Request for Proposal (RFP)  
For  
Designing, Development and Implementation of secured Web Portal and its  
Mobile App version for facilitating Continuing Professional Education (CPE)  
to members of ICAI and integrated web/mobile based Digital Solutions  
for Attendance recording in CPE Programmes  

Date of Issue of RFP: 10th February, 2020  
Last Date of Bid Submission: 25th February, 2020 upto 1500 hrs
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I. NOTICE INVITING TENDER(PRESS)

The Institute of Chartered Accountants of India, ICAI Bhawan, I.P Marg, New Delhi–110002

The Institute of Chartered Accountants of India (ICAI) invites proposals in sealed covers (Technical and Financial Bids) from established, reputed and reliable Solution/Service Providers for Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes. For more details, interested parties may visit www.icai.org. Last Date for Submission of duly filled in Bids is 25th February, 2020 upto 1500 Hrs.

Acting Secretary, ICAI
II. NOTICE INVITING TENDER (WEBSITE)

The Institute of Chartered Accountants of India ICAI
Bhawan, I.P Marg, New Delhi –110002

The Institute of Chartered Accountants of India (ICAI) invites proposals in sealed covers (Technical and Financial Bids) from established, reputed and reliable Solution/Service Providers for Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes.

PLEASE SUBMIT ALL DOCUMENTS IN DUPLICATE COPIES

<table>
<thead>
<tr>
<th></th>
<th>Name of Project</th>
<th>Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Scope of Work</td>
<td>As Per Section V</td>
</tr>
<tr>
<td>3</td>
<td>Cost of Tender Document (Non Refundable)</td>
<td>Rs. 5,000/- including GST in the form of Demand Draft /Pay Order. The DD/PO be made in favour of ‘Secretary, The Institute of Chartered Accountants of India, New Delhi, payable at Delhi. (The Tender Fee to be submitted along with Bid).</td>
</tr>
<tr>
<td>4</td>
<td>Earnest Money Deposit</td>
<td>Earnest Money Deposit is Rs. 1,00,000/- (One Lakh only) in the form of Demand Draft in favour of “Secretary, The Institute of Chartered Accountants of India” payable at Delhi.</td>
</tr>
</tbody>
</table>
| 6 | Pre Bid Meeting, Date of Opening of Technical Bid, POC Meeting and Opening of Financial Bid | All these meetings will be held at:

The Institute of Chartered Accountants of India

ICAI BHAWAN', A-29,
Sector 62, Noida 201309

Or

ICAI Bhawan, Indraprastha Marg,
Post Box No. 7100 New
Delhi - 110 002

Date and venue of Pre Bid Meeting(s)/Walkthrough(s), Opening of Technical Bid, POC Meeting and Opening of Financial bid shall be hosted on the website www.icai.org |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>7</td>
<td><strong>Last Date, Time and Address for Submission of Tender</strong></td>
</tr>
</tbody>
</table>
|    | Bid should be addressed to and sent/delivered at the address given below either by registered post/speed post/or be dropped in the tender box, placed near Security Control Room at Ground Floor of the Annexe Building of the Institute’s Head office on or before **25th February, 2020 upto 1500 Hrs:**  
    | The Acting Secretary,  
    | The Institute of Chartered Accountants of India 'ICAI BHAWAN'  
    | Post Box Number 7100,  
    | Indraprastha Marg, New Delhi-110002 |
| 8  | **Validity of Tender**                                  |
|    | 90 days from the last Date of Submission of Bid.        |
| 9  | **Timelines**                                           |
|    | Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes to be completed within 120 days from the date of receipt of Letter of Intent (LOI). |
| 10 | **Submission of Bids**                                  |
|    | Technical bid (Form B) and Financial bids (Form C) should be kept in separate sealed envelopes prescribing ‘Technical bid’, ‘Financial Bid’ and the two bids be placed again in a single envelope prescribing Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes.  
    | The Tender Fee and EMD Demand Drafts to be placed separately in main envelope. |
11. Tender Query

Prospective Bidders desirous of participating in tender process may submit their written queries through cpeadmin@icai.in/ajeet@icai.in latest by 21st February, 2020 upto 1700 hrs.

NOTE:

- No Consortium will be allowed.
- Bidder shall not be allowed to submit more than one Bid.
- Bidder should have valid GST registration number, PAN and meet all legal requirements.
- The Service Provider 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 documents will be posted on the ICAI’s Website www.icai.org.
- 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 particular bidder and also 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 may ask bidders to demonstrate free 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.
The Institute of Chartered Accountants of India (ICAI) is a statutory body established by an Act of Parliament, namely the Chartered Accountants Act, 1949 (Act No. XXXVIII of 1949) for regulating the profession of Chartered Accountants in the country. The Institute, functions under the administrative control of the Ministry of Corporate Affairs, Government of India. The ICAI is the second largest professional body of Chartered Accountants in the world, with a strong tradition of service to the Indian economy in public interest.

