KYC details are not supposed to be passed to any other 3rd party system and not stored in the propsed application 3. Is re-kyc also a part of the scope ? Or should KYC be just done 1 time ? 4. Are the KYC details - Proof of Identity (POI) and Proof of Address (POA) numbers and documents to be stored in the application ? | 1. No 2. OTP based KYC; on the basis of official valid documemnts (OVD). 3. Yes (No re-KYC periodically. However, KYC is to be done case to case whenever edit/ change of profile of existing/new members and non-members takes place) 4. Yes. Data will be stored with restricted access as per the data protection act from Regulator/Government. |
| 22 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | g). The bidder has to make a provision to provide a detailed audit trail for each application/module, each transaction/activity, tasks executed throughout application and or database. | 1. Should the audit trail be visible on the front end ? or is it just required to be captured in the database ? 2. Assuming this will be applicable for transactional and admin portal both. Exceptions - In case direct scripts have ran to update the database as a part of data correction mechanism, there shall be no audit trail for those activities | 1. Both. (Audit trail need not be visible on the front-end. However, it should be stroed in the back-end/database and it wiil be visible as and when required) 2. Yes. (Necessasry database level audit trails are required) and will be finalized at the time of SRS. |

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| 23 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | l). The website and all applications should be responsive on all types of devices such as Mobiles (Android/IOS), Tabs, Laptops, Desktops and on browsers like IE, Chrome, Mozilla, Safari, etc. | 1. Assuming that Mobile application shall be out of scope | Yes. The mobile app is not a part of present RFP. However the website should be auto responsive. |
| 24 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | m). The bidder shall integrate all application programs/modules by payment gateways suggested by the IIBF. Further, the Bidder has to develop/consume APIs for exchanging data between various other agencies dealt by the Institute. | 1. How many integrations are estimated ? What are the tentative number of APIs envisaged for data exchanges? | Refer the RFP clauses 3.4 onwards and  7.1. (a), (b) |
| 25 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | n). The Institute offers enrollments for a certification course in Climate Risk and Green Finance for international candidates. The bidder has to make the provision to develop and hosting of such International courses also in secured environment. This exam should be hosted and managed in a separate hosting environment with different domain name. | 1. How shall the KYC take place for the international candidates? 2. Will there be any integration with any international partners for any module/process? 3. Will the payments be allowed in currencies other than INR? 4. For internaltional candidates how shall payments for the courses be facilitated ? Do the existing payment gateways have the capabilities of facilitating the same ? | 1. By just verifying the necessasry scanned documents manually. 2. Prsently no 3. In US dollars in swift mode 4. Presently no. Off-line payment is received. |
| 26 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | o).The website must take care of the backward/forward linkages with the back-end databases and all the applications currently used by IIBF such as payment gateway, examination system, mock test and membership systems etc., | 1. Assuming that Mock tests and Examination is out of scope of the proposed solution. The proposed solution shall redirect the user to the application which shall be conducting the mock tests and the examination. Please confirm ? | 1. Yes. Refer the RFP. |
| 27 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | i).The Bidder should also provide a relevant performance-monitoring tools of APIs and application programs. | Is there a perference for any APM specific tool? | Standard APM tool |

| 28 | 4.2 Implementation | 4.2 Implementation Section- The indicative list of functional modules of all systems | h).The bidder has to develop and design an administration module covering website/portal. The design should be structured such that most of changes like enabling / disabling/ updating of various services offered by the Institute should be through an User Interface | 1. Assuming that a subset of modules covered in Annexure 5 (Part A, B & C) will be catered by the administration modules for the functionality of enabling / disabling/ updating 2.Assuming IIBF will provide base content for this. | 1. Yes 2. Yes, Content will be shared by IIBF. |
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| 29 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | Note: To gauge the volume of scope of the work, the bidder must go through current website of the Institute, check the transactional programs and back-end systems of the Institute i.e. www.iibf.org.in. | Assuming these are the only two website to be considered in scope: https://www.iibf.org.in/ https://iibf.esdsconnect.com/ | Yes. In addition, one more domain for enrolments of International Candidates) i.e https://iibfglobal.org/ should be included. Further, all back-end applications (CLMS, Training, Internal Ticketing System,etc.) to be considered. |
| 30 | 4.2 Implementation | 4.2 Implementation Section- The indicative list of functional modules of all systems | s).Role based access and authorization of various modules: Multi Factor Authentication should be implemented. User management / Role profiling: Robust login system/ Secure Log-in allowing stakeholders to access the system as per their roles / authorization thereby having retrieve & reset password facility on email / SMS. | Could you please comfirm the different user groups? - Students/Members - Non-members - Faculty - Admin - IT -Alumni | Role-based access and authorization to various modules to be provided. |
| 31 | 7.3 Implementation and Support Services | 7.3 Implementation and Support Services | Testing | We recommend conducting usability testing also. The objective is to test how quickly & easily users are able to complete tasks in the new design. We recommend doing this in 2 phases formative & summative- Formative testing- Testing will be doing on design prototypes, before development to ensure that the new design & user flow is easy, seamless & enables quick task completion In case usability testing is to included please capture the same as a part of scope | All the modules/applications should go under UAT testing |

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| 32 | 7.3 Implementation and Support Services | 7.3 Implementation and Support Services | Training/Knowledge Transfer and Change Management | Would the scope also include conducting change management activities & sending out relevant communication material to make end users feel comfortable with the new experience?<br><br>All training content for the interactive guide will be provided by IIBF<br>If this is to be included in scope please capture the same as a part of scope | 1. Necessary trainings and knowledge transfer of all modules should be given after go-live.<br>2. Change Request to be taken as and when required by the FMS team. |
| 33 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.4 Testing | d).Load and stress testing would be conducted prior to commissioning & Go Live once the System developed and deployed. The bidder should develop a standard performance criteria plan. The bidder should use suitable simulation tools to carryout load and testing | Any preferred Load testing tool?<br>What is the protocol being used? | Standard testing tool to be used for all kinds of load testing/ stress testing, etc. |
| 34 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services | The cloud hosting services shall commence from the day of go live of the project as part of the AMC | 1. Does that mean that all deployment of code to be done on private cloud before Go Live and then migrate to cloud environment post Go Live ? | Bidder has to provide the private cloud for all environments (development, UAT, Production) Refer RFP Clause 7.7 for clarity. |
| 35 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services | IIBF and its appointed third-party auditors may visit the Bidder DC /BCP for auditing. The Bidder shall provide assistance and furnish the relevant information requested by the auditors | 1. Kindly clarify this since the website would be hosted in a cloud environment | Yes, After Go-Live once in a year |
| 36 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services | Cloud dashboard should allow generating reports for trend analysis of system usage. There should be provision to generate historical reports of resources utilization | 1. Kindly confirm on the duration for which the historical reports are required | Entire contract period. |

