



INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified Institute)

Kohinoor City, Commercial – II, Tower – I, 2nd Floor, Kiroli Road, Kurla (West), Mumbai – 400 070

Corrigendum

To

**Request for Proposal (RFP) Selection of Service Provider(s) to Conduct Online Examinations,
i.e. Computer Based Test (CBT), of the Institute in Centre-Based Mode Across India (RFP No.:
IIBF/EXAM RFP-02/2026-27 dated 13/08/2026)**

Corrigendum No.: 01

Dated: 17/08/2026

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REVISED BID SCHEDULE

Sr. No.	Description of Item	Revised date
1	Last date for submission of written pre-bid queries (to jd.exm2@iibf.org.in / add.dir@iibf.org.in)	20 th August 2026
2	Pre-bid meeting for clarification of written queries	26 th August 2026
3	Uploading of responses to pre-bid queries on the Institute's website	31 st August 2026

SECTION 4 – ELIGIBILITY CRITERIA

Bids of only those Service providers who satisfy all of the following eligibility criteria (to be confirmed in the Eligibility Criteria Matrix at Annexure E5 with supporting documents) will be considered for technical evaluation:

Sr.	Eligibility Criterion	Supporting Documents
1	The Service provider shall be a company registered in India under the Companies Act, 1956/2013 (including PSUs), in existence for at least 5 years as on the date of bid submission. Consortium/joint-venture bids, proprietorships and partnership firms are not allowed.	Certificate of Incorporation, MoA/AoA, GST registration, PAN
2	The Service provider must hold valid SEI CMMI Level 3 and above certification for Software Services/Development (verifiable at cmmiinstitute.com/pars) and ISO 9001, ISO/IEC 27001 certifications; ISO/IEC 20000-1 preferred. Certifications must be retained during the currency of the Contract.	Copies of valid certificates
3	The Service provider must own the complete source code, copyrights and all components of the CBT software used.	Self-declaration by authorised signatory
4	The Service provider's examination software must be certified "Safe to Host" by a CERT-In empanelled agency (certificate not older than 12 months).	Copy of valid certificate
5	The Service provider should have successfully conducted CBTs in a single day, in a single session, on an all-India basis in 100 or more cities covering at least 20 States/UTs, during the preceding 3 calendar years.	Work orders and performance certificates from clients (Annexure T2/T4)
6	The Service provider must have successfully conducted a computer-based examination for at least 100,000 candidates in a single day, on a pan-India basis, at least once in the preceding 5 calendar years.	Work order and performance certificate
7	The Service provider should have an average annual turnover of at least ₹100 crore during the last 3 audited financial years, and positive net worth in each of those years.	Audited financials, CA certificate with UDIN (Annexure E3 / Financial Information, mentioning the turnover from CBT separately)
8	The Service provider should have a minimum of 450 staff on its rolls. The organization should have in-house 50 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software	Certification by CEO/HR Head with EPFO evidence

Sr.	Eligibility Criterion	Supporting Documents
9	The Service provider should not be currently blacklisted/debarred by any Central/State Government, PSU or autonomous body for exam-related activities, and neither the Service provider nor its promoters/directors should be subject to any insolvency or bankruptcy proceedings before the NCLT or any other authority during the last 5 years.	Notarised undertaking on ₹100 non-judicial stamp paper (Annexure T3/E9)
10	Conflict of Interest: The Service provider must not be engaged in coaching/training/education/certification business in Banking and Finance or in any activity that could influence the conduct of IIBF exams.	Self-declaration (Annexure E9)

The Institute's decision on eligibility shall be final and binding. Even where a Service provider meets the criteria above, it may be disqualified for misrepresentation or suppression of facts, a record of poor performance (abandoned work, incomplete contracts, financial weakness), adverse findings in confidential enquiry, or engagement in any activity that could influence the conduct of examinations.

SECTION 6 – EVALUATION PROCESS

6.1 Overall Methodology

The selection will follow a Quality-cum-Cost Based Selection (QCBS) with weightage of Technical Score 70% and Commercial Score 30%. Evaluation shall proceed in stages: (i) preliminary scrutiny of completeness, EMD and eligibility; (ii) technical evaluation, including mandatory demonstration of the exam platform (client and server software) using a live/synthetic examination and a presentation of capabilities; (iii) opening of Commercial Bids of only the technically qualified Service providers; and (iv) computation of the composite score. IIBF may seek clarifications and verify claims independently, including site visits and reference checks.