The ICAI has its headquarters in New Delhi & 5 Regional Offices in Chennai, Kanpur, Kolkata, Mumbai & New Delhi. It presently has 164 branches spread all over the India. The affairs of the ICAI are managed by a Council in accordance with the provisions of the Chartered Accountants Act, 1949 and the Chartered Accountants Regulations, 1988. The Council of Institute consists of 40 members of whom 32 are elected by the Chartered Accountants and remaining 8 members are nominated by the Central Government generally representing the Comptroller and Auditor General of India, Securities and Exchange Board of India, Ministry of Corporate Affairs, Ministry of Finance and other stakeholders.

Over a period, the ICAI has achieved recognition as a premier accounting body not only in the country but also globally, for maintaining highest standards in technical, ethical areas and for sustaining stringent examination and education standards. Since 1949, the profession has grown leaps and bounds in terms of members and student base. Presently it has approximately 2,90,000 members and 8 lakh + students located all over India & abroad.

Further, The Institute of Chartered Accountants of India (ICAI) has all along endeavoured to enable its members to maintain the high standards of professional services and to keep them abreast with the professional and technological changes being taking place, around the globe through its Continuing Professional Education (CPE) Directorate. The CPE Directorate has been constantly striving to provide adequate opportunities to members to update their knowledge and skills for maintaining their requisite professional competence on various fields of professional interest. The main objective of the CPE Directorate is to adopt, execute and implement such measures using latest technology in order to provide sufficient opportunity to Members to keep them equipped and updated on various topics of professional and national interest.

To achieve its objective, the CPE Directorate of The Institute of Chartered Accountants of India (ICAI) had developed a CPE Portal (www.cpeicai.org) for its Programme organizing Units & members to provide information regarding upcoming CPE events across India & abroad organized by various POUs and to facilitate ICAI Members in keeping themselves updated with their CPE hours credit. At present, ICAI has 600 plus POUs.

In furtherance to above, with a view to automate the process of granting CPE to members to the maximum extent and to make CPE portal future ready, the ICAI has decided to re-develop a new portal for facilitating Continuing Professional Education to its members through CPE Directorate with new features and to implement digital solutions for recording attendance of participants in CPE programmes that can be operated through Mobile App and can also be integrated on real time basis with new CPE Portal, both of which would be scalable.
### IV. ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The bidder must also possess the technical know-how and the financial strength that would be required to successfully provide the ICAI System and Support services sought by the ICAI for the entire period of the contract. The bidders, who meet the eligibility criteria as given below, may respond to this tender:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Qualification</th>
<th>Documentary Evidence to be attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The Bidder should be an Indian registered Firm/Company/Limited Liability Partnership (LLP) engaged in the job of Software Development for minimum of 5 years in India as on date of RFP. Consortium of companies/firms is not allowed.</td>
<td>Certificate of incorporation/Certificate of Commencement/Certificate of Registration</td>
</tr>
<tr>
<td>2.</td>
<td>The Bidder must have successfully implemented at least 5 Projects in similar domain for the Govt. Sector/PSUs/Autonomous Bodies of Govt./Universities during last 5 years. (Mobile application having user authentication/single sign on, workflow automation, etc. may be count as a project.)</td>
<td>Copy of work/service orders and Client certificate.</td>
</tr>
<tr>
<td>3.</td>
<td>The Bidder should have minimum average annual turnover of <strong>Rs. 50 Crores</strong> during last three consecutive years.</td>
<td>Audited balance sheet for the last three financial years.</td>
</tr>
<tr>
<td>4.</td>
<td>The bidder should be <strong>CMMi3</strong> Level Certification.</td>
<td>Valid Certificates (Self attested copy).</td>
</tr>
<tr>
<td>5.</td>
<td>The bidder should neither have been Debarred and/or blacklisted by ICAI, any Central/State Govt. Department/Universities/Educational Institutions/Organization etc. nor should have any litigation/enquiry pending and/or initiated by any of these Departments or Court of Law during last five years.</td>
<td>Self-declaration</td>
</tr>
<tr>
<td>6.</td>
<td>The bidder should have a team of at least 25 Regular Employees working in Software Development.</td>
<td>Self-declaration</td>
</tr>
<tr>
<td>7.</td>
<td>The bidder should have at least 50 Regular Employees</td>
<td>Self-declaration</td>
</tr>
<tr>
<td>8.</td>
<td>No Consortium will be allowed.</td>
<td>Self-declaration</td>
</tr>
</tbody>
</table>
IV A. EVALUATION CRITERIA

1. Evaluation of Proposals:
   The Bid will be opened as per the schedule. Authorized representatives of the Bidders may be present during the Bid Opening if desired. ICAI may constitute Evaluation Committee to evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the RFP, a three-stage process, as explained below, will be adopted for evaluation of Proposals submitted by the specified date and time.

2. Pre-qualification Evaluation:
   Preliminary scrutiny of the Proposals for eligibility will be done to determine whether:
   
   - The Bidders meet the eligibility criteria as defined under:
   - Relevant documents as specified above have been attached.
   - RFP Document Fee and EMD are as per requirement.
   - The offer is for entire work and not for part of the work.
   