| 37 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services | (xiii). During the change from Primary DC to DR or vice-versa (regular planned changes), **there should not be any data loss.**<br><br>(xiv). Bidder would be responsible for Disaster Recovery Services so as to ensure business continuity of operations in the event of failure of primary DC and meet the RPO and RTO requirements.<br>**Recovery Point Objective (RPO) – 15 Minutes**<br><br>(xviii). The bidder shall conduct live DR drill once in six months by de-activating the Primary DC. All operations of DC shall be carried out from the DR Site. However, during the change from DC to DR or vice-versa (regular planned changes), **there should not be any data loss**. The DR drill report should be submitted to IIBF for compliance purpose. | The point mentioned "there should not be any data loss" in (xiii) and (xviii) contradicts the point "Recovery Point Objective (RPO) – 15 Minutes" highlighted in (xiv). Kindly confirm which statement to be taken as the final requirement here. | DC to DR change is a planned activity hence, there is no data loss expected.<br>Point mentioned in clause 7.7 (xiv). Refers to abrupt disruptions in DC/DR during peak loads.<br>Point mentioned in clause 7.7 (xviii). Refers to planned DR drill, hence data loss is not expected. |

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| 38 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services | During this period, the compute environment for the application in DR shall be available but with minimum possible compute resources required for a functional DR as per the solution offered<br><br>(xv). In the event of a site failover or switchover, DR site will take over the active role, and all requests should be routed through DR site. The pre-requisites to switch to DR should be shared and managed by the bidder.<br><br>(xiv). Bidder would be responsible for Disaster Recovery Services so as to ensure business continuity of operations in the event of failure of primary DC and meet the RPO and RTO requirements.<br><br>(xvi). Whenever there is failover from primary DC to secondary (DR), compute environment for the application at DR site shall be equivalent to DC including all the security features and components of DC, without the failover components (without redundancy). The environments such as Development, Test, UAT etc., are not required at DR site. | 1. As a standard practice, Prod and DR environments needs to have identical configurations , without this it will be difficult to achieve the objective mentioned in (c) (xv). Also same statement is mentioned in (c) (xvi) which contradicts (xiv). Please clarify | DC-DR should be 1--1 |
| 39 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.10 Managed Services | VPN for 30 users | 1. Kindly confirm whether this is the final number else provide us with the final number | Yes. For any additional licenses of VPN, Institute shall purchase seperatly from time to time. |
| 40 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.10 Managed Services | c).The bidder should take care tuning of internal and external applications, databases, and any other components provided as part of the solution to optimize the performance. | Assuming that we shall not be tuning any external or internal application which is not built by us | As it is turnkey project bidder has to tune all the applications systems involved in the project. |

| 41 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.11 Facility management services (FMS) | Facility management services (FMS) Full stack Developers cum DBA | 1. Since full stack developers and DBA are 2 different skillsets, please confirm that out of 4 resources, how many full stack developers are required and how many DBA are required ?<br>2. Can you please let us know how many resources are currently being used for Facility Management servcies and the split of resources as per their skillsets ? | 1. Minimum 5 Resources are required in FMS team. The FMS team has to develop/co-ordinate/manage all kinds of developmental activities involved in the project within capped resources.(Team composition may be decided by the bidder as per the scope)<br>2. 5 Nos. |
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| 42 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.11 Facility management services (FMS) | If any new module to be developed needs more efforts than the approved resources deployed, the Institute may add or modify the number of resources required. The Institute shall pay additional charges for such extra resources during such projects. After completion of such projects, the Institute may surrender the additional resources back to the bidder. The charges per resource shall be payable as per the details given in the "Commercial Template" –Annexure - I.<br><br>viii) Updating and maintenance of all project documents (including SRS, Functional documents, Technical Documents, user manuals etc. | 1. In case of development of new module, it shall require BA's, UX Designers, Testers, Newsletter Generator (apart from the 4 fullstack developers / DBA and Tech Lead). These skillset of resources are not mentioned in the "Commercial Template" –Annexure - I. Hence require further clarity regarding in which category shall the efforts and commercials be provided ?<br>2. Isin't a cybersecurity tester and a performance tester skillset required during AMC / FMS ? | As these requirements are post Go-alive the FMS team composition may be decided by the which is capped to 5 Resources intially.<br><br><br>As this is part of AMC bidder to decide the security aspects. |

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| 43 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 8.4 Daily News Letter (Fin@Quest) | The bidder should take care of generating the news letter on a daily basis by procuring news from various sources of national and international domains. For this purpose the bidder should engage proper resource persons | 1. Kindly share the existing sources which are being used<br>2. Is the newsletter manually generated ?<br>3. How many such news letters are generated in a Day ? Is it just 1 news letter ?<br>4. The skillset of generating the newletter is not present in the Facility management services (FMS) resource skillset. Request you to please add this skillset as well<br>5. How many pages of the newsletter needs to be considered in the scope?<br>6. Assuming that newsletter is not applicable for generation during holidays<br>7. Is the newletter to be shown on the website ?<br>8. Is the newletter to be mailed to all or only subscribed users ? | 1. Presently, this facility is provided by the current vendor. This involves creating and forwarding online daily newsletters in rerspect of banking sectors.<br>2. No. Online news letter<br>3. One news letter daily<br>4. This is to be managed by the bidder<br>5. One page with embedded links. Format of the news letter shall be provided during SRS.<br>6. Yes<br>7. Yes<br>8. Presently No. (However, in future, if it is to be mailed to the subscribed users, the bidder has to take care within hosting charges. |
| 44 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 8.2 Transactional services: | The website should generate the necessary MIS at the end of the day for Institute's reference. | 1. How many MIS reports are to be taken into consideration?<br>2. Would these MIS reports be shared across emails or will be available to on the Admin portal for download through the system? | Tentative number of reports are given in Annexure-V of the RFP. However, the exact number of reports is to be decided during SRS. |
| 45 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 17.2User training | The bidder shall provide all reference manuals, booklets, e-books and other materials required to maintain the systems effectively. (print copy 3 number and a softcopy) | 1. Hard copy of modulewise user manuals shall be proivided. So can booklets be avoided?<br>2. Digital copies of modulewise user manuals. So can e-books be avoided ? | 1. Hard copy and soft copies are sufficient.<br>2. Yes. |
| 46 | Annexure –V (Part A) Website : | 1. IIBF Website (www.iibf.org.in) | (ii) Home page:<br>⬜ The Home page must display a time stamp indicating the following:<br>o Date on which the information was posted on the website.<br>o Date on which the content was last reviewed and/or modified. | Assuming that the "Date of modification" will be updated in case the content of any page has been modified, which can be any page other than the home page as well. | Yes. |

| 47 | Annexure –V (Part A) Website : | 1. IIBF Website (www.iibf.org.in) | Hit counter, which would track the number of hits from various geographical areas, should be available. | Assuming that this functionality shall be catered to through Google Analytics | Yes. |
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| 48 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | Does the current chatbot perform any transactions (Like checking payment status, downloading receipts/admit cards etc) or is it a complete FAQ based bot? | Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |
| 49 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | In addition to the Website channel, do you foresee the chatbot to be enabled on any other channel like WhatsApp etc...? | Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |
| 50 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | What are the languages to be supported by the chatbot | English and Hindi |
| 51 | Annexure –V (Part A) Website : | Existing Functional modules of website:- | Departments: MSS, Examination, IT, HR Module: Scribe, Credit Note, AGM, Career Type: Dashboard | 1. Will all the dashboard details be extractable in csv format or any other format specified by the users 2. What are the types of dashboards visible to the respective departments e.g. are they all graphical representations, or it is a tabular based data? 3. How many different graphs and reports are to be shown on the dashboard? 4. Assuming that all the users within the same department will be shown same dashboard 5. Will the dashboards be unique to the department or be common across multiple departments? | 1. Yes 2. Department-wise/ Institution-wise dashboards shall be provided with all graphical presentations. |

| 52 | Annexure –V (Part A) Website : | Existing Functional modules of website:- | Department: Examination , Academics, Training Module: Learning Tree Description: User will able to download the training modules for various subject. | 1. Will there be any size limit set in place for the download functionality? 2. Apart from pdf, docs, image, text, zip and ppt are there any other types of documents allowed for download / upload? 3. What will be the maximum file size allowed for upload in any module - including the modules of backend systems.? | No size limit. It should be flexible |
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| 53 | Annexure – V(Part – B) Existing Transactional Portal: (Under Apply Now) | Existing List of Portal Modules currently integrated with payment gateway: | Module name: Query status API, Refund API, Double verification crons, Auto refund crons, DRA add new center, Institute Payment Subscription | 1. Will there be any specific module for "Query Status" / "Refund" / "Double verification" / "Auto refund"? or these are use cases where integrations in the payment gateway is being used? 2. Need clarity and the user journey of "Institute payment subscription" - will this be outside the domains to be considered in scope? | 1.It is a part of CLMS. Data to be extracted or presented. 2. Institute payment subscrption is part of CLMS and is to be covered within the scope. |
| 54 | Annexure – V(Part – B) Existing Transactional Portal: (Under Apply Now) | BCBF/DRA | Department: Examination Module Name: Admin, Agency, Inspector, Center | 1. Assuming that these users are created from the backend itself. 2. Can one user with one module have access to another module as well? 3. Assuming that the login for these modules shall be from IIBF website itself based on the user-role management | 1.Yes.(Database level users to be created from back-end. Application level users will be created and roles will be mapped through admin interface). 2. Acess should be given on role-based 3. For Intranet/ Internal applications access, the bidder has to provide alternative access through VPN |
| 55 | Annexure – V(Part – B) Existing Transactional Portal: (Under Apply Now) | Annexure – V(Part – B) Existing Transactional Portal: (Under Apply Now) | IIBF Admin, KYC Recommender, KYC Approver | 1. Assuming that these users are created from the backend itself. 2. Can one user with one role have access to another role as well? 3. Assuming that the login for these modules shall be from IIBF website itself based on the user-role management | 1.Yes.(Database level users to be created from back-end. Application level users will be created and roles will be mapped through admin interface). 2. Acess should be given on role-based 3. For Intranet/ Internal applications access, the bidder has to provide alternative access through VPN |

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| 56 | Annexure – V (Part – C) Existing Functional modules of Back-End Systems | Annexure – V (Part – C) Existing Functional modules of Back-End Systems | Module name: Admin Asset, Backend Approval, Bank Reconciliation, CMS, DBF Promotion, E-certificate, Examination, Membership, Result Analysis, Subscription, Tally Upload, Training, Unfair, User Management, UTS, Web Interface<br><br>Menu Type: Master, Report, Transactional | 1. Will there be an overlap of functionalities between the users accessing backend system functionalities with IIBF Admin or users having access to BCBF admin module? e.g. "Agency" and "Center" module users can create candidates for BCBF and DRA examination , whereas under "Functional modules of Back-End Systems" users can register candidates for "Training" module<br>2. Can an Admin user be a member or a non-member?<br>3. Will there be any maker-checker process involved in creation of master data of all the modules? What will be the maximum number of approval stages applicable?<br>4. Assuming that dashboard shall be out of scope<br>5. since there is no mention of the "Exceptional Handling module through back-end" and "Leave management" need further clarity on the types of exception handlings required/performed and leave management functionality | 1.Wherever overlapping functionalities are found in the existing system, they may be eliminated in the new system, 2. The admin user is a not a member/non-meber, it is a role within application. 3. Yes (Maker and Checker). 4. As it is a fresh development, all dashboards are the part of the project. 5. This facility requird to handle exdceptional situations through back-end interventions. Specific details shall be finalised during SRS. |
| 57 | Annexure – V (Part – C) Existing Functional modules of Back-End Systems | Annexure – V (Part – C) Existing Functional modules of Back-End Systems | Module : Result Analysis Menu Desc: Process of Response Analysis | 1. please confirm if there will be an integration with 3rd party system to analyse/process the exam results? | Yes, Result Analysis to be done as a part of CLMS. |
| 58 | General Query | General Query | | What about accesibility guidelines? Should the new design include accesibility features for differently abled people, such as- text to speach, dark & light mode etc. | NA |
| 59 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1. Scope of the work | Architecture of the new Applications | 1. Please specify the CDN tool used for integration | Standard CDN tool to be used. |

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| 60 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | r).Support & Migration of data during a parallel run: At the time of Production Deployment both applications (Existing and New) will be run parallel for a certain time period for smooth Functionality Testing. After successful verification and approval, the existing application will be sunset and the data entered during the pilot run will also have to be migrated to New System. | 1. During the parallel run, the application / journey created in the existing system shall run in the existing system only and the application/journey created in the proposed system shall run in the proposed system only. Assuming that jumping of journeys between application post go-live shall be out of scope.<br>2. Also we are assuming that during data migration before go-live, incomplete journeys shall not be migrated to new applications to maintain a golden record | 1.During the parallel run, the old system shall run parallely and entire old data should be migrated.<br>2. Complete migration of data should be taken care before go-live. |
| 61 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1. Scope of the work | The bidder shall integrate all application programs/modules by payment gateways suggested by the IIBF | 1. Please share a comprehensive list of payment gateways | Shall be decided during SRS(Currrently 1 payment gateway) |
| 62 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | Current chatbot is built on which platform and do you expect the vendor to enhance the chatbot on the same platform? | Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |
| 63 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | Does the chatbot have any live agent functionality? If not, will this be a requirement for the new solution? | No |

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| 64 | Live Chatbot (IIBF Chatbot) | 10 | A chat bot facility to be provided on the website for all FAQ related queries | Is there an analytics dashboard built to monitor chatbot performance? If not, will this be a requirement for the new solution? | Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |
| 65 | 4. Introduction to the Assignment (Broad Requirements) and 3. Existing Application Systems Used by IIBF: 3.4 Third Party Integrations, 3.5 Testing Agencies, 3.7 E-Learning, | 4. Introduction to the Assignment (Broad Requirements) and 3. Existing Application Systems Used by IIBF: 3.4 Third Party Integrations, 3.5 Testing Agencies, 3.7 E-Learning, | 3.4 Third Party Integrations Presently, the Institute uses a payment gateway services from M/s Billdesk. In addition, certain other wallets such as a wallet from M/s CSC also used who conducts remote proctored exams of the Institute. 3.5 Testing Agencies The Institute conduct all its exams with the help of third party testing agencies such as NSE IT, CSC, Team Lease, Sify, Flipick etc. The scores data received from said agencies through Cron, APIs and FTP. 3.7 E-Learning The Institute avails e-learning services from third party. The portal helps to link the e-learning services with vendor such as Team Lease etc. The e-learning registration data is shared through FTP/CRON with the vendor/s. 4. Introduction to the Assignment (Broad Requirements): The Payroll and Accounts activities are handled through different vendors like Paysquare and Tally respectively. | 1. For the external integrations/systems, we are presuming that existing integrations will be carried out in the To-Be system. In case any integration partner is changed, IIBF shall provision a list of APIs which are ready to be consumed. Example: Payroll activities - Paysquare Accounts activities - Tally payment gateway services  - M/s Billdesk wallet - M/s CSC testing agencies  - NSE IT, CSC, Team Lease, Sify, Flipick e-learning services - Team Lease | 1. Yes. The bidder has to develop the necessery interfaces to consume either side APIs from given vendors |
| 66 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | j). The bidder should have an arrangement to trigger automated alerts, notifications through emails/ SMSs to all the members and non-members of the Institute for all services offered. | 1. Assuming that the SMS/Email template be provided by IIBF 2. What is the current count of SMS and emails being sent from the existing application per day ? | 1.Yes.<br><br>2. Approx. 30,00,000 SMSs and 30,00,000 Emails in a year. |

| | | | A chat bot facility to be provided on the website for all FAQ related queries | Are there any use cases to be built on the chatbot that requires backend integration? If yes, please list down the use cases and corresponding backend system. Assuming all backend systems will have API's available for chatbot to connect | Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |
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| 67 | Live Chatbot (IIBF Chatbot) | 10 | | | |
| 68 | 4.1 About The Project | 4.1 About The Project | The bidder should map and migrate entire existing data of all applications systems into the new hosting environment | What is covered by "All Applications Systems"? Migration needed from anything else apart from the following? Membership System along with KYC module Examination System E-Learning(Academics related) Training System Compliant Management System Internal ticketing System Integration of a FinTech solution for financial transactions Bank reconciliation Accounting web interface for GST (for B2B, B2C) Leave Management Exceptional Handling module through back-end Admin Dashboard for all systems | Refer RFP Leave Management is not in the scope. |
| 69 | 7. Brief Scope of the Work, Specifications and Requirements | 7.1 Scope of the Work | (i) One time migration of the contents of existing website and maintaining the same. | 1. Assuming that multilingual data and content shall be out of scope 2. If it still exists client needs to share the exisiting mapping data along with the identifier on which basis we can map the records in the English content with other regional multi-languages 3. Please clarify whether any non-Unicode standard is used for any language within the data or content within the existing application | 1.No multi-lingual data for migration. Only englilsh. 2.NA 3.NA |

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| 70 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | One time migration of the contents of existing website and maintaining the same | 1. Assuming that documents and files shall be migrated as-is to the proposed new solution and changing of content / links in existing documents / files shall be out of scope of the bidder<br>2. What are the types of documents currently existing in the source application that needs to be migrated to the To-Be system?<br>3. What is their approximate count and total size of contents?<br>4. How are contents stored in the current applications - within any CMS, hard coded within the application code, in database or somewhere else?<br>5. Do we have any Video, Images etc that needs migration from existing to the To-Be system? If yes what is the volume / size of it<br>6. Scope mentions one-time migration hence recurring or incremental migration is considered out of scope - please confirm | 1. As it is a turnkey project, entire content/data has to be migrated and maintained from time-to-time during contract period.<br>2. Please refer the website.<br>3. Please refer the website.<br>4. Please refer the website.<br>5. Please refer the RFP<br>6. Incremental migartion is also part of the project. |
| 71 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | q). For all financial transactions/payments that may happens over the portal, the bidder has to provide a mechanism to reconcile end to end of each transaction either it is success or failure by integrating a FinTech solution. | 1. Shall the proposed solution perform reconciliation or shall the proposed solution integrate with a FinTech partner for reconciliation ?<br>2. Is the bidder expected to integrate with IIBF's existing FinTech Partner for the reconciliation ? or is the bidder expected to onboard a new Fintech Partner for reconciliation ? | Fintech solution is not scope. However, end-end reconciliation of all financial transactions should be taken care by the bidder |
| 72 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | k).The site should be tested against peak load of transactions on half yearly basis and certified documentation of such tests to be provided during the development and maintenance phase.<br>The application should perform consistently during peak loads. | 1. What is the peak user concurrency in the existing application ?<br>2. What is the peak user concurrency expected in the proposed solution ?<br>3. What is overall expected transaction per second(TPS)? | Refer RFP |
| 73 | II.Current Infrastructure details of Website and Transactional Portal (DR) | VM1/VM2 | Here SQL server configuration details are shared | As per page number 12 client is using My SQL and PostgreSQL.please specify where we are using SQL Server 2102(SP3) version . | Refer RFP. SQL server is used for website. |

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| 74 | | | | What is the allowed downtime hours for cut-over while we do one-time migration. | Phase wise cut-over/migration is to be done with minimum disruption |
| 75 | Data Migration | | | 1. How many different databases are used in mySQL, Postgre, MSSQL Server(if available) ? 2. There are 2 type of databases - Postgres & MySQL. Which application use which DB/schema in the Prod environment? What are the DB size, growth rate, daily transaction count, data accuracy, no of years of data available etc.? | Refer RFP |
| 76 | Data Migration from old DB to new one | | | Is there any preferences of tool to migrate data from old DB to new one? | Standard data migration tool to be used |
| 77 | | | | Whether the incremental database dumps will be available for all the databases in use? | The incoming bidder will be given hand holding by out going bidder for such activity. |
| 78 | | | | What is the approximate volume of data to be migrated from the source system(s)? | Refer RFP |
| 79 | | | | What is the approximate volume of pages, images, content and documents currently available in the existing system? | Refer RFP |
| 80 | 4.2 Implementation | Testing & Training | User Acceptance Testing Results | 1. Shouldn't User Appeptance Testing (UAT) and results be done by IIBF ? Please clarify? | Yes. However enough test cases with different scenarios need to be provided by the bidder. |
| 81 | Implementation/Testing & Training | 4.2 | Creating a system Testing/UAT environment, System Testing Plan & Results, User Acceptance Testing Results, Performance Testing (Stress / Load) Plans & Results and record the Issues. Offer users training | 1. Only manual testing is in Scope ? 2. Assuming Automation testing shall be out of scope since it is not mentioned in the RFP 3. For backend integration, API testing is in scope? 4. Is database verification testing is in scope? 5. will Integration(SIT) and UAT testing both, carried out by Bidder? | No, As it is turnkey project bidder has to carry out all kinds of testing. |
| 82 | Scope of the Work | 7.1 | l). The website and all applications should be responsive on all types of devices such as Mobiles (Android/IOS), Tabs, Laptops, Desktops and on browsers like IE, Chrome, Mozilla, Safari, etc. | Can we utilize BrowserStack or any other open-source tool for cross-browser testing ? | Standard tool to be used |

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| 83 | 7.4 Testing | 7.4 Testing | | 1. What bug tracking tool is being currently used by IIBF ?<br>2. Can the bidder leverage the existign bug tracking tool ? | 1. A standard bug testing/tracking tool to be used<br>2. No |
| 84 | Testing/(b). Development Testing | 7.4 | After development unit testing is completed, all customer-specific programs shall be included in the Integration Test. | For Integration testing shall only customer-specific programs is in scope? | Standard testing to be done covering all programs within the scope |
| 85 | Testing/(b). Development Testing | 7.4 | (a) Baseline Testing<br>Baseline Scope Testing shall include: (a) Unit Testing: Testing of transactions and functions within modules and (b) Scenario Testing: Testing of business processes and scenarios. | Can we use existing test management tool to track test cases and defects, or do we need to buy a new license for this project? | A standard licensed test tool to be used |
| 86 | Testing/(b). Development Testing | 7.4 | (a) Baseline Testing<br>Baseline Scope Testing shall include: (a) Unit Testing: Testing of transactions and functions within modules and (b) Scenario Testing: Testing of business processes and scenarios. | Is there any respository of existing test cases available. Can the same be leveraged ? | 1. No repository of existing test cases  However, sample test cases are used during UAT.<br>2. Bidder to create enough test samples with different scenario.. |
| 87 | Testing/(b). Development Testing | 7.4 | (c). Integration & System Testing<br>The purpose of the Integration & System Test shall be to plan and execute the integrated components, including simulation of live operations, and analyse the results, important for the functional verification of the production system.<br>System Testing, as a second iteration, shall focus on the most important cross-functional scenarios. | We are assuming that existing API Integration in the as is system will not be a part of our testing scope and in the to-be system all the API which are part of the integration scope will have UAT versions available for testing. Please confirm | As it is a fresh development, the API in the existing application systems may not work. |
| 88 | | | | 1. Approximately how many documents per person is the proposed solution expected to store ?<br>2. How long are the documents uploaded by the user expected to be kept in the proposed solution | All the documents to be created and uploaded during currency of the project. |
| 89 | | | | 1. Which tools are currently being used by IIBF for application monitoring, log and event monitoring | Refer RFP |
| 90 | Cloud Hosting services | 7.7 | The entire website, transactional portal and back-end systems, should be hosted in a Tier III or higher level cloud/ data centre environment. Bidders should have the cloud/data centre within India | Is there any specific preference with respect to seismeic zone where IIBF is looking to setup their DC? | No specific preferernce of location. However, the DC and DR are in different seismic zomes. |

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| 91 | Cloud Hosting services | 7.7 | The entire website, transactional portal and back-end systems, should be hosted in a Tier III or higher level cloud/ data centre environment. Bidders should have the cloud/data centre within India | In the case of the CSP environment, is the primary account to be owned by IIBF or the bidder? | Owned by IIBF and operated by the bidder. |
| 92 | 7.10 Managed Services | 7.10 Managed Services | The bidder should offer the following managed services. <br> ▢ Operating System Management <br> ▢ Webserver Management <br> ▢ Application Server Management <br> ▢ Database Management Services <br> ▢ Backup Management <br> ▢ Firewall management <br> ▢ Storage Management Services <br> ▢ Network Management and Security Management <br> ▢ Anti-virus <br> ▢ LDAP <br> ▢ Signle-sign-on <br> ▢ NTP <br> ▢ VAPT <br> ▢ PIM <br> ▢ WAF <br> ▢ SIEM(Security Incident Event Management) <br> ▢ VPN for 30 users <br> ▢ Others * <br> (*Any other services/tools related to hosting environment should be taken care by the bidder) | Kindly confirm whether IIBF will provide the guidelines to the bidder for reference purpose for security, monitoring and backup applications | The bidder to adhere all standard guidelines by government/regulator. Whenever necessery IIBF shall confirm with regard to guidelines. |
| 93 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | Infrastructure Sizing/ Technology stack | The bidder must extrapolate the size of the infrastructure during the contract period | 1. Is there any hardware requirement template to be prepared and approved by IIBF ? | Indicative list is provided. Refer RFP Annexure-VI. |

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| 94 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1 Scope of the Work | k). The site should be tested against peak load of transactions on half yearly basis and certified documentation of such tests to be provided during the development and maintenance phase. | 1. Since the site is to be tested during on half yearly basis, performance testing skillset is also required as a part of AMC/FMS which is not added. Request you to please add the skillset | It is part of managed service and covered under turnkey project. |
| 95 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.1. Scope of the work | The bidder has to run existing applications and website of IIBF and host it on new cloud platform, if outgoing vendor is unable to provide the support to IIBF till Go –Live of new application | 1. Can you please let us know till when the outgoing vendor shall be providing the support for the existing applications? 2. What is the notice period / duration of the existing service provider? 3. In case the bidder shall be required to take up the activity of running the existing applications, then we would require at least 4-5 months of advanced notification for transition and handholding from the existing vendors 4. Assuming that the existing SOPs of application maintenance and support are updated and shall be shared with the bidder. Please confirm ? 5. Request you to include the scope of tranistion of the current vendor to the new bidder in the contract as well | 1.In normal circumstances, existing service provider will provide all necessery support till go-live.  2.90 days from either side  3.90 days  4.All available documents shall be provided.  5.Refer RFP |
| 96 | 18. Terms and Conditions: | 18. Terms and Conditions: | Post implementation of the website, portal, back-end systems, the bidder has to provide tech support services for **entire period of contract**. | 1. Please confirm that commercials for the tech support services are to be included in the "One Time Setup" particular of Annexure – I (Commercial Template) ? If not please let us know under which particular of Annexure – I (Commercial Template) is it to be included? | As it a turn key project this is part managed services. |
| 97 | II.Current Infrastructure details of Back-End Systems(DR) | II.Current Infrastructure details of Back-End Systems(DR) | Standard Support for above Mentioned services via Chat, Phone, Ticket | 1. Which ticketing tool is currently being used by IIBF ? 2. Shall the bidder leverage the same ticketing tool ? | 1.Developed by existing vendor.  2.Existing tool may not work in new environment |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 98 | Brief Scope of the Work, Specifications and Requirements (on turn-key basis) | 7.7 Cloud Hosting services: | (v). Archival environment for data Retention: The Institute wish to retain old data in a archive environment. The bidder should create appropriate archival environment which should be accessible on demand. The sizing of the archival environment shall be determined at the time of go live. | 1. Assuming that there is currently a data archival and retention policy followed in IIBF which the bidder shall also be expected to follow and shall be shared with the bidder. Please confirm ? <br> 2. Is the timespan for archival of data differernt for different modules or same for all the modules ? | 1. Yes. Backup is available based on retention policy of IIBF. <br><br> 2.Yes. |
| 99 | Annexure –V (Part A) <br> Website : | 2. Site Map of the Institute: | (iv) Archives <br> ▫ Annual Report <br> o 2016-17 <br> o 2015-16 <br> o 2014-15 <br> o 2013-14 | Is the timespan for archival of data different for different modules or same for all the modules ? | Yes (These are old pdf files of annual reports made available on the website itself). |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | Backend Applications | Membership | Could you please elaborate how the features vary between the different kind of the memberships on the website for ordinary members, associate members, fellow members and institutional members? | Basically, there are two kinds of members. <br> 1. Individual members <br> 2. Institutional members <br> Individual/ordinary members are upgraded as associate/fellow members from time to time. |
| 2 | | Backend Applications | Examinations | Could you please confirm whether the exam will be conducted online or offline, and if online, who will prepare the exam questions and how the agenices machines receive the exam questions and user details to attend the exam? <br> Do we need to develop the Examination Module or will we be integrating with your existing system? Kindly specify. | 1.Not part of scope of this project. <br> Test engine development is not part of the scope. However, the bidder has to capture the score details from external testing agencies through APIs. |
| 3 | | Backend Applications | Examinations | Could you please confirm how the seating arrangement prepared for the examinations? if the exam conducted in offline. | Not part of the scope |

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| 4 | | | Backend Applications | Testing Agenices | We assume we don't have to consider integrations with Testing Agencies and their operations will be done offline. We only need to consider uploading details (Test Score) made available offline by the Testing Agency. | Yes. The bidder has to take care integration of test vendors through APIs. |
| 5 | | | | E-Learning | Do we need to develop any of the e-Learning modules from scratch or we will integrate the proposed system with existing eLearning Kesdee system? | No need of develop any e-learning. However, the bidder need to share the details of e-learning registrations to respective vendors through APIs. |
| 6 | | | Socpe of the work | Application Development | Cloud you please confirm what kind of AI functionality is required for the photo cropping feature? Are there specific algorithms or criteria that the AI should meet? | The system should have a provision to capture real time photo through webcam and it should be auto-adjusted as per the specifications given by user dept., |
| 7 | | | Socpe of the work | Application Development | Could you please confirm what other KYC verification methods or technologies are acceptable in addition to Aadhaar and PAN authentication? | Individual member's KYC should be done based on OTP with official Valid documents(OVD) |
| 8 | | | Socpe of the work | Application Development | What specific activities should be tracked for end users in audit trails? | Application level and database level audit trails should be recorded and tracked |
| 9 | | | Socpe of the work | Application Development | What specific services or functionalities need to be managed through the administration module for enabling, disabling, or updating various services offered by the Institute? | All application level functionalities need to be managed through admin module. |

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| 10 | | Operational Mechanism of the Website/Portal: | Daily News Letter (Fin@Quest): | Do we need admin to manage this or will automatically the news content be delivered and integrated into our website as part of the daily e-newsletter service? | Presently, this facility is provided by the current vendor. This involves creating and forwarding online daily newsletters in rerspect of banking sectors. It is an Online news letter to be sent automatically on daily basis. The News letter should be displayed on the website including holidays and festivals. |
| 11 | | Socpe of the work | Application Development | Could you please confirm whether you will want integrate the same chatbot from the existing system or use a different chatbot API for the new system? If it's the latter, please provide the reference for the new chatbot API. | Existing chatbot cannot be integrated. The bidder should provide a new chatbot and integrate it with new website. Current chatbot is FAQ based. However, Institute may go for transactions based chat bot with performance analysis in future. The bidder may provide optional commercials seperately for transactional based chatbot.(this will not be taken into consideration for bid evaluation purpose) |

| 12 | | Migration | General Query | 1. What type of data needs to be migrated from old website/database to the proposed website? (Content - Text/Image/Videos, Database, Transactional Data if any) 2. What volume of data needs to be migrated? (Please state In terms of MB/GB/TB) | 1.As it is a fresh project, entire data of existing website, transactional portal, CLMS and data of digitally-signed certificates should be migrated (Refer RFP). 2.Refer RFP. |
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| 13 | | Penalty | .Penalty for interruption in the services: | Is there any Cap for the penalties? What is the cap? | Tiered panalty System: 1.For every block of 2 hours disruption of any application/services/website: Rs.20,000 2.For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked |
| 14 | | Payment Schedule | i) One Time Setup Charges: | Can we propose our own payment terms? | No change |
| 15 | | AMC | AMC/FMS | Are you looking for 24*7 support for development services as well? Or during business hours? | No 24 * 7 support is required for development services.FMS team is required to attend office on all working days of the Institute on calander month basis.In addition,the FMS team may be required to attend the office during examinations days. |

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| 16 | | AMC | AMC/FMS | Are you looking for Onsite support or 100% offsite support will be okay? | Entire FMS team shall be required to be onsite at Corporate office, Mumbai. |
| 17 | | Annexure –V | Education | Could you please confirm who will manage(add/edit/delete) the Finance Quotient? | Content will be supplied by the Institute. Finance Quotient application should be developed and managed by the bidder |
| 18 | | Existing Functional modules of website | Examination | Do we need to consider Generation of Member id and password for member user for different examinations? | For ordinary members, the member id generated based on membership enrolment with fee. For non-members, the registration ids should be generated during enrolment of examinations itself. There should be user profiles for memebers/non-members with password protected and OTP enabled. |
| 19 | | Minimum Eligibility Criteria | General Query Existing Clause 11. d. The bidder should have executed at least three orders of similar nature  and preferably in multiple locations of Educational Institutes | We request you to please modify this clause for adding similar nature or value of experience in e-Governance OR Private sector. | RFP clause modified |
| 20 | | | Security | Does data backup needs to be scheduled & stored in a secure | Yes |
| | | | | Will communications between the system's data server and client's server be encrypted? | Yes |
| | | | | Passwords must be encrypted when stored in the database? | Yes |
| 21 | | | Capacity | How many transactions will be handled peak time/per hour by the system? | Refer RFP |
| | | | | How much data does the system need to be able to store? | Refer RFP |
| 22 | | | Reliability | What is the acceptable threshold for down-time? | Refer RFP |
| | | | | If crashed, how much time is available to get the system | Refer RFP clause 7.7 b (xiv) |
| | | | Recoverability | How does recovery work? What is the process followed? | The current vendor takes care. As of now, no such system break down events took place. |
| | | | | What is the maximum amount of data – as measured by time – that can be lost after a recovery from a disaster/ failure that is | Refer RFP |

| 23 | | | | How much time is acceptable after the disaster to recover the | Refer RFP |
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| | | | | How quickly should a recovery take to perform? | Refer RFP |
| | | | | How often is the transaction data backed up? | Currently, full backup is taken once in a week and incremental backup |
| | | | | What will be the minimum performance under extreme loads? | Refer RFP (Page response time should be <3 seconds) |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | Eligibility Criteria | The bidder should have a turnover of Rs.150 crores or above during each year of last three completed financial years. | Kindly relax this clause as- The bidder should have a turnover of Rs.100 crores or above during each year of last three completed financial years. | No change in RFP |
| 2 | | Eligibility Criteria | The bidder should have executed at least three orders of similar nature and preferably in multiple locations of Educational Institutes | Kindly relax this clause as- The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of PSU. | No change in RFP |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | 7.1 Scope of the Work | Accounting web interface for GST (for B2B, B2C) | GST filing, e-invoice generation, and GSTN integration will be taken care of by the vendor. Please confirm. | It is part of CLMS The bidder has to extract all -invoicing data and upload it to GST portal for generating B2B e-invoices from CLMS. B2C invoices are generated on the portal |
| 2 | | 7.1 Scope of the Work | a). The assignment requires development of a new website with Chabot functionality, back-end systems and transactional Portal. | Based on industry wide best practices, we would suggest the new Website and Portal should be built using an Enterprise grade Content Management System/Digital Experience Platform in order to have a modern user experience with ease of creation and updation of contents on the Websites and Portals.<br><br>Justification:<br>This will help in smoother,faster and more secure roll-out of the applications plus it will help in Certain compliances for GIGW, WCAG etc. that are recommended by MEITY | Standard Content Management System may be used for development. |

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| 3 | | 7.1 Scope of the Work | i) One time migration of the contents of existing website and maintaining the same. (ii) One time migration of existing databases of transactional portal and back-end systems into a new hosting environment. | What will be the size of the data that needs to be migrated? | Refer RFP |
| 4 | | 7.1 Scope of the Work | j). The bidder should have an arrangement to trigger automated alerts, notifications through emails/ SMSs to all the members and non-members of the Institute for all services offered. | Does IIBF provide SMTP for email and an SMS gateway to send notifications via email and SMS? | As it is a turn-key project,bidder to take care all the SMTP services for emails and SMS gateways for sending notifications via emails and SMSs |
| 5 | | 7.1 Scope of the Work | (v) The bidder should continuously monitor the logs using "Security Incident and Event management (SIEM)" | Does IIBF provide SIEM? | No. The Bidder should deploy a standard SIEM. |
| 6 | | 7.1 Scope of the Work | | Suggestion: In terms of the requirements and outcomes expected, It would be essential to engage a Enterprise Grade Open Source Digital Platform that has capabilities of Portal, Content Management, Digital Experience, Open API Integrations, Collaboration, Search, Personalisation, Low-Code etc. Request the department to include the basic minum platform capabilites that IIBF envisages inthe solution | The bidder should deploy standard digital platform for entire project. |
| 7 | | 11.Minimum Eligibility Criteria: | D. The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | Please confirm the minimum value of the Purchase Order (PO). Additionally, please confirm if similar nature projects include those related to websites and web portals. Also, please consider Purchase Orders from other sectors for eligibility. | RFP clause modified. Please refer RFP clause 13 (a) |
| 8 | | 11.Minimum Eligibility Criteria: | d. The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | Kindly allow bidders with experience in Finance or banking domain to be also considered for the experience | No change in RFP clause |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 9 | | a) Technical Evaluation: | Points for data centre<br>(a) Own cloud/data centre within India: up to 25 points<br>(b) Third party cloud data centre within India: up to 20 points | Request to Remove this Clause, as alreadya Meity Cloud Prvider is mentioned; instead IIBF should evaluate the number of projects experience the S.I has on deployment of solution on Meity Empanelled Cloud Environment<br><br>Justification:<br>This seems uneccessary and restricts participation, many of the Data Centre Companies do not undertake Software development Projects as the skill set and core focus are different | No change in RFP clause |
| 10 | | 16. Infrastructure Sizing/ Technology stack: | 16.1 Current transactional volumes of the Institute over the website: | Please share tentive current users load on website and CLMS. | Refer RFP |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | | | As there are integration of Multiple Technologies we raise a point whether an Consortium comprising of least 2 bidders be allowed to participate and Bid for the Project | No |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | 4.1 About The Project | The project should be developed using the state-of-the-art technologies which should be scalable vertically and horizontally based on future requirements of the Institute. The solution should adhere to all technical, functional requirements mentioned in this RFP and should meet all future requirements of IIBF to achieve its vision and objectives. | Suggestion:<br>In terms of the requirements and outcomes expected, It would be essential to engage a Enterprise Grade Open Source Digital Platform that has capabilities of Portal, Content Management, Digital Experience, Open API Integrations, Collaboration, Search, Personalisation, Low-Code etc.<br>Request the department to include the basic minum platform capabilites that IIBF envisages in the solution | A standard digital platform to be used |

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| 2 | | | Architecture of the new Applications: | Going through the current website, we would suggest some critical capabilities that should be a part of the proposed solution by bidders.<br>1.) new Website and Portal should be built using an Enterprise grade Content Management System.Digital experience Platform in order to have a modern user experience with ease of creation and updation of contents on the Websites and Portals.<br><br>2.) The proposed solution should have Digital Asset Management so that all the images and documents can be managed and organized in a repository from GUI<br>3.) The proposed solution should have Enterprise grade Search Engine with leading capabilties such as free text, fuzzy text, Personalized, Context Aware Search experiences.<br><br>Justification:<br>This will allow IIBF to have a better outcome for the solution. Enterprise grade CMS/DXP will ensure that the contents and site are templated so that whenever new contents are required to be created, the same can be done without any coding efforts.Also it will help in Certain compliances for GIGW, WCAG etc. that are recommended by MEITY | 1. A standard enterprise grade content Management system to be used<br>2. A standard digital asset management tool to be used<br>3. A standard enterprise grade search-engine to be used. |
| 3 | | 11.Minimum Eligibility Criteria: | **d.** The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | Kindly confirm Global Experience in similar nature of projects is also acceptable | No change in RFP |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 4 | | a) Technical Evaluation: | Points for data centre<br>(a) Own cloud/data centre within India: up to 25 points<br>(b) Third party cloud data centre within India: up to 20 points | Request to Remove this Clause, as alreadya Meity Cloud Prvider is mentioned; instead IIBF should evaluate the number of projects experience the S.I has on deployment of solution on Meity Empanelled Cloud Environment<br><br>Justification:<br>This seems uneccessary and restricts participation, many of the Data Centre Companies do not undertake Software development Projects as the skill set and core focus are different | No change in RFP |
| 5 | | 14.1 Contents of the Technical Proposal: | Authorization letters from OEMs (Original Equipment Manufacturers/Software Bidder) of the quoted products, in case of 3rd party products. | Incase of Enterprise Open Source Products quoted, It should be OEM Supported Products/Services. Kindly comnfirm.<br><br>Justiifcation: this is essential to ensure support, security and better outcomes for the project | Yes. |
| 6 | | 16.1 Current transactional volumes of the Institute over the website | Query | Please provide details on the expected concurrent users per second or concurrent sessions | Refer RFP |
| 7 | | 16.1 Current transactional volumes of the Institute over the website | Query | Please provide details on peak visitors and logged in users for Website and Portal | Refer RFP |
| 8 | | 7.6 System Security and Audit Services: | Vulnerability Assessment and Penetration Testing(VAPT) | Do we have to perform Black Box or Grey Box Testing | As it is a turnkey project, all kinds of testing to be carried out by the bidder |
| 9 | | 7.6 System Security and Audit Services: | SIEM | How the planning is EPS - Event per second is tabulated . | As it is a turnkey project, SIEM to cover all the nodes deploy in DC-DR environment |
| 10 | | 7.10 Managed Services: | PIM | Why PAM is not been induldged, Deploying PIM-PAM is always a feasible option | PIM-PAM to be indulged |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |

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| 1 | | 7.1 Scope of the Work: | Application Development: | In terms of the requirements and outcomes expected though it is well drafted but we recommend as per latest Public sector RFP's and interventions to introduce a digital platform that would help IIBF to have a better putcome in terms of consolidation, having a platform with multiple capabilities bundled in the same platform Request the department to include the basic minum platform capabilites that IIBF envisages inthe solution | A standard digital platform to be used for application development |
| 2 | | 7.1 Scope of the Work: | a). The assignment requires development of a new website with Chabot functionality, back-end systems and transactional Portal. | An Enterprise grade CMS/DXP will ensure that the satndard portal management cabailities are standardised and security and scalability are in place .Also it will help in Certain compliances for GIGW, WCAG etc. that are recommended by MEITY | A standard grade CMS/DXP tools may be used for portal development and management |
| 3 | | 11.Minimum Eligibility Criteria: | d. The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | Kindly allow bidders with experience in Finance or banking domain to be also considered for the experience | No change in RFP |
| 4 | | 11.Minimum Eligibility Criteria: | d. The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations of Educational Institutes | Kindly confirm Global Experience in similar nature of projects is also acceptable | No change in RFP |
| 5 | | a) Technical Evaluation: | Points for data centre (a) Own cloud/data centre within India: up to 25 points (b) Third party cloud data centre within India: up to 20 points | Request to Remove this Clause, Bidders experience in deployment in MEITY empanelled cloud should be suggested instead of this criteria which is restrictive and monopolistic | No change in RFP |
| 6 | | 16.1 | Current transactional volumes of the Institute over the website: | Please provide details on the expected concurrent users per second or concurrent sessions | Refer RFP |
| 7 | | 16.1 | Current transactional volumes of the Institute over the website: | Please provide details on peak visitors and logged in users for Website and Portal | Refer RFP |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 8 | | | I.Current Infrastructure details of Website and Transactional Portal (DC) | Please provide details on the Application Name. It is difficult to identify Application Name like Portal App/ Internal Server with the solution if it is for Transactional Portal or Back Office | Refer RFP clause Annexure-VI Part (A and B) |
| 9 | | | I.Current Infrastructure details of Website and Transactional Portal (DC) | For the servers availabale for adding when peak usage is there, please privde details on what servers are available for Website and Portal for autoscaling. | Refer RFP clause Annexure-VI Part (A and B) |
| 10 | | | I.Current Infrastructure details of Website and Transactional Portal (DC) | We would humbly request that all the solutions proposed by bidders should be of Enterprise grade and not the freely available versions as they tend to have security issues and lack OEM support. We would propose the solution and pltforms suggested by bidders should include back to back OEM support for availability of updates, security issues and upgrades support. This will ensure the solutions are always upto date with the newer trends and technologies. | Refer RFP Clause 7.7 (C) |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | 11. Minimum Eligibility Criteria | d. The bidder should have executed at least three orders of similar nature and preferably in multiple locations of the Educational Institutes | Request you to amend the clause as below:d. The bidder should have executed at least three orders of similar nature/value and prefereably in muliple locations of IT/ITES projects | No change in RFP |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | | Minimum Eligibility Criteria | In light of the provisions under GFR Rule 173 (i), which aim to encourage and level the playing field for start-ups, we kindly request that you consider providing exemptions for turnover and experience requirements for this tender. | No change in RFP |
| 2 | | | Minimum Eligibility Criteria | we do not meet the minimum eligibility criteria outlined in point 11, sub-points (b), (c), and (d) of the attached RFP document. | No change in RFP |
| 3 | | | Minimum Eligibility Criteria | Alternatively, we are open to participating as a consortium partner with a primary bidder who meets all the stipulated requirements, should the tender allow for consortium bids. | No change in RFP |

| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
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| 1 | | Eligibility Clause d | The bidder should have executed at least three orders of similar nature and preferably in multiple locations of Educational Institutes | Please consider experience in Digital Consulting and Implementations with training or awareness as one of the components for any organization, instead of only Educational Institutes. | No change in RFP |
| 2 | | Eligibility Clause g | The bidder should have a technical support helpdesk for hosting and cloud operations 24x7 | Since helpdesk setups or seats are usually provided by vendors specializing in this area, we request you to remove this criterion. | No change in RFP |
| 3 | | Technical Evaluation Point 2 | Points for data centre (a) Own cloud/data centre within India: up to 25 points (b) Third-party cloud data centre within India: up to 20 points. | Since MeitY has already empanelled Cloud Service Providers, any one of them can be engaged for the project. Therefore, we request you to amend the evaluation criteria to the following: "Points for data centre experience (a) Managed MeitY empanelled cloud services for at least 3 projects: up to 25 points (b) Managed MeitY empanelled cloud services for at least 2 projects: up to 20 points." | No change in RFP |
| Sr.No. | Document Name | Section Title and Clause Reference | Clause Description | Query of the Bidder / Clarification sought by Bidder | IIBF Response |
| 1 | | 11. Minimum Eligibility Criteria | d. The bidder should have executed at least three orders of similar nature/ value and preferably in multiple locations of the Educational Institutes | The clause is restrictive and biased in nature and prevents wider participation. Request you to amend the clause as below: d. The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations in the IT/ITES sector. | No change in RFP |