6.2 Technical Evaluation (100 marks)

Sr.	Criterion	Basis	Max Marks
1	Functional and technical features of the exam platform (compliance and demonstrated depth against Annexure T1)	Annexure T1 + demonstration	30
2	Exam software security, integrity and auditability: prevention/detection/logging of unauthorised devices and network intrusion; access controls; software-integrity checks; candidate-to-node mapping; time accuracy and compensation; encryption; data sanitisation; remote-access prevention; UFM detection (as per Annexure T7)	Annexure T7 + demonstration	20
3	Experience: years in CBT; largest single-shift candidate volume handled ($\geq 1,00,000$ candidates scores full marks); number of similar large-scale public-examination projects completed	Annexure T2/T4	15
4	Infrastructure capability: certified owned nodes across cities (city-wise vetted node list), Tier-III (or higher) primary data centre with DR at a different seismic zone, CERT-In certified application, monitoring command centre	Annexure T5/T6 + proofs	13
5	Service provider profile: IT staff strength; CMMI Level 3/5; ISO 9001 / 27001 / 20000-1; average annual turnover	Annexures E3/E5	12
6	Project plan, governance, SLA management approach, transition/exit plan, risk and contingency management, proposed innovations (AI-based proctoring analytics, fraud detection, etc.)	Annexure T5	10

6.2.1 Indicative Sub-Scoring Guidance

Within each criterion, the Technical Evaluation Committee shall apply the following indicative sub-scales; fractional scoring is permitted. The Committee's assessment shall be final.

Criterion	Sub-parameter	Indicative marks
Sr. 3 Experience (15)	Years in CBT: 3 to <5 years = 3; 5 to <8 years = 4; 8 years and above = 5	5
	Largest single-day candidate volume handled on pan-India basis: 1,00,000 to 1,24,999 = 2; 1,25,000 to 1,49,999 = 3; 1,50,000 and above = 5. Less than 1,00,000 shall not be evaluated as it does not meet eligibility.	5
	Similar completed large-scale public examination projects in preceding 5 calendar years: 1 project = 2; 2 projects = 3; 3 or more projects = 5. Projects must be supported by work order and performance certificate	5
Sr. 4 Infrastructure (13)	Certified owned/leased nodes with city-wise vetted list: Upto 10,000 nodes = 1 10,001 to 50,000 nodes = 2 Above 50,000 = 3	3
	Owned/leased centres in cities forming part of the IIBF exam city list, as specified in Annexure F1. 150 to 199 cities = 2 More than 200 cities = 3	3
	Tier-III or higher primary data centre with DR at a different seismic zone: Compliant setup = 2; Compliant setup with documented RTO/RPO, periodic DR drill evidence and scalability proof = 3	3

Criterion	Sub-parameter	Indicative marks
	Valid CERT-In Safe-to-Host certificate not older than 12 months and demonstrated operational command/monitoring centre: Certificate = 2; Command centre demonstration = 2	4
Sr. 5 Service provider profile (12)	Staff on rolls: 450 to 649 = 2; 650 to 850 = 3; 850 and above = 4. Evidence to be certified by CEO/HR Head with EPFO or equivalent statutory proof.	4
	CMMI and ISO maturity: Valid CMMI Level 3 = 1 service Valid CMMI Level 3 = 1 development; Valid CMMI Level 5 = 2 service Valid CMMI Level 5 = 2 development; ISO/IEC 20000-1 in addition to mandatory ISO 9001 and ISO/IEC 27001 = 1	5
	Financial strength: Average annual turnover of INR 100 crore to INR 200 crore = 2; More than INR 200 crore = 3	3
Sr. 6 Project plan (10)	Mobilisation, staffing, training, venue readiness checks and mock-day plan quality	3
	Data-management plan mapping all question paper, candidate, centre, biometric, attendance, score, log, dashboard and archival deliverables 3.4 & 3.5 deliverable	3
	BCP/DR (RTO/RPO), contingency and exit plan; innovations	4

Annexure E5 - Eligibility Criteria Matrix

Sr.	Criterion (as per Section 4)	Complied (Yes/No)	Doc ref (page no.)
1	Registered Indian company, ≥ 5 years in existence; no consortium/JV/partnership/proprietorship		
2	CMMI L3/L5; ISO 9001, ISO/IEC 27001 (ISO/IEC 20000-1 preferred)		
3	Ownership of source code of CBT software		
4	Valid CERT-In empanelled "Safe to Host" certificate		
5	Single-day, single-session CBT in ≥ 100 cities across ≥ 20 States/UTs		
6	$\geq 1,00,000$ candidates in a single day, pan-India, within last 5 years		
7	Average annual turnover $\geq ₹100$ crore; positive net worth in each of the last 3 FYs		
8	≥ 450 staff on rolls		
9	Currently not blacklisted; no insolvency/bankruptcy (NCLT) proceedings in last 5 years		
10	No conflict of interest (no coaching/education/certification business in banking & finance)		

Annexure T3 - Declaration Regarding Clean Track Record

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company is not under a declaration of ineligibility / banned / blacklisted/ debarred by any State or Central Government / Central or State Government Department/Undertaking or any other Government Institutions / Autonomous Bodies in India or abroad **currently**. I further certify that I am competent officer in my company to make this declaration.

Or

I declare the following

S.No.	Country in which the company is Debarred / blacklisted /case is pending	Blacklisted / debarred by Government / Semi Government organizations/Institutions	Reason	Since when and for how long

NOTE:

1. In case the company was blacklisted previously, please provide the details regarding period for which the company was blacklisted and the reason/s for the same.
2. Any Adverse comments/complaints by any Institution should be mentioned.
3. We understand that suppression of facts shall lead to rejection/termination and forfeiture of EMD/PBG.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal