



The Institute of Cost Accountants of India
(Statutory body under an Act of Parliament)

Request for Proposal (RFP)
For
Cloud based Managed Services for Design,
Development and Implementation of Software
Applications at ICAI

THE INSTITUTE OF COST ACCOUNTANTS OF INDIA
Headquarters
CMA Bhawan, 12 Sudder Street, Kolkata – 700016
Delhi Office
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www.icmai.in

Last Date of Bid Submission: 18.01.2022 (till 4.00 pm)

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1. NOTICE INVITING TENDER

The Institute of Cost Accountants of India, 12, Sudder Street, Kolkata- 700016

Request for Proposal

Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI

The Institute of Cost Accountants of India (erstwhile The Institute of Cost and Works Accountants of India) was first established in 1944 as a registered company under the Companies Act with the objects of promoting, regulating and developing the profession of Cost Accountancy. The Institute of Cost Accountants of India is a premier, dynamic, vibrant professional institution actively associating itself in industrial and economic development of the nation. The Institute of Cost Accountants of India set up by an Act of Parliament to develop and regulate the profession of Cost Accountancy in the country.

The Institute of Cost Accountants of India (ICAI) invites proposals (Technical and Financial Bids) from established, reputed and reliable Solution/Service Providers for Cloud based Managed Services for Design, Development and Implementation of Software.

Last Date of Bid Submission is **18.01.2022 (till 4.00 pm)**

Secretary, ICAI

2. INSTRUCTION TO THE BIDDING FIRMS/ORGANIZATIONS

The Institute of Cost Accountants of India (ICAI) invites proposals in (Technical and Financial Bids) from established, reputed and reliable Solution/Service Providers for Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI

PLEASE SUBMIT ALL DOCUMENTS AS MENTIONED IN THIS DOCUMENT

Sl.	Name of Project	Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI
1	Scope of Work	As Per Section 6, 7 & 8 of this document
2	Cost of RFP Document (Non-Refundable)	Rs. 10,000/- (Rs. Ten thousand only) to be paid through NEFT to The Institute of Cost Accountants of India. Proof of payment of tender Fee shall be submitted along with Technical Bid
3	Estimated Cost	Estimated cost of one time set up & Development of Modules is Rs. 4.50 crores (approx)
4	Earnest Money Deposit	Earnest Money Deposit of Rs. 22,50,000 (Rupees Twenty Two Lakh Fifty Thousand) to be paid through NEFT/RTGS to The Institute of Cost Accountants of India.
5	Bank Account Details for NEFT and RTGS	Account Name : The Institute of Cost Accountants of India Name of the Bank : Punjab National Bank Branch Address : New Market,Kolkata-700 087. Current A/c No. : 0093002109030025 IFSC Code : PUNB0009300
6	Availability of RFP Document	RFP Document is available at ICAI's Website www.icmai.in , RFP/Tender Section
7	Pre-Bid Meeting	To clear any doubts and/or further information/clarification Pre-bid meeting will be organized. Please Refer ICAI Website for Same
8	POC Meeting	Please Refer ICAI Website for Same
9	Last Date, Time and Address for Submission of Tender	Bid should be submitted to ICAI on or before 18.01.2022 (till 4.00 pm) to The Secretary, The Institute of Cost Accountants of India, 12, Sudder Street Kolkata – 700 016
10	Date of Opening of Technical Bid	Will be informed on icmai.in Website
11	Date of opening Financial Bid	Will be informed on icmai.in Website
12	Validity of Tender	90 days from the last Date of Submission of Bid.

13	Delivery Timelines	Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI within One and a half Year Effective from Date of issuing Order. Refer to Section 9 of this document.
14	Submission of Bids	Technical and Financial bids should be sent through two mails having password protected and digitally signed attachments having subject "Technical bid -Cloud based Managed Services for Design, Development and Implementation of Software Applications and 'Financial Bid -Cloud based Managed Services for Design, Development and Implementation of Software Applications' along with a proof of payment details of RFP Fee and EMD in a mail of Technical Bid as separate attachment

Notes:

- Bidder shall not be allowed to submit more than one Bid.
- Consortium is not allowed.
- Bidder should provide valid GST registration number and meet all legal requirements.
- The Bidder will NOT sub-let the work or coordinate with any other party/sister concern without prior consent of ICAI.
- Any amendment / corrigendum to the RFP document shall be posted on the ICAI's Website www.icmai.in on tender section
- The ICAI reserves the right to call for any other details or information from any of the Bidders.
- ICAI reserves all rights to reject any bid at any time, at any stage, fully or partly for whole process and / or for bidder and reserves all rights at any time to add, alter, modify, change, edit & delete any condition at any stage. ICAI also reserves the right to cancel the entire tender process without assigning any reason. In this regard, the decision of ICAI shall be final and binding on all the participants.
- ICAI will ask bidders to demonstrate Proof of Concept (POC) physically or Via Video Conferencing as per requirement of ICAI. The POC requirement and Dates will be intimated on ICAI Website.
- A normal internet connection should be enough for accessing the system from remotest locations through desktop/laptop/mobile devices
- Financial bids of only those Bidders who are technically qualified shall be evaluated. At the time of opening of Technical bids, the potential Bidders may be called at the meeting by the concerned committee.

- The agreement can be terminated by either party giving 3 (three) months' notice in advance. If the service provider fails to give three months' notice in writing for termination of the agreement, performance guarantee submitted by the service provider shall be forfeited in favour of the Institute.
- The quoted rates offered will be valid for a period of 90 days.

General information:

1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

- I. "Acceptance Test Document" means a mutually agreed document which defines procedures for Acceptance testing against requirements laid down in the Agreement.
- II. "Affiliate" shall mean any holding company or subsidiary company of a part to the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and subsidiary company- shall have the meaning specified in Companies Act 2013(as amended from time to time).
- III. "Agreement" means the Agreement to be signed between the successful bidder and ICAI Including all attachments, appendices, all documents Incorporated by reference thereto together with any subsequent modifications, the RFP Document, the bid offer, the acceptance and all related correspondences, communications, clarifications, presentations etc.
- IV. "Authorized Representative" shall mean any person authorized by either of the parties.
- V. "Bidder" means any firm offering the solution(s), service(s) and /or materials required in the RFP Document. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom ICAI signs the agreement for rendering of services for self-service portal for students, members and firms.
- VI. "Contract" is used synonymously with Agreement.
- VII. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
- VIII. "Default Notice" shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- IX. "Fraudulent Practice" means a misrepresentation of facts to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the ICAI of the benefits of free and open competition.

- X. "Good Industry Practice" shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- XI. "Implementation Period" shall mean the Period from the date of signing of the Agreement and up to the issuance of Acceptance Certificate.
- XII. "Law" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government or any other Government or regulatory authority or political subdivision of government agency.
- XIII. "LOI" means issuing of Letter of Intent which shall constitute the intention of the RFP to place the Purchase Order with the successful bidder.
- XIV. "Proposal" means the Eligibility Criteria & Product specification Proposal.
- XV. "Request for Proposal (RFP) Document", means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- XVI. "Requirements" shall mean and include schedules, details, description and statement of technical data. Performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP Document.
- XVII. "Termination Notice means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

2. BID DOCUMENTS

Bidder is expected to examine all instructions, forms, terms, and requirements in the RFP document. Failure to furnish all information required by the bid document or submit a Bid not substantially responsive to the bid document in every respect may result in the rejection of the Bid. The bids should be submitted before due date in Bid Document.

The Bidder needs to submit following Forms along with requisite & relevant documents as required in:

Annexure A: Covering Letter

Annexure B: Technical Bid

Annexure C: Financial Bid

Covering Letter and Technical Bid should be kept in single sealed envelope super scribing 'Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI.'

Proof of RFP Fee and EMD to shall be separately attached in Technical Bid mail

3. AMENDMENT OF BID DOCUMENTS

The amendments in any of the terms and conditions including technical specifications of this RFP Document will be notified by publishing it on its official website www.icmai.in and will be binding on the Bidder. Therefore, all bidders are required to regularly visit official website of the ICAI www.icmai.in.

4. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the ICAI, the ICAI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

5. BID SECURITY

The Bid security shall be in Indian rupees (INR) and shall be paid through NEFT/RTGS to the Bank A/c. of The Institute of Cost Accountants of India (for Bank Account details please refer page no. 5 point no. 5). No interest shall be payable on Bid Security under any circumstance. Unsuccessful Bidder's Bid security shall be discharged or returned within sixty (60) days after the contract is awarded to the successful bidder.

The Bid security will be forfeited at the discretion of ICAI because of one or more of the following reasons:

- I. The Bidder withdraws their Bid during the period of Bid Validity
- II. In case of a successful Bidder, the said Bidder fails to furnish Performance Bank Guarantee

6. BID PRICES

The Financial Bid is invited in all modules /applications mentioned in this RFP.

7. BID VALIDITY

The bids shall remain valid for a period of 90 days from the last date of submission of RFP.

8. SUBMISSION OF PROPOSALS

Due to the current pandemic situation, the Tender Bid through Online (Email) mode shall be allowed by following procedure laid hereunder:

All the proposals must be submitted through online mode and scanned document should be provided with all pages numbered and digitally signed by the Bidder. It should also have an index giving page wise information of above documents. Incomplete proposal will summarily be rejected.

- I. No bid will be considered unless and until the bid document is digitally signed by the bidder.
- II. Prices should be indicated in each section of Financial Bid
- III. All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words. In case of inconsistency, amount quoted in words shall prevail.
- IV. Bidder shall submit his financial bids for all modules /applications mentioned in this RFP.

9. LANGUAGE

The Bids and all correspondence and documents relating to the bids, shall be written in the English language

10. LATE BIDS

Any bid received by the ICAI after the due date and time for receipt of bids prescribed in the RFP Document can be summarily rejected.

11. BID FORMS

- I. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- II. For all other cases, the Bidder shall design a form to hold the required information.

12. CONTACTING THE ICAI

- I. Any effort by a Bidder influencing the ICAI bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- II. Bidder shall not approach ICAI officers after office hours and/or outside office premises, from the time of the bid opening till the time the Contract is awarded.

13. OPENING OF PROPOSAL

RFP containing technical proposal will be opened and if found that the bidder meets the eligibility criteria and has furnished all the documents in the prescribed manner shall be treated as technically qualified. The Financial bid of the bidder qualifying technically would be short listed for financial bid opening.

14. EVALUATION

An evaluation team of ICAI will evaluate the bids as per the following pattern.

- I. Evaluation committee will examine the bids to determine whether they are complete; whether any computational errors have been made, and whether the bids are generally in order.
- II. The ICAI may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.
- III. Further, the scope of the evaluation committee also covers taking of any decision with regard to the RFP Document, execution/ implementation of the project including management period.
- IV. Bid shall be opened in the presence of bidder's representatives who intend to attend at their cost. The bidders' representatives who are present shall sign a register evidencing their attendance.

15. DECIDING AWARD OF CONTRACT

- I. The ICAI reserves the right to ask for a technical elaboration/clarification in the form, of a technical presentation from the Bidder on the already submitted proposal at any point of time. The Bidder shall furnish the required information to ICAI and its appointed representative on the date asked for, at no cost to the ICAI. The ICAI may at its discretion, visit the office of the Bidder any time before the issue of Letter of Award.
- II. ICAI shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive. ICAI shall simultaneously notify those Bidders who had qualified the Evaluation process as described in this RFP Document, informing the date and time for opening of Financial Bid.

16. AWARD OF WORK

The bidder whose bid is accepted by ICAI shall be issued Letter of Intent (LOI)/Letter of Award (LOA). Bidder shall confirm acceptance by returning a signed copy of the LOI/LOA. The successful bidder shall be required to execute a formal agreement within 15 days of receipt of LOI/LOA.

DISCLAIMER

- 1) All information contained in this RFP and information subsequently provided, if any, are in good faith. This RFP is not an agreement or an offer by The Institute of Cost Accountants of India to the prospective applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation and submission of their applications pursuant to this RFP.
- 2) This RFP includes statements, which reflect various assumptions and assessments arrived at by The Institute of Cost Accountants of India in relation to the selection of the agency. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 3) The Institute of Cost Accountants of India accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance by any applicant upon the statements contained in this RFP.
- 4) The Institute of Cost Accountants of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP, without assigning any reason or providing any notice and without accepting any liability for the same. It is the bidders' responsibility to view the updated information from the Institute's website.
- 5) The issue of this RFP does not imply that The Institute of Cost Accountants of India is bound to select an applicant or to appoint the selected applicant, as the case may be. The Institute of Cost Accountants of India reserves the right to cancel this request for RFP and/ or invite afresh with or without amendments to this RFP, without any liability or any obligation for such request for RFP and without assigning any reason. Information provided at this stage is merely indicative.
- 6) In the event of cancellation of RFP, the bid security amount will be refunded
- 7) In the event of cancellation of RFP, the bid security amount will be refunded with one month
- 8) Any dispute between the parties pertaining to this contract shall be subject to the jurisdiction of the competent Courts at Kolkata only.

3. KEY RFP TERMS AND CONDITIONS

Eligibility Criteria for the Bidders

The bidder must meet all the following eligibility requirements. RFP of non-compliant firms/organization shall not be evaluated technically or commercially.

Pre-Qualification Criteria (PQC)

Sl. No.	Qualification	Documentary Evidence to be attached	Mandatory
1	The bidder should be an Indian registered company/ /Limited Liability Partnership (LLP) engaged in the job of design/development of software/consulting for minimum of 10 years in India as on date of RFP. Consortium of companies/ firms is not allowed.	<ul style="list-style-type: none"> • Certificate of incorporation or Certificate of Commencement or Certificate confirming LLP • Certificate consequent to change of name, if applicable must be submitted 	Mandatory
2	<p>The bidder must have successfully implemented at least 5 cloud-based application projects of similar nature during the last 5 years.</p> <p>The proposed ERP Application Software should be in use for the last two years from the last date of submission of bid.</p> <p>The Number of user of ERP software in all the 5 organizations should be at least 1000.</p>	Copy of work/service orders and Work Completion Certificate to the satisfaction of the client should be available with the bidder for verification of the same, if so desired by ICAI. A job executed by a bidder for its own in-house purpose/sister concern/subsidiary shall not be considered as experience. Also, job executed by a bidder as a Subsidiary / Fellow Subsidiary / Holding Company and Sub-Contractors shall not be considered as experience for meeting PQC.	Mandatory

3	The bidder should be a profit-making concern for the last three consecutive years, with minimum Average Annual turnover of at least Rs. 250 Crores in last 3 financial years. Out of the same at least Rs. 50 crores of the turnover should be from Similar Services.	Certificate and audited balance sheet of the bidder for the last three financial years (i.e.) 2019-2020, 2018-2019 & 2017-2018 certified by a Chartered Accountant or Cost Accountant must be submitted along with the bid.	Mandatory
4	The bidder should be CMMi 5 (services (SVC) and software development (DEV))	Valid Certificates (Self attested copy).	Desired
5	Bidder should have valid ISO 9001:2008 & ISO 27001 certifications	Valid Certificates (Self attested copy).	Desired
6	The bidder should have their own Primary Data and Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard. Both the data centers should be in India. The data center must be tier-3 data center or above certified, and must be ISO/IEC 27001:2005 security certified or above. In case applicant is not owning data centers, he may hire the primary and secondary data centers comply with above	Cert-in certification	Mandatory

	<p>conditions.</p> <p>The bidder must provision BCP site & DR for ensuring the continuous availability of the solution</p>		
7	<p>The bidder should neither have been blacklisted by any Central Government/ State Government/ PSU /Government Bodies/ Autonomous Bodies/Private Sector with regards to the works executed by it in the last three years.</p>	<p>The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value INR 100/- (Rupees One Hundred Only)</p>	<p>Mandatory</p>
8	<p>a. The bidders shall have minimum manpower strength of 500 persons on the rolls of the bidder</p> <p>b. At least 100 employees shall be associated with ERP implementation or ERP support services.</p>	<p>Submit audit statement of previous financial year mentioning the number of full-time employees for point (a). Self-declaration for point (b)</p>	<p>Desired</p>
9	<p>The bidder should own the copyright of the source code of the solution. The bidder should follow a product release cycle and should be able to make changes which are mutually agreed between ICAI and bidder in any of the components of the software/source code being utilized for the</p>	<p>Certificate of the Copyright to be submitted</p>	<p>Desired</p>

	purpose, throughout the term of Agreement with ICAI.		
10	Total number of students/users, in one single University/ Institute, where the solution/s has been used (Minimum 50000 nos. students/users).	Valid Certificates (Self attested copy)	Mandatory
11	The Bidder shall be responsible for migration of old data on the new platform		Mandatory
12	The bidder shall provide the certificate of proprietorship of Application, if he holds.		Desired

Note: - Only bidders qualifying the Mandatory clause in Pre-Qualification evaluation would be considered for the technical evaluation as per criteria.

4. GENERAL CONDITIONS OF THE RFP

4.1 General Conditions

1. Application

These general conditions shall apply to the extent that provisions in other parts of this document do not supersede them. For interpretation of any clause in the RFP or the Agreement arising thereunder, the interpretation/clarification of the ICAI shall be final and binding on the Bidder.

2. RFP Clarifications

During technical evaluation of the bids, ICAI may, at its sole discretion, ask Bidders for clarifications on their bids. Any word used in singular shall have the connotation of plural as well.

3. Amendments in RFP

At any time prior to deadline for submission of bid and after pre-bid discussions, ICAI may for any reason, modify the RFP. The Bidders having received the RFP shall be notified of the amendments by posting the same at ICAI's Website www.icmai.in and such amendments shall be binding on them.

4. Company/LLP

If the Bidder is a Company/LLP, the full particulars of the composition of the organization in detail should be submitted along with copy of the Articles of Association /Memorandum of Association, as the case may be or any other relevant document.

5. Disqualifications

The ICAI may, at its sole discretion and at any time during the evaluation of Bid, disqualify any bidder, if the bidder has; Submitted the Bid documents after the response deadline; Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations etc. in any project in the preceding three years; submitted bid that is not accompanied by required documentation or is non-responsive; Failed to provide clarifications related thereto, when sought; Submitted more than one Bid; Declared ineligible by the Government of India or any other body for corrupt and fraudulent practices or blacklisted; or modified the terms and conditions of RFP.

6. Preparation of Bid

The Bidder shall comply with the related information during preparation of the Bid. The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorized person signing the Bid. The Bid shall be typed or written in indelible ink or prepared in PDF format and shall be signed by the Bidder or duly authorized person(s) to bind the Bidder to the contract. THE LETTER OF AUTHORIZATION SHALL BE SUPPORTED BY WRITTEN POWER OF ATTORNEY AND SHALL ACCOMPANY THE BID.

Bidders are not permitted to modify, substitute, or withdraw bids after its submission.

7. Submission, Receipts and Opening of Bids

Bids must be submitted as per the process mentioned in this RFP. The bids shall be opened on the specified date & time at the designated venue.

8. Deadline for submission of Bids

Bids from Bidders, complete in all respects must be received by the ICAI at the given email address and by the date & time specified in the RFP.

9. Deliverables

Data security, accessibility and confidentiality are critical factors of the assignment. The process flow should be in accordance with the requirements of the ICAI with adequate controls and safeguards to ensure accuracy of data and reduce the transaction processing time. The work shall be completed as per the time schedule prescribed by the ICAI.

Conceptualization stage

- System Requirement Specification
- Wireframe of the system to be built (Pages, Dashboard, Reports etc.)
- Solution Architecture – Should be compliance as per ICAI Guideline

Pre-development stage

- Revalidation of Functional Requirement Specifications
- Technical Manual - Screen/Report with Program Unit matrix - ERD, Data Dictionary, UML Diagram etc.

Development stage

- Development – source code maintaining the versions
- Unit Testing
- Technical Document

Post development stage

- User Acceptance Testing (UAT test cases)
- Source code with versions and proper documents
- Administrator/Technical Manual/Guideline, Installation Manual

Deployment stage

- Release/deployment guideline/instruction
- System has to be deployed in development, test, stage, UAT and production environment

Implementation Stage and User Training & Operation's Manual

- User training along with User Manuals role wise
- Technical training to the system administrators with hands on
- **Functional Requirement Specification (FRS) Document**
- **Technical Design Requirement (TDS) Document.**

10. Timelines

The Bidders need to follow ICAI Website for any changes and timelines specified by ICAI.

11. Right to Accept Bid

With regard to the RFP, the ICAI has the following rights:

- a) Accept or reject any of the proposals, without assigning any reasons thereof.
- b) Ask for re-submission.
- c) Request clarification from bidders.
- d) To accept any Bid in whole or in part.
- e) Reject whole Tender

Conflict of Interest

ICAI requires that Bidders should provide professional, objective, and impartial advice and at all times hold the ICAI's interest's paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests.

12. Confidentiality

- I. As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public

- domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such Information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the confidential information of the Bidder.
- II. The Bidder shall keep confidential any information related to this RFP with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this RFP and shall not be disclosed to any third party for any reason whatsoever.
 - III. At all times during the performance of the Services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this RFP and such rules, policies, standards, guidelines and procedures by its employees or assignees.
 - IV. The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract, any amendment hereof, and any Attachment or Annexure hereof.
 - V. The obligations of confidentiality under this section shall survive termination of the contract.

Standards of Performance

The selected Bidder i.e. Service Provider shall perform the services and carry out their obligations under the Contract with due diligence and efficiency. The Service Provider shall always act in respect of any matter relating to this contract as faithful advisor to the ICAI. The Service Provider shall always support and safeguard the interests of the ICAI in any dealings with the third party.

13. Period for Development and Commissioning of the Cloud based Managed Services for Design, Development and Implementation of Software Applications at ICAI

The development and Commissioning of core system modules shall be completed within 18 Months from the receipt of Letter of Intent. The hand holding period of the portal shall be three months after the system goes live.

14. Term

The Contract is to commence from the date of signing the Contract with the Agency and shall continue initially for a period of five years unless it is curtailed or terminated by the Institute owing to deficiency of service, substandard quality, breach of contract, reduction or cessation of the requirement of work. If the Institute is satisfied with the performance of the Agency, the contract may be extended for another Five

years with the terms & conditions as may be mutually agreed. The Agency should hand over all the documents /data in whatever format pertaining to the Institute upon completion / termination of the contract.

The contract will be divided into two parts –

Part I : Implementation of the Application System – This part of contract will continue till the time the Application System is implemented to the satisfaction of the ICAI and Acceptance Certificate is issued by the ICAI.

Part II : Support for the Application System – 1 Year from the date of Acceptance Certificate by ICAI mentioned in Part I above.

15. Assignments

The Service Provider shall not assign the work to any other Agency /individual, in whole or in part, to perform its obligation under the Contract, without the prior written consent of ICAI.

Termination

Either party has the right to terminate the contract by giving three months prior written notice of termination to the other without assigning any reason.

Notwithstanding anything contained herein above, the ICAI may, by giving three months advance written notice to the Service Provider, terminate the contract for the following -

- For default to perform obligations under the Contract or if the quality is not as per the specifications/satisfaction of the ICAI or in the event of non-adherence to time schedule by the Service Provider;
- Becomes incapable of or unable to perform the Contract; dissolution or commencement of liquidation or winding up proceedings or appointment of a Receiver or insolvency of the entity i.e. Service Provider;
- Service Provider assigns or sub-lets the work under the contract without the prior written permission from the ICAI;
- Service Provider violating any of the terms and conditions of the contract.

However, the termination notice may be revoked provided the Service Provider rectifies the default within notice period to the satisfaction of the ICAI. No consequential damages shall be payable to the Service Provider in the event of such termination.

16. Consequences of Termination

Upon Termination of the Contract, the work undertaken by the Service Provider shall become the property of the ICAI and all its rights shall vest in the ICAI.

17. Resolution of Disputes

In case any dispute arises between the parties in relation to or about any of the terms and conditions of RFP or the contract arising there under, in the first instance, the parties shall try to resolve the dispute amicably, failing which the dispute shall be referred to the sole arbitrator to be appointed mutually by the parties. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceeding and that of all documents and communications between the parties shall be English. The decision of the arbitrator shall be final and binding upon both the parties. All arbitral awards shall be in writing and shall state the reasons therefor. The expenses of the arbitration as determined by the arbitrator shall be shared equally by the parties.

18. Jurisdiction

Subject to the arbitration clause herein contained, all disputes between the parties pertaining to this contract shall be subject to the jurisdiction of the competent Courts at Kolkata only.

19. Security Deposit/Performance Guarantee

The successful bidder i.e. service provider shall, within 15 days of receipt of Letter of Intent or within such extended period as may be advised, submit a Bank Guarantee of 10 % of the contract value having validity of 6 year and renewable every year as performance security. In case of extension of contract, the service provider shall submit a fresh bank Guarantee for contract value covering the extended period of the contract. On furnishing the Bank Guarantee, EMD of the successful bidder shall be returned.

4.2 Procedure for Submission of RFP

- i. This tender is "Two Bid" document. Technical and Financial bids should be sent through two emails having password protected and digitally signed attachments having subject 'Technical bid -Cloud based Managed Services for Design, Development and Implementation of Software Applications and 'Financial Bid -Cloud based Managed Services for Design, Development and Implementation of Software Applications' along with a proof of payment details of RFP Fee and EMD in a mail of Technical Bid as separate attachment
- ii. The file(s) would be password protected for opening and editing. Both technical and financial bids to be protected with password. Passwords to be shared for technical bid first only after cut-off date and time. Bids with Passwords provided before cut-off date and time shall be rejected.

- iii. No printed copy Tender would be entertained in this pandemic situation
- iv. The RFP received late and declared late by the Bid Evaluation committee after the last date and time for receipt of RFP prescribed in the bid document or otherwise shall be rejected.
- v. The bidder shall have to qualify the eligibility criteria based on documents to be submitted in Technical Bid for further shortlist for implementation.
- vi. After the cut-off date and time of the Tender Document, password for opening the Technical Bid first. Technically eligible Bidders only shall be asked for Financial Bid password and shall be sent to the Convener of the Tender Committee through a separate email by the bidder. For this purpose, the convener of the tender committee will send a request email to the respective bidder who submitted their bid.
- vii. Password for opening the Financial Bid shall be asked from successful Bidders in Technical evaluation process and shall be sent to the Convener of the Tender Committee through a separate email by the bidder. For this purpose, the convener of the tender committee will send a request email to the respective bidder who submitted their bid.
- viii. Any further correspondence related to tendering would be done through email only.
- ix. Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:
 - a. Phase I – Evaluation of Technical bid
 - b. Phase II - Evaluation of Financial bid following Quality and Cost Based System (QCBS) Method (On Financials provided for the required scope of work). Financial for additional scope of work however should be provided for being eligible in participation in the RFP process.
- x. It is mandatory for the bidder to qualify Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

4.3 Procedure for password protection of a PDF File

- i. Download the File from the website of the Institute from TENDER Menu bar.
- ii. Fill up the Form by providing required information and details.
- iii. Make a scan of the total document in PDF format only.

- iv. Save the PDF file in your PC.
- v. Open the PDF File
- vi. Click on the menu File -> go to Properties
- vii. Document Properties window will open
- viii. Click on the Security Tab
- ix. Choose Password Security from the drop down under Security Method
- x. Password Security – Settings window will open
- xi. Select the check box Require a password to open the document
- xii. Put the desired password in the text box Document Open Password and click OK
- xiii. Reconfirm the same password in the small pop up window.
- xiv. Again, Save the PDF file
- xv. Submit your tender by send the password protected PDF file as an attachment to your email with the details of the work as mentioned earlier through a mail to studies.jd2@icmai.in

4.4 Phase I: Evaluation of Technical Bid:

- i. Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each requirement/request. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and conditions of the tender without any material deviation.
- ii. The evaluation committee may call the responsive service provider(s) who comply all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The service provider should give a detailed presentation on how their technology is best suited for ICAI.

4.5 Phase II - Evaluation of Financial Bid:

The financial bid shall be opened of only those Bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. ICAI shall inform the date, place and time for opening of financial bid.

4.6 Cost of Bidding

- i. The bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and

Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Biding process.

- ii. The bidder is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the bidder's risk and may result in the rejection of the bid.

4.7 Amendment in Tender Document

- i. At any time, up to the last date for receipt of RFP, the bidder may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective bidder, modify the Bid Document by an amendment.
- ii. The amendment will be notified on ICAI website and by e-mail to the prospective bidders/organizations who have received the Bid Documents and will be binding on them.

4.8 Key Contract Terms

12.1.1 Arbitration

- i. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
- ii. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by ICAI and Service Provider. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Kolkata, India. It is the terms of this Contract that in the event of such arbitrator to whom the matter is originally referred, being transferred or on vacating his office, being unable to arbitrate for the aforesaid reason, his successor shall be appointed as Sole Arbitrator by the aforesaid authority and the new incumbent shall resume arbitration proceedings from the stage where his predecessor has left. The Arbitration may from time to time, with the consent of the parties, enlarge the time for making and publishing the award subject to the aforesaid, the Arbitration and Conciliation Act, 1996, shall apply to the aforesaid arbitration proceedings.

12.1.2 Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by

SERVICE PROVIDER in the provision of the Services shall exclusively belong to SERVICE PROVIDER or its licensors ("SERVICE PROVIDER Proprietary Material"). All Intellectual Property Rights with respect to the Services and the SERVICE PROVIDER Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to SERVICE PROVIDER or its licensors and the ICAI shall not be entitled to claim any rights therein. All rights, title and interests in the ICAI. Data shall always remain with the ICAI. However, SERVICE PROVIDER shall have the right and the license to use the ICAI data for support, testing and product enhancement purposes. ICAI agrees that SERVICE PROVIDER shall have the right to list the ICAI's name in its marketing material and use ICAI logo with respect to such listing and for reference purposes. Institute of Cost Accountants of India acknowledges that the provision of the Services hereunder by SERVICE PROVIDER shall be on a non- exclusive basis and SERVICE PROVIDER shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude SERVICE PROVIDER from providing such services or performing such obligations to its other clients.

12.1.3 Payment Terms

In consideration of the Services hereunder, ICAI shall pay SERVICE PROVIDER the fees and expenses ("Charges") as specified in Commercial. All amounts payable to SERVICE PROVIDER are inclusive of any Taxes. ICAI shall be entitled to deduct from applicable payments to SERVICE PROVIDER, any tax on SERVICE PROVIDER' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide SERVICE PROVIDER with evidence or certificate of payment of such tax to the taxing authorities. SERVICE PROVIDER shall submit invoices to ICAI in accordance with the payment schedule in Commercial of this document. ICAI shall remit payment to SERVICE PROVIDER within sixty (60) days from the date of invoice. SERVICE PROVIDER shall raise invoice and ICAI shall make payment in accordance with Payment Schedule specified in the Tender Documents, with the certification of successful completion of work. The certification shall be provided by the user Department as well as the IT Directorate.

12.1.4 Representations and Warranties

SERVICE PROVIDER warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by SERVICE PROVIDER free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly

organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and(iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. Except as set forth in this clause, service provider makes warranties to ICAI, Express or implied, with respect to any services or deliverables provide hereunder or under scope of work including without limitation and implied warranties of Merchantability or fitness for a purpose.

12.1.5 Limitation of Liability

Neither THEINSTITUTE OF COST ACCOUNTANTS OF INDIA nor the SERVICE PROVIDER shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to SERVICE PROVIDER by the ICAI the Service that gives rise to such liability during the twelve-month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; (ii) breach of the use terms in respect of use of SERVICE PROVIDER Application System; and (iii) breach of confidentiality obligations. SERVICE PROVIDER shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of ICAI to perform any of ICAI's obligations. In such event, SERVICE PROVIDER shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge ICAI additional costs incurred, if any, as may be mutually agreed upon between the Parties.

12.1.6 Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own

confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return all information including data and other documents to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or about this Agreement, including all copies, portions and summaries thereof.

12.1.7 Force Majeure

- Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, pandemic, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.
- Normally no extensions of the scheduled delivery or completion dates should be granted except where events constituting force majeure, as provided in the contract, have occurred or the terms and conditions include such a provision for other reasons.

12.1.8 Penalty

In case of breach of any of terms and conditions mentioned in this tender document or contract, the Institute will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 25% of the work value and the security deposit shall also stand forfeited. An agreement between the Institute and the Bidder shall be signed in this regard.

12.1.9 Language of Response

The RFP response prepared by the bidder and all correspondence and documents relating to the response exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

12.1.10 Documents Comprising the RFP

- The RFP prepared by the bidders/organizations shall comprise of components mentioned below. (Bid documents are to be submitted in the order of eligibility clauses along index page number).

Technical Bid shall consist of the following:

- o Bid Proposal sheet duly filled in, signed and complete in all respects.
- o Documentary proofs of qualifying the eligibility criteria by the bidder.
- o Documentary proofs of the technical information (Annexure – B & Forms) for technical evaluation.
- o All proposals must be accompanied by a Bid Security/Earnest Money Deposit (EMD) as per the GFR provisions and to be paid through NEFT/RTGS to The Institute of Cost Accountants of India, failing of which the bid will be rejected.
- o Technical Compliance Sheet as per Scope of work
- o Detailed technical architecture of the quoted product
- Implementation Methodology and approach for Ongoing Support with milestones for each phase
- A marketing brochure of the product may also be enclosed along with website reference.

5. BID EVALUATION CRITERIA

After short listing the bidders based on eligibility their criterion, Quality & Cost Based System (QCBS) of bidding would be followed. The Technical bid will be evaluated by evaluation committee set-up by ICAI.

Evaluation of Final Proposal shall be given on scoring as below:

- Technical Bid (please refer Annexure – B) will be assigned a Technical score (Ts) out of a maximum of 100 points as per the technical evaluation criteria. Out of 100 marks, minimum 60% marks shall be obtained by bidder for TECHNICAL PARAMETERS. Bidder shall also provide DETAILED TECHNICAL COMPLIANCE, which is a part of Annexure B and prerequisite to qualify the Technical Evaluation criterion.
- The technically qualified bidder, who has quoted the lowest price will be assigned a score of 100 in the Financial Bid (Please refer Annexure – C). The other bidders will be allotted score relative to the score of bidder with the lowest quote as below:

$$F_s = 100 * FI / F$$

Where:

F_s = The financial score of the Financial Proposal being evaluated

FI = The price of lowest priced Financial Proposal

F = The quoted price of Financial Proposal under consideration

- Combined QCBS Evaluation

The score of technical proposal including presentation would be given 70% weightage, and the financial proposal would be given 30% weightage. The weighted combined score of the Technical bid including presentation (Ts), and Financial proposals (Fs) shall be used to rank the bidders on the basis of formula given as below:

$$\text{Combined Score} = 70 \% * T_s + 30 \% * F_s$$

Bidder with highest Combined Score shall be declared selected Bidder.

If two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected.

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6. SCOPE OF WORK

The Institute, at present, has computerized its two main functions viz. Student Management and Membership Management since 2012. All these programs working satisfactorily in standalone mode on different platforms and servers. The institute intends to move to cloud based totally integrated and seamless system to cater ever increasing expectations of students & members being served and to leverage the technology to serve them with fast and effective manner through 'Self Service Portals (SSP) For Students, Members, Firms and Stake Holders"

The scope of work is broadly defined in following parts:

- i. Standard Requirements for all Portals for Students, Members, Placement Participants, Examinees and Internal Stake holders like, Finance, Admin and all concerned departments. (Discussed in this section)
- ii. Functional requirements based on modules for Students, Members, Examinees and Administration. (Discussed in next section – Functional Requirements)

6.1 Key Requirements for SSPs

The Key requirement of the SSP is:

- i. Avoidance of duplication of Input at all levels
- ii. One database across the organization
- iii. Data integration with all functions across the Institute
- iv. Real time information
- v. Real time Dashboard reports
- vi. Data Analytics readiness
- vii. Least Downtime
- viii. Highly Secured System
- ix. Ease of Doing for all stakeholders

6.2 Standards Features and Requirements for SSPs

The bidder will need to follow and implement following features as a standard across the all portals

Sl. No.	Standard Feature List
01	It is expected that all portals shall be hosted on secured cloud server with specified domain name (given by the Institute) and with higher liability, 99.5% up time and capability to handle large volume of online traffic.

02	Creation of a website – To be accessed by prospective & existing stakeholders - Students/ Members/Employees, Employers, Training Institutes and other stakeholders and to operate as well as manage it.
03	The portal shall provide log-in and User ID mechanism for end-users, where users can create a profile. Profile information and records shall be saved and be accessible by the user.
04	Provision for Mobile/Email based auto recovery of password by member himself/herself. There must be provision for forgot/change password option for the users
05	The portal shall be accessible over the Internet and on mobile devices through all mobile versions.
06	The portal shall have special users / groups with administrative privileges to update/change the information. The Technology Partner must create an updated information review, verification and approval process for updating the information in the portal.
07	The portal shall have updated Government Information and Department information via linkages with the appropriate websites as prescribed by the ICAI.
08	The portal must allow for CAPCHA's or other challenge-response to ensure human input in all forms and transactional sections.
09	The Portal shall allow the users to provide comments and feedback on online services. This is specific to the portal usage, as against the Grievance redressal Module.
10	N-tier Browser Based Architecture and the portal shall be compliant for all popular browsers like IE, Firefox, Chrome etc.
11	Portals should provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals.
12	The solution should handle errors due to communication failure, hardware failure, etc. and roll back the changes appropriately so that transaction consistency is maintained at all times.
13	All portals shall be integrated with payment gateways
14	The system shall have the capability to generate the workflow-based processes for submission, reviewing and publishing of documents.
15	The basic and advanced search facility shall be available to search the content.

6.3 Facilities

The bidders shall provide following facilities/tools on each portal:

i. Security:

All website/portals shall be highly secure. The main security considerations are:

- The application and database security should integrate with platform security and system security.
- The solution should provide for maintaining an audit trail of all the transactions and all entries into the system.

The security services used to protect the information infrastructure shall include: Identification, Authentication, Role Assignment & Access Control, Administration and Audit and support for industry standard protocols.

- ii. Data base driven Information: The data in respect of candidates, employers, schemes, agencies and training is massive and dynamic. So, a complete database driven solution is to be provided. Data Volume will be huge.
- iii. Auditing and Reporting facilities: The portal solution must provide auditing and reporting facilities to be utilized in system performance and security access controls monitoring.
- iv. MIS Reporting: The bidder shall create the necessary reports that need to be generated on a periodic basis. The service provider should provide multiple reports as per the needs of the Institute including query based reports and Dashboard Reports as well.

All portals should have a MIS reporting module; with which it becomes easy to configure any report from the system. For this purpose, the Implementing Agency shall provide user id and password for the employees identified by the respective departments, who shall have access to the MIS engine of the portal solution.

The service provider shall also make a provision for various data capture and analysis with a view to improve quality indicators for the student support systems

- v. Maintainability: All care will be taken so that the portal can be easily maintained by the respective users. All information displayed on the portal will be from a data base and a facility will be provided to authenticated users to add, update and delete the data elements as per the permissions granted to them. Style sheets will be used to give uniform look and feel to all pages, facilitating easy maintainability. All labels and messages, the color scheme used will be defined in common files.
- vi. SMS Gateway: The SMS gateway/Mobile services shall provide most of the services of the Portal over SMS and/or through a mobile browser or mobile application. It is as summed that standardized mobile phone browser shall also allow access to the Job Portal.
- vii. Content Management: The Implementing Agency should include flaw less Content Management features in the portal including Content Creation, Translation, transcription, Approval and updating mechanisms, so that a portal which is rich in terms of contents and accessed by people largely can be created.

6.4 Service desk Tools

All website/portals shall provide for individual Service desk tools on following lines:

- The Institute intends to have a Service Desk to centrally log all enquiries, suggestions, complaints, service requests, service disruptions, security threats, violations and ERP alerts.
- The Bidder shall make available its Service Desk 7x24 with support with email, call and web support to all the stakeholders without any limit on the number of incidents reported.
- The Bidder shall provide its own telephone, interactive voice response and email systems to log, track and report the calls and emails. The Service Desk shall escalate the calls and emails to the relevant parties for actions and track the status of the calls and emails periodically until they are closed by the callers or requestors. The Bidder shall generate incident reports which include root cause analysis at least monthly. A monthly Service Desk report shall be submitted to ICAI as part of the monthly report stated in the Service Management.
- As part of submission of response, following sections must be submitted by the bidder for post implementation services-
 - Service desk and trouble ticket management system
 - System Health monitoring of system
 - Service desk and trouble ticket management system
 - System Health monitoring of system

6.5 Service Level Agreement

ICAI recommends the following SLA – Service Level Agreement. Bidder can propose its own SLAs with equivalent definitions and best practices.

Business Impact Severity Level	Definition	Response Time	Expected Resolution Time
1	These problems affect the ERP such that the users are unable to perform their business functions or result in negative publicity for ICAI.	Within 2 working hours.	Based on the root cause analysis, agreed ERT must be captured on the incident. For high severity incidents, suggested resolution time is 2 days.
2	These are problems which affect a process or functionality for which there are existing alternatives to bypass the problem.	Within 4 working hours with 4 hourly status reporting	Suggested is within 6 working days
3	These problems have minimal or no impact on ERP's ability to perform its functions	Within 4 working hours with daily status reporting	Suggested is within 12 working days

6.6 Help Desk Tools

All website/portals shall provide for individual help desk tools on following lines:

- Set up a dedicated helpline for responding stakeholders' queries
- Set up a query resolution and escalation process
- Set up a record maintenance process for all complaints/queries/grievances
- Setting up interface(s) for online/telephonic counselling and program advising services for interested stakeholders
- To help in giving immediate response for charge back items (procedure for refund of excess payment made through online mode)

6.7 Application for Different Regulatory Forms

Once prospective Students/Existing Student/members are Successfully Registered with ICAI and Details are verified by ICAI. Users can apply for Registration through various Online Regulatory Forms and carry out Activities by login in SSP profile. The System should not ask for duplicate Information which is already available while Profile Registration. System should ask only Relevant Details Required for Form/Activities. i.e. for Change in address "New Address and Supporting Document" etc.

All the below Activities/Request/Forms by Students/Members Activities are related to 2-3 Step Workflow (1. Submission of Request, 2. Verification of Request (Approve/Reject/Revert), 3 verification).

Activities/Request/Forms by Students	Activities/Request/Forms by Members
1. Foundation Course / CAT& Exam	1. Enrolment as a Member of ICAI
2. Communication and Soft Skill (CSS) Training/Computer Training Registration	2. Grant of Fellowship
3. Intermediate Course & Exam	3. Grant of Certificate of Practice
4. Intermediate Direct Entry Course & Exam	4. Permission for Engagement in other Business/Engagements of Members
5. Final Course & Exam	5. Cancellation of Certificate of Practice
6. IOTP/Practical Training Registration	6. Restoration of Certificate of Practice
7. Request for Study Material	7. Removal /Restoration of name of Member on request
8. Revalidation of Foundation / Intermediate & Final	8. Change in Name of Member
9. Final Registration	9. Change in Address of Member
10. Permission to study other Courses	10. Approval of CMA Firm/ Networking Firm /MCS Name
11. Termination of Article ship within one Year	11. Fresh Constitution of Partnership & Proprietorship
12. Re-registration of Article Assistants	12. Reconstitution of Firms/opening & Closing of
13. Practical Training (3 years) Registration	
14. Supplementary deed of Registration / Training	

15. Completion of Training	Branch
16. Change in Name or Address of Article Assistants	13. Office/opening & Closing of Second office/closure of Firm
17. Refund of Fees	14. Change in Address of Firms
18. Request for Duplicate Mark sheet	15. Paid Assistants Joining and Leaving / Employment Joining and Leaving
19. Request for Revaluation of Exam paper	16. Networking Firm Registration/ MCS Registration
20. Request for Issuing Transcript for Application in Foreign University	LLP Name Approval
21. Request for Pass Certificate	17. LLP Registration
22. Option for Change Correction Window in Foundation/Inter/Final Exam Form	18. UDIN
23. Digi-locker Compatibility	19. Multi Empanelment of Firms
	20. Digi-locker compatibility

6.8 Other Form Related Activities

- Registration of various courses/Seminar: Students, members once successfully Created SSP profile, can register for Courses/Seminar/Conferences/Journal via making Online Payment.
- Once ICAI Student/members are registered in ICAI and Successfully Created SSP profile they can select Courses/Certificates/Seminar and Register themselves by paying Applicable Fee.
- SSP shall be able to show the status of any request made by the user
- Employees shall be provided facility to edit certain details such as address change, update of mobile number etc.
- The module shall enable user to view/edit profile option. History of the changes shall be preserved.
- Students/members can download Letters, Certificates, Reports and Acknowledgment issued by the institute and which are of Normal nature, directly from SSP Portal
- SSP portal shall enable the student/ member to take feedback or participate in survey
- ICAI requires a single sign on facility for SSP and its associated portal
- Option to Submit Feedback Form for Students, members and others.
- The Proposed Self-Service Portal shall be compatible on cross channel platform (Desktop/laptop/Mobile/tablet), Cross Operating System and Cross browser. The End user shall have option to view light version of SSP portal on mobile/tablet devices.

6.9 Standard Processes to be followed in development of Portals and Modules

Institute expects that bidder shall follow High Level Processes for Project Implementation. Following shall be the stages of implementation of the selected solutions.

A1. Study Phase:

- Understanding the requirement
- Understanding the flow of data
- Mapping of technologies
- Scoping of the work - design document and approval of design document from ICAI

A2. Implementation Phase:

- Implementation / establishment of approved modules
- Mapping of requirements with the proposed system.
- Configuration of the system to meet the institute requirements
- Collection of master data and loading the same in the system
- Setting up of needed MIS reports and dashboards
- Standard SOP Documents for all the user processes in the Application System
- Application System Configuration & Architecture Document
- User Access Matrix

A3. Training Phase:

- Training the users in the implemented modules
- Share system documentation and help manual for users

A4. System Acceptance Phase:

- Demonstration of set up completion and system readiness to ICAI team

A5. Support Phase:

- Understanding additional requirements and change requests.
- Issue monitoring and resolution

A6. Project Monitoring Unit: (This will be a continues activity till the time all the phases are completed)

- Monitoring the progress.
- Project Management support during development/pilot and roll-out
- Overall co-ordination for roll-out
- Risk management
- Governance and escalation processes

7. BRIEF FUNCTIONAL REQUIREMENTS

The functional requirements and Scope of Work is divided into following main heads as mentioned below:

1. Students Life Cycle Management Through Self Service Portal (SSP) for Students for main course & other short-term courses
 - Students' Management - Admission to Exit
 - e-learning Management (Learning Management System or LMS)
 - Training and Placement Management
 - Purchase & Inventory Management
 - Events Management for Students
2. Members and Firms Life Cycle Management
 - Self Service Portal (SSP) for Members, Firms and Stake Holders
 - o From Admission to exit
 - o Profession Development & CPDA activities
 - o Journal Management including Event Management
3. Examination Management

Self Service Portals (SSP) for Examinees of Foundation, Main Course & Other Short-term courses

 - o Online Examination
 - Pre Exam
 - Examination
 - Post Exam phases
 - o Examination Department Activity Mapping
4. Administration Management
 - Finance, Accounts & Budget Management
 - Employees Life Cycle Management & HR administration & Payroll Management
 - Asset Management
 - Integrated Document Management & Approval
 - Bidder Management
 - Travel Desk Management
 - RTI Management
 - Legal Case Management
 - Disciplinary Case Monitoring
 - E-Election Management

Notes:

1. All activities shall be through service portal for module(s) linked to main website of the Institute.

2. All modules shall work seamlessly across all database for lesser input interventions and faster reporting
3. Each module shall have Care & Grievance handling processes
4. The service provider should provide multiple reports as per the needs of the Institute
5. MIS on real time basis to be provided to the Institute with a given format, so that the Directorate of Studies can have the access on the performance of the Counsellors
6. The service provider shall also make a provision for various data capture and analysis with a view to improve quality indicators for the student/members and other support systems
7. The service provider shall provide for reports in addition to MIS and Dashboard reports

8. DETAILS OF FUNCTIONAL REQUIREMENTS

MODULE 1: STUDENTS MANAGEMENT

The Institute is having a student base of around 5 Lakh students. Every year around 70K takes admissions to main course. Once registered he/she remains active for a period of 7 year and after that registration de-novo is required. In between, he/she requires revalidation of coaching completion.

In addition to this, Institute is also running certain short-term courses towards advancement and continuous updating of knowledge & skill. No of students are not high. It is around 5000 p.a.

Following activities of student management is required to be managed through a Self-Service Portal (SSP) for Students and internal Stake Holders viz. Studies, Examination, finance and other departments:

- Registration
- Learning / e-Learning
- Exam Enrolment
- Conversion
- Revalidation
- De-novo
- Result
- Fees
- Refund
- Exemption
- Training
- Placement
- Mobile Notifications

Brief requirements for some key areas are detailed below:

1.1 Admission Management System

- Optimization of student enquiries on the institute's website
- Digital marketing to increase the number of lead flow
- Setting up an enquiry capture process – Website, chat-bots, telephonic enquiries etc.
- Application generation along with fee payment and collection of necessary documents from the students
- Creating a technology platform to handle student communication through email and SMS
- Creating provision for Document verification of the students
- Online Admission processing as per the Institute's policies with System generated communications through SMS/ Mail/ other App
- On verification of the documents by the Institute, generating the Enrolment No. and ID card along with Username & Password (Login id). Communication to be generated by system to the student through email and SMS

- Fee Sharing with RCs / Chapters
- Re-Validation & De-novo registration management Chat Bot / other similar services for students & Members
- All the inquiries need to be monitored continuously for quality and consistency purposes
- Data Sharing (Incomplete online application) from Student Management System

1.2 Online Content Delivery Market Place

ICAI requires a centralized, consolidated and effective Online Content Market Place for ICAI Students, Members and Others Stakeholders. The System should have capability of Delivery of All Types of Online Courses, Assessment Test, and Events etc.

- The Online store should support unlimited products and categories/segmentation of products. There should be multiple category depth of the products offered in Online Store
- Configurable way to manage and control the product catalogues
- Integration with Self Service Portal to post data on Orders Placed and their status
- Reporting on Daily, Weekly, Monthly Sales, Inventories, Revenue, etc.
- The solution shall enable creation of a robust and flexible taxonomy in the system.
- The system shall capture keywords and description of the document / content being published.
- Suitable platform to be developed for Online Live/Recorded classes.
- Online Advanced Career Oriented Courses Management.
- Online Career Counseling Management.
- System shall use the ratings/ranking scores given to any content as an input to improved search results
- System enable the subscription mechanism on the topic of interest.
- SMS/email notification facility

1.3 e-Learning Management Solution (e-LMS)

- A user-friendly cloud-based e learning platform for students, members and other stakeholders of ICAI.
- The platform shall enable participants to maintain the communication channels with other users
- The platform shall facilitate the delivery of rich multimedia presentations including the audio/video content.
- The platform must be able to host the e content in form of eBooks managed as courses.

- The eBooks will be provided by ICAI.
- The eBooks shall be equipped with the features such as navigation different sections, save/bookmark the last accessed pointers of the course.
- The solution shall provide the facility of importing the content to the platform.
- The platform shall have integration with the Payment gateways enabling the students paying the fees online for the desired courses.
- The platform shall have the role-based access.
- e-LMS solution shall provide a robust Reports and Analysis inbuilt tools. The tool shall be able to generate 360-degree report for users.
- Option to define courses being offered with attributes like eligibility criteria, targeted segment of students/members, qualifying criteria etc.
- Workflow for enrolling students and members for different courses offered, including MAIL and SMS communication/notification to students/members/faculty at different stages of workflow
- Capability for student or member to register interest of joining for a course to be planned in future
- Possibility to define schedules, batches etc. at different locations of ICAI
- Capability to schedule and define time tables for faculty at different ICAI locations
- Integration with the messaging system to send pre-emptive information to members and students on future courses as and when planned on pre-defined criteria
- Integration with the examination system for evaluations to be conducted for the different course participation
- Attendance Management including in and out times for the students and members
- Attendance Management for the faculty at different locations
- Dashboards with one consolidated view of availability of seats in different courses, attendees to courses, demographics etc.
- Integration with Self Service Portal for data feed to enable availability of information on courses registered, status, qualifying marks, etc.
- Online Certificate Generation for Certification courses attended.
- Provision of Uploading Attendance, Exam Marks, Results and Certificate Generation.
- Provision of Transfer Batch as per availability of Seats.
- Provision to add New Branch, Course.

1.4 Training & Placement Management

The primary objective of this work is to develop and design the website – Training and Placement Management System to perform the following activities in a timely manner as elaborated below.

- Design, development, implementation, installation and commissioning of a Website – Training and Placement Management System, complete with a search engine having interfaces for Job Seekers, Employers, Training Institutes as well as other governmental stakeholders. It should have a robust search engine for matching the profiles of the job seekers with the employers. The portal will be used for skill and capability development initiatives well, thereby helping in increasing the Employability in the Institute.
- The system should have a Modular architecture and should be scalable to meet the growing demand of a dynamic job market.

The following Interface may incorporate in the Portal: -

a) Candidate Management:

Sl. No.	Description
01.	Candidate Registration, Login and their Control Panel
02.	Notify Jobs & Follow-ups
03.	Online Assessments
04.5	Grievance Redressal, RTIs
05.	View Employment Market Information
06.	View Information/ Alerts about Rozgar Melas/ Career Exhibitions
07.	View / Download Information / Alerts about Vocational Guidance
08.	View Information / Alerts about Career Counseling

b) Employer Interfaces

Sl. No.	Description
01.	Employer Registration, Login and their Control Panel
02.	Job Posting / Vacancies Notification
03.	Resume database access (RDA) / Sponsoring of Candidates
04.	Reports / MIS

c) Training Institutes Interface

Sl. No.	Description
01.	Training Institute Registration, Login and their Control Panel.
02.	Upload Trainees'/Student's Data.
03.	Communicate Students to Register themselves: SMS, Email.
04.	Candidate approval by the Training Institute
05.	Candidate Search within Institute
06.	Reports /MIS
07.	Notify Jobs & Follow-ups
08.	Alerts: Rozgar Melas, Vocational Guidance, Counseling, Assessments
09.	Assessments
10.	Communicate : SMS, Email
11.	Grievances & RTIs

Placement Management System shall include the following indicative basic services:

Part I: Newly Qualified CMAs – Campus Placement Drives

- Capturing data [with Photograph etc.] for Interested Candidates in Orientation Program [several locations including 4 Regions], Campus Placement [in 4 Regions], Extended Campus Placement [Major Cities across India] – Single location is allowed except OP where one additional location can be opted as 2nd preference
- System driven SMS/E-mail will be sent to the students for providing any information
- Participants' login will be provided with registered mail id/registration no. as the user name and registered mobile no. as the password
- Participants' login will be connected with Attendance Management in all phases and online certificate for Orientation Programs
- Participants can view information such as Corporate visiting Campus, dates of campus placement, job offer, job details, rules & regulations, notifications, preparatory materials, webinar, video presentation etc.
- Once offer being accepted/rejected [with proper reason] through submit button, the data will be stored permanently in the database
- Job offer database will be created with maximum information

- Participants may share their experience with the corporate in a feedback form
- Feedback form about OP, Campus Placement, Extended Campus Placement should be made visible properly
- Participants' log in will exist for 6 months and after that relevant information will be stored term-wise permanently.

Data of student details for Orientation program will be provided. This data is the basic feed for the module to start functioning. Students can log into the portal using email id, and password. For the creation of login id, registration number or roll number would be necessary.

If a student is selected for one or multiple jobs, he would get notification and can accept or reject through the portal. For any rejection a signed letter must be uploaded in the system, student might get another chance to reconsider the decision, so a few days can be fixed; passed this stipulated period the decision will become permanent. A student can shortlist a few offers, but cannot accept more than one offer. Once accepted or rejected, data gets updated, reflected in the system and the concerned authorities receive notification. Related reports and graphs can be generated for student orientation v/s actual placement, interviews arranged, how students are placed over time etc. The students who could not be placed or the spillover students; also stays in the system and if management wants to conduct some more interviews, bring some different opportunities for them etc. can be easily filtered out.

Part II: Experienced / Non- Experienced CMAs / Interns – Off-Campus Placement / Training Initiatives

- The portal would offer a separate section for students who might be still searching the first job or is already several years of experiences
- Feed all the required basic details plus experience details, requirement, type of job preferred, location, expected salaries etc.
- This information powers placement cell to contact potential recruiters to find the suitable candidates they are searching for.
- If a candidate is hired, loop completes for the time being.
- But since the data is there, another job offer might come through another company or the placement cell might indicate a better opportunity for the same candidate; unless the candidate marks him/herself as "Not interested for change" for the time being.

Part III: Corporate Database Management

- To be created by Placement Cell with regular updates

- To be created by Corporate itself
- To be interlinked with Campus Placement / Off-Campus requirements

Part IV: Record Management of Placement Trainees

- Online Attendance Record
- Online MIS
- Online Data Feeding

Part V: Recruiter's Log in

- In ideal situation companies would also log in and find candidates
- Once candidates are primarily selected through OP they would request placement cell to allow contacting students and access personal data
- Corporate would send notifications, job description, salary structure, PPT etc.
- Recruiter's log in will exist for 6 months and after that relevant information will be stored term-wise permanently

Part VI: General

- The application developed has to be integrated with Payment Gateway.
- Development of Admin Panel.
- ICAI requires Student Data Management Platform will be developed under Blockchain technology. Blockchain allows us the creation of an environment which is decentralized, where-in no third-party organization interferes. Every transaction which is completed is stored in a public ledger in a permanently verified way.

It constitutes a globally trusted, decentralized student data management, and file sharing system which can offer security on an institution level.

Part VII: Development of Placement Apps

Apps may be developed considering important features of all the modules stated above.

General Practice

All logins will be through same login section which would segregate users and send them to designated areas based on credentials and permissions set by admin.

1.5 Purchase & Inventory Management

Institute buying/printing and holding certain inventory of publications for students, members and public at large. In addition to this it hold inventory of certain other items such as mementos, gift items etc. Standard Inventory module having linkages with finance and other user department may be sufficient.

1.6 Event Management for Students

- Creation of Program by from different authorities – program heads
- Approval or Otherwise of the program as per the set criteria / Directives of the Institute
- Marketing of programs through email and SMS
- Online Registration after validation checks for the program
- Allow Save registration details to make payment later
- Online attendance recording as per the Institute's policies (System generated via SMS/ Mail/ App)
- Fee Sharing module with RCs / Chapters
- Awarding Credits to Students
- Recording of events/programs and place them in library and uploading on media

1.7 E-library-Publications

- All Publications of the Institute which are converted into e-book and park at e-library in searchable & downloadable format
- Old Publication of Institute may be digitalized and made available in e-library for reference purpose

MODULE 2: MEMBERS AND FIRMS MANAGEMENT

The Institute is having a live member base of around 40 K and no of firms of practicing members are around 3 K and no of firms are around 500.

Following activities of Members' management is required to be managed through a Self-Service Portal (SSP) for members and internal Stake Holders viz. Advance Studies, Examination, finance and other departments:

- Registration
- Restoration
- CoP – Certificate of Practice
- Cancellation of Membership
- Surrender of Membership
- Suspension of Membership /Firm
- Duplicates
- CEP – Continuous Education Program
- UDIN – Unique Document Identification Number

- MEP – Multi Empanelment
- MOU – Memorandum of Understanding with Institutes/Universities and reciprocal Membership
- MBF – Members Benevolent Fund
- Good Standing Certificate
- QR Code Invoice / Receipt Registration
- Approval of Firms
- Constitution of Firms
- Reconstitution of Firms
- Change in particulars
- Closure of Firms
- Mergers of Firms
- De merger of Firms
- Conversion of Firm from Proprietary to Partnership and vice versa
- Journal Management
- Notifications through Mobile

Brief requirements for some key areas are detailed below:

1.1 Membership & Firm Management – Admission to Exit

The development of the Members and Firms Management System must be done as per the Cost and Works Accountants Act, 1959, ICWA Rules and Councils directions from time to time. The proposed Members & Firm Management System should provide the desired functionalities are listed below:

- Online updates of data for members and firms
- The existing data of ICAI – member/ firm shall be migrated to the system.
- The proposed solution shall automate all defined activities end to end from student database to members and firm life cycle management. It shall act as a single source of information for members and firms
- Establish a mechanism to check the “health” of the members’ data in the database (no. of requests pending approvals for changes received for e.g.)
- Establish continuity of students turning members in the business processes to ensure seamless linkage of information without having to re- entering the information already captured and available in the system.

- The proposed solution shall have the provision to automate the workflow-based processes
- The proposed solution shall provide the role-based access to different users and admin must be able to decide on the access policies
- The proposed solution shall be an integrated solution across all modules without duplication of data entries
- The module shall provide a robust reporting mechanism providing ad-hoc query-based reports in a real-time manner. There must be a provision role based dynamic user dashboards.
- The dashboard shall showcase different data on screen. The user of dash board shall be given access to design its own dashboard by adding/removing the available widgets

Scope of Work

- Registration for Associate / Fellow Membership.
- Registration for Certificate of Practice.
- Activities relating to Restoration of names of Members.
- Activities relating to Members Benevolent Fund.
- Activities relating to Members based on different MOUs
- MCA Compliances
- Payment of membership fee
- Issuance of Good Standing Certificate
- Miscellaneous Activities
- Integration of documents (in .pdf format and .jpeg format) submitted during application with Online Module
- Restoration of CoP
- Multi-Disciplinary Partnership (MDP) & Multi Empanelment of Firm related activities
- Student Registration number based, auto checking of pass details and of earlier allotted membership for a new applicant by integrating final pass list and membership data.
- Time bound auto intimation to members related to Due status of membership fees
- Renewal of CoP for a FY
- CoP Status of the partners in case of partnership firm
- Receipt / Dispatch status of the hard copy documents from/ to members
- Reconciliation of Chapter data for chapter grant
- Member's data analysis based on requirements
- Analysis of payment made towards membership fees etc.
- Refund of excess payments and auto reversal of dues in Members Online System - MOS,.

- Maintenance of Inward Outward documents with integration with MOS
- Streamlining of receiving online payments and the message thereof
- Printer independent provision for certificate printing (both for new membership and new CoP/ duplicate certificates)
- Activities related to changes in fee structure
- Implementation of all MOU based membership activities
- Member number wise audit trail for an activity with historic data (e.g. multiple number of address changes etc.)
- Implementation of auto-deletion of not active partner details from a partnership firm with auto system generated intimation to rest of the partners of that firm.
- Integration of CEP hours and MCBT hours with renewal application for CoP.
- Online facility to Members as applicable for different documentary letters as being sent manually now. (like CoP status of a practitioner presently available online). The details are:
 - o Firm name approval letter
 - o Firm Registration Number allotment letter
 - o Partnership constitution and reconstitution letter
 - o Firm Branch office letter
 - o Firm Registration Number allotment letter in case of partnership/LLP firms
 - o Yearly Dues generation of Members along with QR Code Invoice and sending the same automatically over email.
 - o Stopping of CoP renewal process after the specified date and going through CoP restoration.

1.2 Professional Development Activities Including Event Management

To keep abreast members with ongoing developments in the professional areas, the institute undertakes several activities and services to members and non-members also.

Following activities of Members' management is required to be managed through a Self-Service Portal (SSP) for members and internal Stake Holders viz. Membership, finance and other departments:

- Webinars/WEBINTs
- Seminars, Summits, Conventions
- Mandatory Capacity Building Training (MCBT) for new COP Holders
- Awards - National Awards for Excellence in Cost Management, CMA Awards etc.

- Unique Document Identification Number – UDIN
- Multiple Empanelment for Practitioners
- Exposure Drafts management
- Expression of Interest management
- Notifications through Mobile

The development of the PD Management System must be carried out as per the Cost and Works Accountants Act, 1959, Rules made thereunder and Council's directions from time to time. The PD Management System should provide the desired functionalities as detailed below:

1.3 Registration to Award credits of CEP Hours

- Creation of Program by different authorities – Committees, RCs/Chapters
- Approval or Otherwise of the program as per the set criteria / Directives of the Institute
- Marketing of programs through email and SMS
- Online Registration after validation checks for the program
- Allow Save registration details to make payment later
- Online attendance recording as per the Institute's policies (System generated via SMS/ Mail/ App)
- Awarding CEP Credits to Members
- Recording of events/programs and place them in library and uploading on media

1.4 Mandatory Capacity Building Training (MCBT) for new COP Holders

These activities are similar to as mentioned in above para only

1.5 Awards

- National Awards for Excellence in Cost Management & CMA Awards
 - o Inviting entries
 - o Analysing & Tabulating as per the criteria set
 - o All event related activities
 - o Recording attendance
 - o Recording of event and place it in library and uploading on media

MODULE 3: EXAMINATION MANAGEMENT

Overview

The Institute of Cost Accountants of India (erstwhile The Institute of Cost and Works Accountants of India) was first established in 1944 as a registered company under the Companies Act with the objects of promoting, regulating and developing the profession of Cost Accountancy. The Institute of Cost Accountants of India is a premier, dynamic, vibrant professional institution actively associating itself in industrial and economic development of the nation. The Institute of Cost Accountants of India set up by an Act of Parliament to develop and regulate the profession of Cost Accountancy in the country.

Presently the Institute holds the Foundation, Intermediate and Final examinations twice a year, June Term and December Term, for its students from various examination centers across the country and overseas centers too. In addition to this, Institute is running several short term courses as a part of advance studies. Online examinations are held upon completion of course. No of students involved are in few hundreds only

Basic

Requirements

- Computer Based Tests through both Online Test Centers (OTC) and Test from Home (TFH).
- The examination system must allow students who appear from CENTRE and HOME to access the examination through devices with working Camera, Microphone & Speaker facility.
- Presently the Institute has several examination centers (for physical examinations) across the country and abroad too.
- Any software requirement for conducting online examination must be fulfilled by the Bidder.
- The Institute of Cost Accountants of India or its stakeholders will not be responsible for any infringement of the software used for the purpose of conducting online examination.
- The Online Test Centers (OTCs) have to be arranged by the selected bidder and must have City Head (coordinator), Center Administrator, IT Manager, Invigilators for physical proctoring, support staff etc.
- The OTCs should be in each of the city as per list provided in this document & in the same locality. If there is a deviation is to be made, specific written approval from the Institute is required.
- The selected Bidder would have exclusive responsibility to conduct the online examination of the Institute.

- The OTCs must be equipped with the necessary Hardware that includes scanners; necessary licensed Software; Networking; power backup and uninterrupted connectivity.
- The OTCs should have the basic facilities of drinking water, adequate number of clean toilets (separate for Ladies & Gents), follow present government norms of sanitization and social distancing.
- The OTCs should provide blank paper sheets with seal / logo / mark of the examination center to the candidates for rough work only during the examinations. The candidates answering in English have to type their answers online and those candidates answering in Hindi would be provided sheet of paper and their answers would be scanned online and uploaded.
- The Bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Bidder without the prior written consent of this Institute. In case sub-contract is given with the written permission of the Institute, the sub-contractor must comply with rules, regulations, SOP and any other criteria of the Institute.
- No black listed bidder/ sub-contractor is allowed to participate in the tender process. Bidders/sub-contractors who could not earlier perform at satisfactory level fully or partially are not allowed to participate in this tender process.
- The selected bidder must finalize the necessary SOP, student guidelines, process flowchart and other user manual needed for the online examination system under the direction of the Institute.
- The selected bidder would have to provide the necessary consulting, training of our examiners / moderators, and support to handle the entire examination process.
- The Bidder will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
- Institute may ask documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
- Before award of contract, all original documents would be checked by the Institute and at that time attested photo copies are required to be furnished.
- The Bidder should have suitable Test Engine software along with scientific proctoring tool to conduct Computer Based Test (CBT) for 50,000 students in one slot through Examination Centers pan India and select overseas centers AND also Test from Home facility via online exam platform.

- On each day there would be two sessions each paper of 2-3-hours duration to be conducted in multiple days consecutively.
- Vendor should have software applications along with AI and scientific systematic proctoring tool for auto and manual proctoring, IT support, etc.
- Vendor has to conduct online exams in a manual proctored (monitored) as well as auto proctored manner. Vendor has to deploy manpower in the ratio 10:1 for students in home based examination to proctor for monitoring and guiding through the exams. For center based candidates the proctoring should be in the ratio 20:1.
- The OTC should ensure that there is at least one invigilator per room.
- Examination papers would have both MCQ and Descriptive questions with case studies. Candidates may have to solve the descriptive answers on blank sheets with seal / logo / mark of the examination centers provided by the OTC and type/upload the scanned answer script on the system, hence scanning facility at OTCs have to be arranged.
- Differently abled candidates would be provided scribes at OTCs.
- The Institute will share the question paper pattern confidentially with the Bidder during the shortlisting procedure, but it must be kept confidential.
- The application needs to be user friendly to operate and the platform should have options to upload student details in bulk, creating mock and actual test, student authentication facility etc. from the devices.
- The platform needs to have student authentication facility before start of the examination.
- Vendor's exam application system needs to be integrated with the Institute's system starting from exam application with payment information, uploading of applicant's photo, signature along with a GOVT identity card for exam time validation.
- The Vendor has to submit list of the Proctors giving their Names, Contact Details (Mobile & Internet) & Photo at least 10 days in advance to the Institute. These details need to be made available to the students at the time of examination so that they can call the proctors in case of any issue. The Institute reserves the right to check if the proctors are working as per the expectations of the Institute to give best possible service to the students and to ensure the sanctity of the exam process. If any lacuna is observed, it will be considered as breach of contract on part of the Bidders.
- The Bidder shall provide the Institute the details of Technical Support Team and helpline number for the Technical Support. The Vendor shall also inform the Institute the total strength of the Technical Support Team deployed to handle exam. The Institute has right to publish the

information of the Helpline Numbers to students at large. This number shall also be displayed on the exam screen for the students.

- Both the OTC & TFH exam shall have a Video Recording Facility & AI based proctoring. A report has to be submitted to the Institute clearly indicating the analysis of AI based Proctoring & Personal Proctoring.
- Personal Live Proctoring shall be carried out only for TFH exam.
- A normal internet connection should be enough for this exam platform as students would be from remote locations of the country.
- The Institute would provide the number of students who would take the exams concurrently from anywhere across the country including students from abroad.
- All users (Institute staff as well as students) should get empathetic tech support as and when required from the Bidder on all aspects of taking the exams online.
- All live examinations should have video recording and system audit trail recording facility to handle RTI issues.
- Vendor system should have the facility to capture and match student's ID with Institute application details.
- Exam should be conducted with secure browser after system sanitization. The Bidder should ensure the proper software security measures so that nothing untoward happens at the users' end.
- Question paper should be under control of the Institute before starting of the examination.
- Mixture of both MCQ, Descriptive questions and case study questions will be there. The system need to have facility of randomization with multiple sets of questions/options.
- The Institute would provide the expected number of candidates who would sit / opt for TFH mode and number of candidates who opt to appear through OTCs, after the Mock Test is done in every term. Accordingly, the Bidder would have to arrange the number of OTCs accordingly. The OTCs must be fit for examinations as per Institute guidelines / local govt. guidelines.
- Examinations will be conducted as per Examination timetable of the Institute on scheduled date at the cities required.
- The examination data should be handed over to the Institute after exam is over as per the Institute's required format for further processing.
- Institute would provide confirmed exam registration details to Bidder 20 days before planned exam date. Students will have the option to appear the examinations from Online Test Centers (OTCs) as well as from their Home by using their credentials.

Scope of Work

- a) The Examination will be delivered through secured server hosted in at least Tier III Data Centre or above from Examination Centers having requisite infrastructure and facilities. Online exam platform software and trained manpower to conduct the CBT (Computer Based Test) on the given time and date, as per notification of the ICAI.
- b) The Bidder should have their own data centers in India for storing the data generated in whole of India as well as in abroad and it must not host the application in a third-party data center and having suitable Test Engine Software for conducting the ICAI's Foundation, Intermediate and Final Course Examination with suitable customization if required.
- c) It should be the responsibility of the Bidder to communicate the details and location of their Data Centre in India. However, a copy of all the data in relation to this agreement and the online Foundation, Intermediate and Final Course Examination of the Institute of Cost Accountants of India should be provided to the ICAI in a password protected pen drive or a secured portable Hard Disk Drive (HDD). It is made clear, the ICAI will be the owner of such Data to be stored in the Data Centre and such Data should be preserved for at least a period of one year from the date of storage.
- d) Students will be located anywhere in India and in overseas as well as remote locations in both center based examination and home based examination.
- e) Bidder will provide the MOCK TEST provision before the examination. This mock test would be replica of the final examination.
- f) The Bidder will also be responsible for providing the services with high element of integrity and confidentiality. The ICAI has been maintaining a very high standard in the conduct of its Examination and the Bidder shall provide its services without causing any damage to the reputation of the ICAI.
- g) Any other tasks related to the above.

General Conditions

- a) The ICAI reserves the right to change any date/time mentioned in the schedule upon intimation to all concerned.
- b) The ICAI is expecting that approximately 70,000 – 90,000 number of candidates per term to take the Intermediate and Final Course Examinations with minimum 4 papers and maximum 8 papers each. And 10000 – 15000 number of candidates for Foundation course per term with 2

papers 2 sessions. This will be as per examination notification of the ICAI. The mentioned figure may vary from term to term and there will be no minimum number of guaranteed candidates to take the examinations.

- c) The examination conducted will be multi-disciplinary / multiple subject as per the scheme of examination. Hence the examination delivery system should handle this aspect of multi-disciplinary/multiple subjects as well. The Question Papers for the Examination will be in English language.
- d) Bidder should have all the necessary components and dependency of source code of Online Term Examination in place and any change required in any of the components of the software, in-house technical skills should be available to make necessary changes. The major/minor changes in the software as requested by the Directorate of Examination must be met.
- e) Different version of the software code should be managed appropriately in a standard version control system with the Bidder.
- f) The Bidder must have primary data centre with DR site infrastructure for data security. Both the Data Centres should be located in India in different seismic zones. The Data Centre must be Tier 3 and ISO certified. Data Centre should be certified as per the Government of India Guidelines. The infrastructure of the Bidder must be in Certification as per the Government of India Guidelines.
- g) Software code should have multiple back up system in place so that anytime the source code can be recovered in case of any disaster.
- h) Bidder should own the test cases and registration testing code to produce that they have done the necessary testing for the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster Recovery.
- i) The Bidder will host the Exam and manage the exam delivery process through secured intranet/internet-based solution at the Examination Centre for the Term Examination. The computer system and the servers shall be of the prescribed configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- j) Bidder will allow third party audit for the Examination Centre and post examination for the authenticity of the data by a third party if the ICAI desires to do so.

- k) The Bidder shall have to carry/demonstrate complete STR (System Test Run) with test data to the Directorate of Skill Development before implementation. The Bidder should also be able to demonstrate click by click audit trail for any kind of enquiry. The Bidder shall set up CCTV surveillance camera in each online examination centres such that the activities of every candidate appearing the Term examination is captured and connect the CCTV Cameras with the Exam Centre server for recording. Capturing the details of the Examiners, Invigilators, Observers and preparation of duty rosters' roles and responsibilities and reporting structure. For Home based examination, video recording facilities should be there.
- l) The Bidder shall show and submit suitable emergency management plan during any crisis situations/redundancy of servers, switches, nodes additional centre locations, student's data.
- m) The Bidder should be able to support the entire solution (across all centres) on 9 24 x 7 basis with a maximum response time of one hour with a helpline setup for candidates giving examination from home.

Scheme of the Online Examination

The examinations shall be conducted as Computer Based Test (CBT) as per following format:

- a) The question papers would be of mixture of Multiple-Choice Questions (MCQ) and Descriptive Questions including case study questions with randomization in multiple sets and options.
- b) The examination will be of 100 marks per paper and the duration of the examination will be 2-3 hours per paper.
- c) The Examination will be conducted as per Examination timetable of the ICAI and students will have the choice to appear from both Home as well as Exam Centre.
- d) Specific section or sections will have locking time period as instructed by the Institute.
- e) The system should not allow for any unmarking.
- f) Proportion of MCQ and Descriptive questions with case study will be decided by the ICAI.
- g) After the candidates have enrolled themselves through the online registration process, mentioning their choice of city and the mode of examination (Home Based/Centre Based) the ICAI shall identify and digitally inspect the Exam Centres through Video Conferences and Virtual Tour. Upon being satisfied with the arrangements of such Exam Centres, the ICAI will issue the Admit Cards as per the Candidate Mapping.
- h) The Bidder will provide mapping of centres for hosting of admit card by the Institute at least 12 days before starting of examination.

- i) During the Examination, the Bidder shall engage/appoint Invigilators/Proctors who can act as the Invigilators/Proctors at their own cost and details of such invigilators will have to be forwarded to the ICAI in at least 7 days prior to the examination.
- j) The ICAI at their own cost, if required, shall also engage/appoint Special Independent Observer/s during the time of Examination for supervision over all the Exam Centres so as to ensure the examinations are being conducted in a fair manner. In case such Special Independent Observer/s is/are appointed, then Bidder shall assist them in all manner as may be required by them.
- k) Coordination with subject moderators of the Institute in regard to question bank processing and uploading. Technical staff of the selected Bidder must be present at the Institute's Kolkata office during the finalization of question papers, its answers, and its uploading at the secured server.
- l) The MCQ part of the examination will be evaluated by the computer itself and the Descriptive part with case studies of the examination will be evaluated by the independent examiner provided by the ICAI.
- m) The identity of the students should not be disclosed to the examiner during evaluation.
- n) Necessary training to the examiners along with SOP for online evaluation should be provided by the Bidder along with login credential and all.
- o) The compiled examination data will be handed over to the ICAI in the required customized format together with attendance details, marks etc. as per the direction of the ICAI.
- p) In the event of Scope for RTI, photocopy of answer scripts, verification of answer scripts should be there. If required by the ICAI, Audit trail is to be provided to the ICAI.
- q) The entire system should also have the scope for verification result processing and allow for result analysis.

The bidder has to provide for following during the examination:

1. All the Examination Centres should be located at a prominent location in the metro and suburban cities with easy mode of communication. The size and location would always depend on the count of candidates and location opted for centre based examination.
2. All the Examination Centres should be facilitated with following infrastructure for conduct of the Online Term Examination:
 - a) Computer for all the students as per the best industry practices as agreed with the ICAI.

- b) Software, Firewall, Anti-Virus software as per the best industry practices and as agreed by the Directorate of Skill Development.
 - c) LAN and adequate WAN (Internet/Intranet) connectivity
 - d) Surveillance
 - e) Adequate spacing between the seating arrangement such that no two candidates may indulge in discussion/cross talk and poking. To ensure this appropriate arrangement of canopy shall also be required. It will also be ensured that shoulder to shoulder gap between any two candidates should not be less than 2.5 feet.
 - f) Uninterrupted power supply and generator as required.
 - g) Biometric attendance
 - h) Provision of Jammers to Jam electronic signals from the Examination area
 - i) Urinals for Girls and boys
 - j) Drinking water
 - k) Waiting Area
 - l) Proper illumination and ventilation.
 - m) First aid box and other provisions as prescribed by Directorate of Skill Development.
 - n) Provide access facility to differently abled persons.
 - o) Provide sitting facility as prescribed for differently abled candidates
 - p) Male and Female Guards
 - q) Seating arrangements shall be fixed for entire duration of exam dates on admit card basis.
 - r) Facility to keep Candidate's electronic gadgets like Mobile etc.
 - s) Centres should be maintained and sanitized as per the COVID-19 guidelines of the Central/State Government.
3. All the Examination Centres shall have technically qualified, experienced, manpower to manage the entire examination process at each exam Centre as below:
- a) Administrator/Lead Proctor @ One per Centre.
 - b) Server Manager @ One per Centre.
 - c) Technical IT support @ One per 50 person/One per room.
 - d) Support Staff @ One per 50 candidates.
 - e) Invigilators @ One per 10 candidates to monitor through remote proctoring tool, and one per 20 candidates for center based examination.

- f) Security Guards @ One per 100 candidates.
 - g) Peons @ Two per 100 candidates. (At least one per room)
4. Additional manpower may be required for capturing biometric, registration/admission, coordination with Directorate of Examination and its invigilators.
 5. The minimum qualification of the proctors have to be mentioned in the bid document.
 6. The above staff should be proportionate to the number of candidates per venue/centre.

Examination Phases:

The entire process shall be divided into the following phases:

- (I) Pre-Examination Phase
- (II) Examination Phase
- (III) Post Examination Phase

I) Pre-Examination Phase

Designing the online examination plan and examination process would be under consultation with the ICAI and following will be the responsibility of the Bidder:

- a) The Bidder will provide a Single Point of Contact (SPOC) for the project who will be responsible to coordinate & manage the entire project with the ICAI.
- b) The Bidder will have to provide trial run for the MOCK Test before the examination at no extra cost.
- c) The ICAI would provide the expected number of candidates who would sit /opt for exam from home mode and number of candidates who opt to appear through Examination Centres, after the Mock Test is done in every term.
- d) Accordingly, the Bidder shall arrange the Exam Centres (OTCs) across India and abroad too.
- e) Complete security of information, sever, physical, and network to be Bidder's responsibility.
- f) Candidate handling process: Mapping of candidate details with exam Centres, validation & verification of identity, attendance and biometric, seat allocation, scanning facilities and security parameters.
- g) Dissemination of information to candidates and their orientation before examinations.
- h) Central Test Engine Software should be installed at least Tier III Data Centre (as per the ICAI requirement) or above.
- i) Conduct Trial runs across all user to ensure that all examination parameters match the requirement (1-2 days Prior to Exam date)
- j) Ensure DR Servers configuration and testing for contingency.

- k) Bulk SMS and mailing facility to the data bank of candidate list provided by the ICAI notifying them the exam schedule.
- l) Provide a detailed Site Readiness Check List Report to the ICAI before the actual Examination date.
- m) Direct coordination with subject moderators of the ICAI in regard to question bank processing and uploading. If required, a staff of the Bidder may have to be present at the ICAI's office during the finalization of question paper and its uploading at the secured server.
- n) Any other job as needed at the Pre-examination phase.

II) Examination Phase

The Bidder shall be responsible for the following activities during the Exam day:

- a) Server/Network Monitoring during conduct of examination.
- b) Assist in case of any IT failures to the ICAI and students as well.
- c) Securing Server Data Pre/Post Examination for a minimum period of one year. d) To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/emergency procedures.
- e) Ensure seamless smooth conduction of the examinations at all Centre across the country, including overseas Centres.
- f) Data security lies entirely on the bidder responsible in holding the examinations of the ICAI.
- g) The computer-based exam software should support standard features such as display of details of candidate, instructions, start/close of exam (schedule time), virtual numeric keypad, display of marking/unmarking of questions, status of questions with different colours.
- h) The system should allow student to switch between sections, enlarge fonts, grid, tables, Alphabets, numerical, symbols, diagrams, format as well navigation to unsolved questions and prompt for submission.
- i) Soft copies of encrypted Question Paper sets will be uploaded 15 minutes prior to the start of examination in prescribed format.
- j) Validate student's ID with student database and register.
- k) Strictly monitor with remote invigilator as per ratio through remote scientific proctoring tool, and at OTCs physical invigilators.
- l) To maintain complete log of all activities of candidate during the course of examination to enable complete audit of the examination process.

- m) Contingency plan for candidate and examination management in emergency situation.
- n) To obtain feedback from candidates post examination via Online Feed Back Form.
- o) To devise system for monitoring and supervision of exam at designated office (ICAI) via a dashboard on Real Time basis.
- p) AI based proctoring with audit report, for both home and center based examination should be made available.
- q) The examination system should have the scalability criteria.

III) Post Examination Phase

- a) To provide the ICAI with the Post examination marks obtained by each candidate in the desired/mutually agreed reporting format, together with validation and scrutiny reports.
- b) To provide documented inputs and support by the Bidder for handling the below:
 - i. Students queries
 - ii. RTI queries
 - iii. Photocopy of answer scripts
 - iv. Violation reports
 - v. Verification of answer scripts and subsequent result processing of the same.
 - vi. Court Cases
- c) To make available all the required report & data in soft copy, MIS generation, Test Data archiving and all other customized data to the ICAIs Examination section after the whole process has been completed.

Prerequisite and Obligation of the bidder regarding preparation and customization of the software (test engine)

The Bidder has represented that they have and/or maintain the following essential Test Engine prerequisites as per the requirement of the ICAI:

- a) The Test Engine Software is owned by the Bidder (including the copyright of the Software source code)
- b) The Software is tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery;
- C) The Test Engine Software should deliver the exams in a de-centralized (CBT) delivery model should have the capability to deliver exams through a secure browser

- e) The Test Engine Software supports different types of MCQ's, case studies, descriptive mode with question and answer randomization facilities;
- f) The Bidder has the required Software authoring tool for the ICAI SME's (Subject Matter Experts) to design, develop & Upload the Questions/Question Bank in a secure manner (Encryption 128-bit SSL Based);
- g) Software is capable to provide randomized test items & response;
- h) Software shall be capable to provide summary of every question and providing information on, i.e. Questions attempted, Questions yet to be attempted, Bookmarked Questions etc.
- i) Software is capable provide Auto-Save functionality & Auto Submit if exam duration is over and/or internet connection issues.
- j) Software should be able to display Candidate's Photo and signature and other details on the screen.
- k) The Software should be capable of Generating violation reports etc.
- l) There has to be provision for chat window with contact details for technical support purpose.
- m) Generation of violation reports etc.

Present list of Examination centers in cities across India

Western Region	Southern Region	Eastern Region	Northern Region	Overseas
ADIPUR-KACHCHH (GUJARAT)	BANGALORE	AGARTALA	AGRA	BAHRAIN
AHMEDABAD	CALICUT	ASANSOL	ALLAHABAD	DUBAI
AKURDI (PUNE)	CHENNAI	BERHAMPUR	BEAWAR CITY (RAJASTHAN)	MUSCAT
AURANGABAD	COIMBATORE	BHUBANESWAR	BHILWARA (RAJASTHAN)	
BARODA	ERNAKULAM	BOKARO	BIKANER (RAJASTHAN)	
BHILAI	ERODE	CUTTACK	CHANDIGARH	
BHOPAL	GUNTUR	DHANBAD	DEHRADUN	
BILASPUR	HYDERABAD	DULIAJAN	DELHI	
GOA	KANNUR (KERALA)	DURGAPUR	FARIDABAD	
INDORE	KOTTAKKAL (MALAPPURAM)	GUWAHATI	GHAZIABAD	

JABALPUR	KOTTAYAM	HAZARIBAG	HARIDWAR	
KALYAN	KOLLAM	HOWRAH	JAIPUR	
KOLHAPUR	MADURAI	JAMSHEDPUR	JALANDHAR	
MUMBAI	MANGALORE	KOLKATA	JAMMU	
NAGPUR	MYSORE	NAIHATI	JODHPUR	
NASHIK	NELLORE	PATNA	KANPUR	
PUNE	NEYVELI	PORT BLAIR	KOTA	
RAIPUR	PALAKKAD	RANCHI	LUCKNOW	
SOLAPUR	PUDUCHERRY	ROURKELA	LUDHIANA	
SURAT	RAJAHMUNDRY	SAMBALPUR	NOIDA	
VAPI (GUJARAT)	SALEM	SHILLONG	PATIALA	
VASHI (NAVI MUMBAI)	THRISSUR	SILIGURI	SRINAGAR	
VINDHYANAGAR	TIRUCHIRAPALLI		UDAIPUR	
	TIRUNELVELI		GURGAON	
	TRIVANDRUM		SHIMLA	
	VELLORE			
	VIJAYAWADA			
	VISAKHAPATNAM			
	TIRUPATI			

* the centres are subject to change/increase

Time Schedule

The Bidder and ICAI will maintain the following timelines which the Bidder shall follow strictly without any default.

1.	Candidate Preference for Assessment	Online Registration Form to capture candidate preference for Take from Home/Centre Based/Opting out of Exam, Sign off from ICMAI on Registration Form, Sharing the registration form with candidates, Last date to apply for assessment preference.	15 days
2.	Mock Test Contents	Share content for all mock papers, Upload paper on examination platform, Share mock paper with ICMAI team for review, Sign off from ICAI on Mock Papers.	10 days

3.	Content - Inter/Final Examination	Get content for 16 papers, Upload paper on Examination platform, Share mock paper with ICMAI team for review, Sign off from ICAI on Mock Papers.	7 days
4.	Landing Page – Assessment	Fields Required (Name, Registration ID, Gender, DOB, Passkey), Create final landing page, QC of the final landing page by running multiple assessments, Sign off from ICMAI on Landing Page.	21 days
5.	Mock Test	Finalize Mock Test Date with ICMAI	1 day
6.	Test Centres	Finalize all test centres along with pics, videos, system details, Take sign off from client on test centres and candidate exam center mapping at least 12 days before starting of examination	12 days
7.	Proctors	Proctors Final Ratio (10:1 for Virtual) and (20.:1 for Test Centre), Create Documentation, Demo, Guidebook, FAQ, Video for Proctors, Start Training of Proctors on the Process & EITS 2.0 including Demo.	14 days
8.	Descriptive Questions	Check Feasibility for "OR" Type of Questions, Examiner acceptance link, Training of Examiners for Evaluation, Examiner Evaluation Link should have Remarks Box + Head Examination Score and Remarks Field - Feasibility Check, Proctors to upload descriptive answers at test centre using QR Code, Candidate Link with answer to descriptive question to be shared with Examiner.	14 days
9.	Assessment Planning	Documentation, Guidebook, FAQ, Video for Candidate, Create Survey to capture feedback of candidates, Share assessment email to candidates, Covid Guidelines to be followed at all the test centres	To be completed at least 7 days prior to the start date of the Examination

10.	Contingency Planning, FAQ & Guidelines	To be finalized with ICAI	Prior to the start date of the Examination
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PART II - Examination Department Activity Mapping:

Pre Examination:

- Examination Application Management along with all online application request for student, examiner, observer
- Receive online application for coming term of examination with payment integration along with their choice of examination / centre.
- After receive of examination application give them chance to change their choice of exam centre / mode / email / mobile no etc. with proper credential checking.
- Stationery Management
 - Coordination with printing press, QP design, no of QP required exam centre wise (If required)
 - Printing of answer scripts no centre wise needs to despatch etc. (If required)
 - Prating of students' attendance, EA, RA sheet no centre wise needs to despatch etc. (Ifrequired)
 - Return back of used answer scripts & attendance sheet from centre etc. (If required)
 - Tally the unused answer scripts / QP and their used centre wise etc. (If required)
 - Allocation and despatch of used answer scripts to examiner (If required)
- Examination Observer Management
 - Online applications as per selection criteria
 - Mapping observers with centres and their allotment
 - Communicating observers their duty details
 - Honorarium processing as per duty allotment
 - Observers Reporting Management
- Centre Management
 - Booking exam centres city wise as per exam schedule
 - Centre confirmations for capacity assessment
 - Centre wise candidate allotment as per schedule

- Centre wise online guidelines and no of students / subject / course wise report.
- Centre wise day wise updates during examination (Like student attendance online update, Total no. of appeared, absent, Malpractices)
- Details of centre head, invigilators and other staff allotted for duty.
- Centre wise payment processing.
- Admit card processing for examination.
 - Supervising online applications
 - Supervising data entry for offline applications
 - Supervising admit card processing
 - Generation of admit card and webhosting
- Attendance processing for examination.
 - Supervising attendance processing
 - Generation of attendance and EA sheets
 - Generation of running list and dispute list
- Handling team for Co-ordination with different exam centers for smooth conduct of examination.
- Examiners/Head Examiners database Management

Post Examination:

- Question Bank Management
- Suggested Answer management
- Examiners/HE Management (Selection, acceptance and allocation)
 - Honorarium processing as per their evaluation
- Allocation of answer scripts to the examiners (Online / offline answer scripts) / Supervising scanning activities of answer scripts.
 - Segregation and scanning of answer scripts after receiving from centers
 - Dummy Numbering and tearing.
 - Collating OMR sheets and making ready for allotment
- Supervising attendance data entry activities.
 - Data entry / mapping and checklist
 - Correction in the system and report generation for matching
- Dispute handling for mismatch data.
- Supervising database related activities and troubleshooting in answer script allotment.

- Database maintenance for scanned answer scripts
- Troubleshooting while allotment through system
- Dispute handling, if any, after allotment
- Exemption Section and mapping
- Marks Processing along with steps and report generation
- Pass Policy and Its Management
- Statistics generation for publication of result.
- Publication of result with provisional rank list & Final rank list.
- Finalizing rank list with prize list after publication of verification of result.
- System of RTI / photocopy request handling.
- Result verification application data processing, query and report generation.
- Finalizing of verification result data of examination and webhosting.
- Request handling for duplicate mark sheet / certificate / transcripts.
 - Educational verification
 - Minutes Management
 - Procurement management along with AMC and tendering when it going to expire and processing through concern department.
 - Marks Sheet Management with Transcript
 - Students Data Base Management with Digi Locker facility
 - Budget Management
 - Examination Payment Management.
 - Answer script window along with students support services
 - Support Services- Chat bot, Notifications, SMS, Auto Email and Latest Announcements

MODULE 4: ADMINISTRATION MANAGEMENT

The Institute is intending to computerize its following administrative functions:

- Finance, Budget and Accounts Management
- Employees Life Cycle Management including HR administration & Payroll Management
- Asset Management (pertaining to Lease renewals, maintenance, Licenses, insurance, taxes etc.)
- Document Management & Approvals
- Travel Desk Management (pertaining to bookings for travel, cab, hotel etc.)

- RTI Management
- Legal Case Management (pertaining to cases made by or against ICAI)
- Disciplinary Case Monitoring
- E-Election Management

All these activities are to be managed through a Self-Service Portal (SSP) for internal Stake Holders viz. Finance, HR, Legal and other departments including Regional Councils and Chapters.

1.1 Finance, Budget and Accounts Management

The Institute functions with HQ at Kolkata and its Delhi Office, Center of Excellences, 4 Regional Councils and 100+ chapters for imparting services to its students and Members across the India and globe.

In addition to this, following different companies/Trust/Societies also form part of the Institute's umbrella.

1. ICWAI-MARF
2. RVO
3. IPA
(Sl.1 to 3 - Companies promoted by the Institute under Section 8 of the Companies Act, 2013)
4. ICAI-Employee Employees Co-operative Society,
5. ICAI Employees Critical Illness Trust
6. ICAI Members Benevolent Fund
7. ICAI Employees Gratuity Fund
8. ICAI PF Trust Fund

For this purpose, it is evident that a proper, effective, flexible and easy to understand online system be placed to take care the services of the Institute to its various stakeholders on real time basis for achieving objectives from both ends i.e. the Institute and stakeholder. Institute is contemplating a standard kind of accounting software which can take care of its rules and regulations.

The Finance Module, having multi nodes, shall provide the following with reports:

- General Ledger
- Accounts Payables management.
- Accounts Receivables management
- Cash & Treasury Management
- Fixed Assets Management
- Inventory management

- Budgetary Control
- Audit & Internal Control
- TDS module
- GST and other Tax Modules
- Profit Centre & Cost Centre reports
- Direct & Indirect Expense Analysis reports
- RCs & Chapter accounts consolidation
- Reconciliations with all user departments

1.2 Employees Life Cycle Management including HR administration & Payroll Management

The requirements of the modules are listed below:

- The module shall be compliant with employment provisions and regulations required by various entities within the regulations proposed by the government has been added. Can collect, store, and retrieve information that is needed to comply with regulations from areas of the application that support employment processes.
- System shall provide administration of position groups and positions/jobs
- Provision of connection between jobs and roles and requirements of needs for skills, certificates and educations
- The System shall be able to monitor employee absences, identify trends in absenteeism, proactively offer assistance to employees
- The solution shall register employee absence and administer. Set up profiles for each type of absence such as vacation, illness, disability, pregnancy and paternal leave
- Link the employee to the appropriate absence profile & easily get an overview of the number of absences and their cause for any given time
- The solution shall be able to process the advance salary and further processing
- Offered solution shall Implement effective, end-to-end processes and policies in Human resources to improve performance throughout the organization.
- Includes improved tools for identifying, developing, and tracking employee skills, and setting, and monitoring employee goals and activities
- The Solution shall provide the recruitment process.
- System shall automate the promotion process as per ICAI specific rules
- Integration of payroll, finance and attendance system is required
- The system shall provide the employee transfer, appraisal, claim, loan and training features.

- The system shall provide the automatic payroll processing.
- The System shall enable accounting of various trusts such as PF, SVAMF, CABF etc.
- Data flow from BIO Metric Machine to the application.
- Different Leave Application and its approval & processing.
- Online TA Bill Applications, its approval and its processing & settlement from Finance Module.
- Online Application of various claims / reimbursement (Telephone Bills, Medical, Festival Advance etc.) its approval and its processing & settlement from Finance Module.

1.3 Asset Management (pertaining to Lease renewals, maintenance, Licenses, insurance, taxes etc.)

The Institute desirous to have a module for asset management covering contract renewals of lease, several AMCs, maintenance contracts, Insurances, payment of Rates & Taxes.

For any given asset an account will be created containing details of Asset, Renewal reminders for Licenses, Insurance, Tax payments, AMC renewals etc. with reminders and flagging facilities for its management including dashboard for person concerned.

1.4 Document Management & Approvals

The Institute is having different type of SOPs for approval processes across the Institute for documents which needs to be tracked through the system.

The Institute is having different types of SOPs for approval processes across the Institute for documents which need to be tracked through the system. A digital document management system is to be developed to receive, track, manage and store documents and reduce paper. Generally we are capable of keeping a record of the various versions created and modified by different users (history tracking). In the case of the management of digital documents such systems will be based on computer programs. It will include digital asset management, document imaging, workflow systems and records management systems capturing approvals and note sheets obtained at different hierarchical levels.

1.5 Travel Desk Management (pertaining to bookings for travel, cab, hotel etc.)

The Institute engages various agencies for air ticket booking of Domestic & International travelling, Cabs, hotels etc. for managing travel, movement and stay of its employees, Council Members and guests. Institute intends to manage through online system.

A travel plan needs to linked with a given Person, Committee-wise, program-wise, cost center, with agency- Hotel/cab, changes & tracking of schedule including monitoring visa and other formalities with drill down facilities.

1.6 RTI Management

The Institute is governed by the RTI Act. It intends to computerize all compliance under the RTI Act. System shall document, track, record and monitor timelines of any given RTI application along with Dashboard and drill down facilities.

1.7 Legal Case Management (pertaining to cases made by or against ICAI)

The Institute has to manage legal cases initiated by third parties against the Institute and cases initiated by it. Institute intends to manage through online system.

Once a case is registered, System shall track, record documents, tracking coordination with advocates/Courts and monitor timelines of any given case along with Dashboard and drill down facilities.

1.8 Disciplinary Case Management

Under the ICAW Act, 1959 and Rules made thereunder, the Institute has its own disciplinary mechanism processes in place. It intends to computerize all compliance of Disciplinary Cases.

Once a complaint is received, System shall track, record documents & tracking coordination with committee meeting, directions by committees and monitor timelines of any given case along with Dashboard and drill down facilities.

1.9 e-Election Management

Under the ICAW Act, 1959 and Rules made thereunder, the Institute has its own election processes in place. The Institute intends to undertake elections in online mode and create transparent result processing as prescribed under the Act.

E-voting processes involves creating a secured voting, election monitoring and declaration of election results in transparent manner. The key feature of election are as under:

- i. Elections are held at every four years at Chapter, Region and Central level.
- ii. Votes cast thorough preferential method.
- iii. Results are declared on the basis of elimination of candidate securing lowest votes as defined in the ICWA Rules.

9. DELIVERY SCHEDULE

The following are the guidelines for phase wise delivery of the proposed solution.

Core System Module:

Module	Particulars	Completion Timeline	Milestone
I	<p>Students Life Cycle Management</p> <ul style="list-style-type: none">• Self Service Portal (SSP) for Students<ul style="list-style-type: none">o From Admission to exito Imparting of Knowledgeo Purchase for Students & Inventory Managemento Online Book Saleo Online Content Delivery	3 months from contract effective date	At the time of project kickoff, output milestone for going live on a module will be decided with the consent of both parties. Phase I modules are configured for use once the agreed reports can be successfully drawn using

	<p>Marketplace</p> <ul style="list-style-type: none"> o eLearning Management Solution (eLMS) o Events Management for students o Help desk for students • Reports & Data Analysis • Training and Placement Management • Tele-counselling • Students Care and Grievance Handling Centre 		ICAI data.
II	<p>Members and Firms Life Cycle Management</p> <ul style="list-style-type: none"> • Self Service Portal (SSP) for Members, Firms and Stake Holders <ul style="list-style-type: none"> o From Admission to exit o Profession Development & CPD Activities o Events Management for Members o Help desk for members • Members Care and Grievance Handling Centre 	6 months from contract effective date	At the time of project kickoff, output milestone for going live on a module will be decided with the consent of both parties. Phase II modules are configured for use once the agreed reports can be successfully drawn using ICAI data.
III	<p>Examination Management</p> <ul style="list-style-type: none"> • Self Service Portals (SSP) for students <ul style="list-style-type: none"> o Exam Registration & Validation for admission o Application for Exam o Help desk for students • Exam Monitoring • Training for e-exams to participants • Digital Assessment • Digital Evaluation • Declaration of Results • Student Care and Grievance Handling Centre 	9 months from contract effective date	At the time of project kickoff, output milestone for going live on a module will be decided with the consent of both parties. Phase III modules are configured for use once the agreed reports can be successfully drawn using ICAI data.

IV	<p>Administration Management</p> <ul style="list-style-type: none"> • Finance, Accounts & Budget Management with Interface between Finance and all departments • Employees Life Cycle Management including HR administration & Payroll Management • Asset Management (pertaining to Lease renewals, maintenance, Licenses, insurance, taxes etc.) • Integrated Document management & approval • Legal Case Management • Disciplinary Case Management • Legal Case Management • Online Sale of Publication Management • Journal Management • e-Election Management • RTI Management • Interface across the Database (like Data flow from Studies to Examination, Examination to Studies, Examination to Membership etc.) 	18 months from contract effective date	<p>At the time of project kickoff, output milestone for going live on a module will be decided with the consent of both parties. Phase IV modules are configured for use once the agreed reports can be successfully drawn using ICAI data.</p>
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Note : Order of Module/Sub-module implementation may be changed based on Institute's priority.

10. PAYMENT SCHEDULE

The schedule of payment shall be decided as mutually agreed between ICAI and the selected bidder, subject to conditions mentioned in the RFP as well as charges specified in the Financial Bid (Please refer Annexure – C).

11. ANNEXURES

Annexure – A: Covering Letter

Mail format to be forwarded with the scanned attachments (Technical Bid / Financial Bid) separately.

To

The Convener, Tender Committee,
The Institute of Cost Accountants of India
12, Sudder Street,
Kolkata – 700 016

Dear Sir,

We, the undersigned, offer to provide the services to ICAI for "Cloud Based Managed Services for Design, Development and Implementation of Software Applications" in response to your RFP dated <Date>.

We are hereby submitting our Proposal and declare that all the information and statements made in this bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

For <Name of the bidder>

Authorized Signature [In full]

Name and Title of Signatory:

Name of bidder Firm:

Subject lines:

'OFFER FOR PROVIDING CLOUD BASED MANAGED SERVICES FOR DESIGN, DEVELOPMENT AND IMPLEMENTATION OF SOFTWARE APPLICATIONS - TECHNICAL BID'
(for technical bid offer)

'OFFER FOR PROVIDING CLOUD BASED MANAGED SERVICES FOR DESIGN, DEVELOPMENT AND IMPLEMENTATION OF SOFTWARE APPLICATIONS S - FINANCIAL BID'
(for financial bid offer)

Annexure – B: Technical Bid

TECHNICAL BID (TOTAL 100 MARKS)

Sl. No	Technical Parameters – Checklist	Max Marks	* Marks obtained
1.	<p>Average Annual Turnover of the Bidder during the last three (3) financial years</p> <p style="text-align: right;">>= INR 500 Crores (10 marks)</p> <p style="text-align: right;">>= INR350 Crores and < INR 500 Crores (6 marks)</p> <p style="text-align: right;">>= INR 250 Crores and < INR 350 Crores (4 marks)</p>	10	
2.	<p>Bidder's experience in implementation of education process automation projects in Govt. Depts. / PSUs/ Educational Institutions in India during last 3 Financial Years. (F.Y.2018-19, F.Y.2019-20, & F.Y.2020-21). (Cumulative value of top three qualifying projects will be taken into consideration)</p> <p style="text-align: right;">>= INR 200Crores (10 marks)</p> <p style="text-align: right;">>= INR 100Crores and < INR 200Crores (6 marks)</p> <p style="text-align: right;">>= INR 50Crores and < INR 100Crores (4 marks)</p>	10	
3.	<p>CMMi5 Certification of the Bidder:</p> <p style="text-align: right;">Level 5 (SVC and DEV) (15 marks)</p> <p style="text-align: right;">Level 3(SVC or DEV) (8marks)</p> <p style="text-align: right;">Level < 3 (4marks)</p>	15	
5.	<p>Total employees on pay roll of the bidder for the proper execution of the contract</p> <p style="text-align: right;">>= 1,500 employees (10 marks)</p> <p style="text-align: right;">>= 1,000 employees (8 marks)</p> <p style="text-align: right;">>= 750 employees (6 marks)</p> <p style="text-align: right;">>= 500 employees (4 marks)</p>	10	
7.	<p>Cert-In Certification of the Data Centers available.</p> <p style="text-align: right;">Yes (10 marks)</p> <p style="text-align: right;">No (00 marks)</p> <p>If data center is not owned by bidder, he shall produce cert-in certificate of lessor along with contract covering period of this RFP.</p>	10	
8.	<p>Technical Presentation including</p> <p style="text-align: right;">a. Proposed solution demonstration (10 marks)</p> <p style="text-align: right;">b. Commitment for Implementation Timelines (considering all dependencies etc.) (10 marks)</p>	20	
9.	<p>The proposed platform covering integrated approach for core modules offered in managed services should be proprietary of the bidder and would be awarded the following scores:</p> <p style="text-align: right;">a. >5 Years (10 marks)</p>	10	

	b. ≥ 2 years and ≤ 5 years (4 marks)		
10	Total number of student/users, in one single University/institute, where the solution/s has been used. $\geq 1,50,000$ student / Users (15 marks) $\geq 1,00,000$ student / Users and $< 1,50,000$ student Users (8 marks) $\geq 50,000$ student / Users and $< 1,00,000$ student Users (4 marks)	15	
	Total	100	

*For office use only

DETAILED TECHNICAL COMPLIANCE CHECKLIST – PREREQUISITE FOR TECHNICAL BID

Sl. No.	Feature/ Requirement	Available (Y/N)		
ERP				
1.	The ERP shall be hosted on cloud.			
2.	Application System shall provide the support for custom URLs to ensure short and easy-to-remember web address.			
3.	Application System should have an availability rate of at least 99%(uptime) excluding planned downtime.			
Performance and Scalability				
4.	Batch runs should not influence online performance.			
5.	Bidder should monitor the usage of ERP, to guarantee optimal performance (to support growth). The bidder should be able to upscale quickly in response to this monitoring.			
6.	Bidder should have adequate monitoring tools to monitor at least the domain, network and security devices, OS/VM resource utilizations, servers, service, ERP application and logs.			
7.	Bidder should ensure that 95 percentile of online transactions should be completed within 3-5 seconds response time.			

8.	Bidder should ensure that the ERP system scales horizontally at all tiers and is capable of handling peak load.			
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9.	For good video delivery experience for users it is expected that the bidder should be able to provision content delivery services to delivery static/video content			
Interface				
10.	Bidders should provide the provision for other systems to integrate with university automation system using web services or similar technology			
11.	Bidder shall provide the ability to both read from and write to this institute automation system			
12.	Support for bar-coded, bio-metric, Internet Banking and/or smart card-based inputs.			
Maintainability				
13.	Bidder should be responsible for carrying out the application upgrades/patches			
14.	The bidder should make a standardized process available by which layouts, configurations and data can be copied from and to the acceptance and product environment.			
15.	The bidder shall make a functioning AP (Acceptance and Production) environment available			
16.	The release calendar should be up to date and be made available in real-time			
17.	The bidder shall provide release notes with each upgrade, patch, and bug fix.			
Security				
18.	Bidder shall ensure the ERP and underlying infrastructure is secure and capable of appropriately protecting data for the duration of the contract, or so much longer as ICAI data is still present at/accessible to bidder. After the project is made live, the bidder is required to do a Security Audit on the live database & application (like SQL injection, intruder penetration) through an independent & reputed Security Audit Agency (like STQC) and provide the report to the Institute.			
19.	The logging database must NOT be accessible to unauthorized users. The bidder must guarantee that this database is sufficiently protected to achieve this.			
20.	The bidder should guarantee that communications over the network will be encrypted or encrypted with an extra check.			

21.	The bidder shall carry out security updates properly and efficiently, and as soon as they are available.			
22.	The scope of the security requirements covered shall cover all infrastructure components and resources (hardware and software, physical and logical) and processes used in the provisioning and management of the System Services			
23.	The Bidder shall ensure that adequate IT security resources are available to co- ordinate information security across the entire SaaS cloud environment (SaaS services and operations) by which System is operating and relying upon.			
24.	ICAI shall own all data stored in its provisioned instance and, which has been created either by ICAI or by its end-users			
25.	For the provision of the ERP, the Bidder shall have attained ISO/IEC 27001 and 27002 certifications and shall provide evidence of this			
26.	Bidder shall propose a security management and governance framework to ensure that the System can meet security best practices. The framework shall include at least the following: <ul style="list-style-type: none"> - Security policies, standards and procedures for the systems. - Security management and processes 			
27.	The Bidder shall work with ICAI to align its security policies and standards with that of ICAI. If any gaps are identified then industry prevalent best practice shall be followed.			
28.	The Bidder shall appoint an IT Security Professional. He/she is responsible for the following: <ul style="list-style-type: none"> - Prepare and maintain information systems security policies, security reports and action plans; - Conduct risk assessments on vulnerabilities and liaise and co-ordinate with the Authority on security matters - Perform other activities necessary to assure a secure System environment. 			
Compatibility				
29.	The ERP should support up-to-date versions of current and future versions of common web browsers used in India such as Firefox, Google Chrome, IE, MS Edge, Safari, Netscape Navigator etc. ERP will also support the latest versions of Android / iOS and any other system			

30.	If new browser versions are released, they should also be supported within a reasonable period, but no later than nine months after release. The same applies to relevant browser plug-ins.			
Business Continuity and Disaster Recovery				
31.	Bidder should have a primary and back-up center in India			
32.	The bidder should take care of and is responsible for backups of all data (the database) in the ERP			
33.	The bidder should ensure that Loss of Data is prevented when Data are exchanged.			
34.	The system should offer the possibility to restore to the last working time/ hours in case of a ERP crash			
35.	There shall be a procedure available for recovering data after any ERP crash or interruption.			
36.	The Bidder shall develop a Business Continuity Plan/ Disaster Recovery (BCP/ DR) that addresses all the various aspects to enable the ERP to maintain business continuity and to recover quickly from a disaster. If full operations cannot be recovered within the time as agreed with the authority and defined in the policy, the Bidder shall explore measures to bring up the critical services to allow the ICAI to resume minimal operations at the soonest possible time. Suitable penalty (as decided by the Institute) would be imposed in case the bidder is unable to restore the system within the agreed time period.			
37.	The BCP/ DR established in line with BCMS shall minimally include the following: - Business Impact Assessment - Risk Assessment - Continuity Strategy Identification - Business Continuity Planning			
38.	The Bidder shall be responsible for business continuity and disaster recovery of the ERP. The Bidder shall be responsible for a Business Continuity Management System (BCMS) that establishes implements, operates, monitors, reviews, maintains and improves the business continuity and disaster recovery abilities of the IT solution. The BCMS should include the following: - Business Continuity Policy - People with defined responsibility - Management processes to support the policy - Operational processes to support business continuity			

	<p>including periodic drills to establish readiness to handle unforeseen events that impact business continuity</p> <ul style="list-style-type: none"> - Compliance processes and evidentiary documents to establish compliance during an audit 			
39.	<p>The impact assessment, risk analysis, strategy identification and continuity planning shall include the following:</p> <ul style="list-style-type: none"> - Identifying all threats that can cause service interruption or service disruption - Identifying dependencies on external systems and services - Probability of occurrence of identified threats - Identifying operational impact of an outage - Establishing the recovery strategy and priorities for responding to and recovering from the various threat scenarios - Establishing risk mitigation alternatives and preventive controls - Formation of a Crisis Management Committee with all key stakeholders of the business - Critical Assets Continuity Plan - Continuity of Operations Plan - Communication cascade (Call tree) Plan - Alternate DR Site Plan especially in non-seismic zone / area - BCP Test Plan calendar - Other documents that may be required during an incident 			
40.	<p>The Bidder shall plan, coordinate and conduct exercises to test the BCP/ DR. The objectives of the exercises shall be to allow ICAI to practice the procedures, be familiarized with the procedures and be prepared for disaster. The exercises shall uncover procedures that are inappropriate as well as procedures that are missing</p>			
41.	<p>The Bidder shall explain to ICAI the complete BCP/ DR including critical services, the continuity plan, the recovery time objective (RTO), crisis and communications plans etc. The Bidder shall consider and implement any changes required in BCP/ DR.</p>			
42.	<p>The Bidder shall regularly maintain and provide the same to ICAI, the BCP/ DR documents. The Bidder shall review the plan periodically for its accuracy and completeness in addressing all the possible threat scenarios.</p>			
43.	<p>The Bidder shall be responsible to submit to ICAI a summary report within one (1) month after the conclusion of any disaster recovery exercise.</p>			

	Suitable penalty (as decided by the Institute) would be imposed, if the bidder fails to recover data & latest version of application from ERP crash.			
44.	Quarterly Mock drill for DR / BCP on quarterly basis			
Profile based Access Management				
45.	The ERP shall support multiple accounts owned by the ICAI support their different roles and responsibilities, as and when required			
46.	An automated self-service capability in the ERP shall be made available for the Users of the ERP to reset their user account password.			
47.	Each account shall have different access control mechanisms to allow activation of different ERP functions or services			
48.	Access to ERP administrative functions shall be tightly controlled, monitored and accounted for.			
49.	Access rights of the ERP are granted based on role needs and will be reviewed periodically by ICAI Any accounts that are not needed shall be deleted by Administrator (from ICAI) after review and authorization.			
50.	The following reports generated should be provided to ICAI: - List of discrepancies between the users listing finalized by ICAI and the accounts in the ERP - List of accounts by roles/profiles			
51.	Individual accounts to different users for accessing ERP so that clear user accountability is established. ERP administrative or functional accounts shall also be issued to an individual who shall be accountable for all actions taken under the accounts.			
52.	Security measures shall be implemented to prevent ERP administrators and other privileged users from having direct access to the stored data. The Bidder shall have proper approval process and tracking mechanism for all access to the ERP and information to ensure proper usage and accountability.			
53.	Based on the IP range the ERP access may be restricted for any profile of user or individual user.			
54.	Security measures to restrict and control the users, developers and operators access to the ERP shall be put in place.			
Mobile Based Application (Android/iOS/Windows)				

55.	The Bidder Should Facilitate Native Mobile app on Android, iOS & Windows platform for all the functionalities/Modules developed for ICAI as Part of Project Module Scope. The application shall be capable to perform the intended actions on the go. The mobile application shall also be sharing the same database shared by the main solution to eliminate any possibility of data redundancy. The mobile based version of the software should be an easy-to-use that allows ICAI Stakeholders to perform various tasks and view information from any Smartphone. Notifications should be seen in mobile and actions like approvals shall also be done.			
56.	The mobile application must be easily accessible from the mobile's corresponding app store or a link from the agency's website.			
57.	Ability to update system data in real time (i.e. Ability for inspectors to enter inspections results.)			
58.	Stores entered data when connections are lost and seamlessly connect and reconnect wireless network coverage is available automatically.			
59.	Ability to print documentation (mobile printer) and to email in the field.			
SMS /Email Integration				
60.	There should be support for SMS/Email for following actions and it should be generated automatically: <ul style="list-style-type: none"> • For reminders like fee dues, last submission dates • Alerts on attendance shortages, budget limits • Notifications on transactions like attendance marking, fee collection, progress report availability 			
61.	Email Reply - Capability with which users can respond to mails with certain key words and transaction are performed in ERP, based on that e-mail response			
62.	SMS Reply - Capability with which users can respond to SMS with certain key words and transaction are performed in ERP, based on that SMS response			
Audit Trail				
63.	The ERP should record changes in data in every field with user ID and time stamp, with ability to record reasons in some cases.			
64.	ERP should enable the user to choose which fields or tables are to be audited through a delivered tool			
Import/Export Data				

65.	ERP should have provision to upload data from all the existing local records held by the Institute			
66.	Should have provision to facilitate Import from/Interface with the third-party applications in the institute and extract data in various formats.			
67.	Should have provision for Import and Export to archived files			
68.	Should produce reports on all areas of data that can be exported to MS Excel/PDF/CSV			
Archiving				
69.	The application should provide a Data Archival utility on a cloud model as a part of the standard offering			
70.	Should have support to facilitate the query and reporting on archived data.			
Single and Minimal data entry				
71.	Data should be entered and validated at source only once and be used throughout the system(s)			
72.	There should be provisions to facilitate and minimize data input (e.g. use of intelligent default values, inheritance from previous entries, etc.) facility to strictly avoid any duplication of data. Search/match facility required that can help restrict the entry of duplicate data by providing interactive alert messages			
Reporting and Data Extraction				
73.	Built-in ad hoc reporting tool to enable non-technical users to quickly and easily create, generate, display and print basic reports from the application software.			
74.	Ability to print reports on-demand to a specified printer or file and display report results on screen.			
75.	Built-in spell check for all comment boxes, user text fields, etc.			
76.	Interface with Data Mining Tool			
77.	Facilities for free text search			
78.	Include a standard set of reports based on industry best practice			
79.	Have ad hoc reporting capability that is user friendly and easy to use			
80.	Support ability to report to file as well as other means			

81.	Provide good interfacing mechanism			
82.	Powerful analytics with good dashboards			
Self-Service Portals				
83.	System shall provide self-service portals to various functionalities to all the stakeholders. Stake holders should have an instant view of data depending on the user access provided. They should be able to view the summarized account of all actions and requests, notifications. should be able to view their profile, their attendance, and examination notifications, raise requests, etc. and pay fees.			
84.	Students/Members /Faculties should be able to login to the self-services portal using their user-ID and password and see transactions/updates related to them, and receive notifications from institute			
85.	Ability to create a new User Interface for a student, Member or a faculty with relevant information only			
86.	System loads, tests, and stores revised fee schedules to be implemented in the future.			
87.	Ability to show data and action buttons that are most used by users			
Others				
88.	Help Manual for both the system administration and end user operational flow should be made available online with videos with powerful search and filter capabilities to get quick help on any system information			
89.	Should have an Installer like tool that helps to configure the system quickly during the initial implementation as well as during additional set up needed			
90.	Provision to Search anything like applications/ solutions/ users/ screens/ workflow transactions from a single screen			
91.	All pending actions and notifications to be shown in one place like a work-list. Where actions can be taken like "approve" or "reject", this should be possible as well.			
92.	24x7 Help Desk to manage the issues raised by internal users and track to closure.			
93.	Ability to see transactions done in each month as a trend to understand usage of the system or the module by a user or department			
94.	Live-Chat capability. Ability for a prospective student to do live chat with someone in admission enquiry department.			

95.	Broadcasting: Ability to send messages to entire organization for the message to display on their system login			
96.	Email Reply Capture - Capability with which users respond to the mails with certain key words and transaction are performed automatically, based on that e-mail response			
97.	SMS Reply Capture - Similar facility with SMS to perform transactions			
98.	Cloud Storage: Ability to store files in cloud drive so that it can be retrieved anytime later from anywhere			
99.	Messaging: Application for internal messaging - Chat among the users of the customer organization			
100.	Decision support system: Application should prompt the user with historical information before performing key transactions			

At Technical evaluation stage detailed technical compliance checklist is also a prerequisite for technical bid. Bidders are advised to respond to this dutifully.

Total Technical Score obtained out of 100 marks should be denoted as "Ts".

Annexure – C: Financial Bid

SI No	Description	Qty.	Basic Price INR	Taxes (Pls. Specify breakup if any INR)	Total INR
A Onetime Charges					
1.	One Time Setup & Development cost of <u>Module I</u> With Work breakdown into tasks/sub tasks	Lump sum			
2.	One Time Setup & Development cost of <u>Module -II</u> With Work breakdown into tasks/sub tasks	Lump sum			
3.	One Time Setup & Development cost of <u>Module -III</u> With Work breakdown into tasks/sub tasks	Lump sum			
4.	One Time Setup & Development cost of <u>Module -IV</u> With Work breakdown into tasks/sub tasks	Lump sum			
B Recurring Charges*					
5.	Hosting of entire Application and Database (after migration from the existing one) including bandwidth Charges (Annually) Pls. specify <ul style="list-style-type: none"> • Server Configuration • Bandwidth • Business Continuity Plan • DR site plan • Backup mechanism 	Lump sum			
C AMC Charges					
6.	After the entire Project is made live, there will be free service & support from the bidder for one year. From the second year, AMC Charges of entire Application and Database for a period of five (05) years.	Lump sum or per Unit.			
7.	Any other charges to be specified clearly	Lump sum			
Total					
Total (in words) Rupees.....					
Total (in words) Rupees.....					

* Break up of Recurring Charges, if any, to be provided in detail

Commercial Terms and Conditions

1. The bidder shall provide bank guarantee equivalent to the amount of 100% of One Time Setup & development cost of Modules for 1 year post successful implementation to the satisfaction of the Institute.
2. Payment for one Time Setup & Development cost will be made on Phase wise
 - a) 20% of each phase on initiation of the job, subject to submission of Invoice.
 - b) 70% of the onetime setup & development charges will be paid after completion of each milestones agreed in the phase, subject to submission of Invoice along with satisfactory completion report ICAI by Technical Adviser, HoD of the user department & endorsed by HoD IT Dept.
 - c) Balance 10% after integration with all other Phases i.e. full system Go Live, subject to submission of Invoice along with satisfactory completion report by the HoD of the user department & endorsed by HoD IT Dept.
3. All payments will be made after deduction of Taxes – TDS, TCS etc.
4. All Payment will be made within 60 days from the date submission of Invoice subject to satisfactory completion of job.
5. All Payments will be made through Electronic Mode to the Bank Account of the selected Tenderer.
6. Payment towards AMC will be made on quarterly basis, at the end of each quarter, subject to satisfactory support and on submission of Invoice.

12. FORMS

Form 1: Bidder's Profile

Sr. No	Detail Required	Provide the relevant information with proper documentary evidence
1.	Name of the Firm	
2.	Registered Office address Telephone Number e-mail Website :	
3.	Correspondence/ contact address	
4.	Details of Contact person(s) (Name, designation, address etc.) Telephone Number Mobile Number e-mail	
5.	Year and Place of incorporation of the Company Please enclose the Documentary Proofs	
6.	Detailed profile of the organization	
7.	Number of Offices with details	
8.	Certified copies for following statutory compliance certificates	
	Professional Tax R C No.	
	Registration No.	
	PAN	
	GST Registration Certificate	
	CIN (In case of Limited Co.)	

	Certification ISO 9001:2008 & ISO 27001	
9.	CMMi 5 certificate(s) – Services (SVC) and software Development (DEV)	
10.	Turnover & Margin details of last 3 years as per Audited P&L Account 2019-20 2018-19 2017-18	
11.	Details of Primary & Secondary Data Centers	
12.	Details of Cert-in Certificates	
13	Policy for DR & BCP	
14	Whether black listed by Govt./PSU/autonomous Body/Pvt. Organization.	
15	Details of Manpower a. Total b. Persons employed in ERP Implementations	
16	Details of Copyrights	
17	Details about Proprietary rights	

Form 2: Relevant Project Experience

General Information	
Client for which the project was executed and brief description	
Name and description of the project	
Duration of the project (start date, completion date, status)	
No. of users involved in the project	
Scope of services	
Total value (cost) of the project	
Copy of Work Order	
Experience Certificate	

Note: Details for each project be attached separately.

Form 3: Resume of Key Personnel

General Information	
Name of the key personnel:	
Current Designation and job responsibilities:	
Total number of years of experience:	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Specialization 	
Past ERP project implementation details. For each assignment provide details such as: <ul style="list-style-type: none"> • Project name • Role • Responsibilities and activities • Duration of the project <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 4: Team Composition

Name of Key personnel with qualification and experience	Proposed Position	Proposed Tasks

Note: The bidder shall ensure consistency and continuity of team compositions at all levels.

Form 5: Detailed work breakdown structure

Bidder should provide the timelines of the complete project with scope of work. Duration of activities shall /be indicated in the form of a table below.

S No.	Activity	Calendar Weeks													
		1	2	3	4	5	6	7	8	9	10	11	12	n	
1.	Project kickoff and freeze of implementation plan														
2.	Data center provisioning and setup of account teams														
3.	Finalization of all ERP functionalities required														
4.	Code deployment														
5.	User training														
6.	Adoption plan														
	<Bidder can propose add/remove activities as per his implementation plan>														