   NOTE: Proposals not conforming to the above requirements shall be rejected.

3. Evaluation of Technical Proposal:
   Technical Proposals would be evaluated only for those Bidders, who qualify the Pre-Qualification Evaluation. The Technical Evaluation shall be based on the parameters and weightages as mentioned in the table below:

   **NOTE: The Technical Proposal must not include any financial information non-compliance of which the Proposal will be rejected.**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Parameters</th>
<th>Maximum Marks and Points</th>
<th>Maximum Marks</th>
</tr>
</thead>
</table>
| 1       | Total experience in Software Development for Government/PSU/Private Sector (in Years) | 1) >= 5 and Less than 8 Years 5  
          |                                                                                   | 2) 8 to 10 Years 10       |
|         |                                                                                   | 3) >10Years 15           |
| 2       | No. of Projects in Application of Development for Government/PSU/Private Sector with similar nature of Requirement | 1) >= 5 and Less than 9 Projects 10  
          |                                                                                   | 2) 9 to 10 Projects 12    |
|         |                                                                                   | 3) > 10 Projects 15      |
|   | The Bidder average annual turnover of last three consecutive years. | 1) \( \geq 50 \) & less than 100 Crores 10  
2) 100 to 200 Crores 15  
3) >200 Crores 20 | 20 |
|---|---|---|---|
| 4 | Number of Technical Employees involved in Software Development | 1) 25 to 49 10  
2) 50 to 75 15  
3) More than 75 20 | 20 |
| 5 | Technical Presentation/Demo/Solution/POC (Bidders need to present the Technical POC/Demo) | Bidders are required to Demonstrate System Prototype/Live Demonstration on CPE Portal Project ( 5 marks) **Presentation**  
1.(Presentation on Company profile, Project Plan, Team Profile etc. is also part of POC) (5 marks)  
2. Presentation on International Comparative analysis of similar events/credits in other countries’ bodies (10 marks) | 20 |
| 6 | Maximum Number of users registered/using application in Single Project to be completed by Bidder | 1) \( \geq 10,000 \) users but < 50,000 users 6  
2) 50,000-1,00,000 users 8  
3) > 1,00,000 users 10 | 10 |
|   | Total Technical Score (Ts) |   | 100 |

The evaluation of Technical Proposal will be done based on total marks obtained. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points as per the technical evaluation criteria.

**4. Evaluation of Financial Proposal:**

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.

The bidder who has quoted the lowest price will be assigned a score of 100 in the financial bid. The other bidders will be allotted score relative to the score of bidders with the lowest quote as below:

\[ Fs = 100 \times \frac{Fl}{F} \]

Where:
- \( Fs \) = The financial score of the Financial Proposal being evaluated
- \( Fl \) = The price of lowest priced Financial Proposal
- \( F \) = The quoted price of Financial Proposal under consideration

5. **Final Bid Selection Method:**

The selection of the service provider will be based on the maximum accumulated points in collaboration of weight associated with Technical aspect i.e. Technical Proposal which will be 60% and that associated correspondingly with cost i.e. Financial Proposal which will be 40%.

The formula will be as follows:

\[ \left( \frac{Ts}{100} \times 60 \right) + \left( \frac{Fs}{100} \times 40 \right) \]
V. SCOPE OF WORK

This section of the document captures details of the scope of work for Request for Proposal of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes.

Bidder should keep in mind that proposed software solution should be scalable and can integrate/automate other application/system/portals in future.

1. Requirement Analysis

The requirement analysis needs to be done based on the existing process and proposed features as given in Schedule I.

2. Technical Details:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Requirement for Proposed Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Software should be 100% Web based cloud based application in AMAZON, AZURE Cloud hosted etc. which can be accessed over internet and laptop/desktop/mobile with proper authentication mechanism to take all security aspects including avoidance of any data leakage.</td>
</tr>
<tr>
<td>2</td>
<td>Mobile/Tab based app is to be developed for the Portal which will be integrated with existing Mobile App of ICAI “ICAI Now”. Native app to be developed in Android and iOS platform (interface for Members, POUs and admin).</td>
</tr>
<tr>
<td>3</td>
<td>Software to develop for API environment.</td>
</tr>
<tr>
<td>4</td>
<td>Software should have 3rd party validation in consultation with ICAI for having possessed all certifications/review reports for the security of the Site from being hacked and is free from all possible cyber threats prevalent. Software Validation is also required for software architecture. Further, requirement of VAPT done by a CERT IN empanelled person is must. Such certification will be a yearly process. The Members’ and POUs’ data and other details are to be highly encrypted.</td>
</tr>
<tr>
<td>5</td>
<td>Software should be having provisions for User authentication to ensure no unauthorized users can access it without a user ID and password.</td>
</tr>
<tr>
<td>6</td>
<td>Software should be developed on Open Source technologies which are well known and have credible value in the market. The Bidder need to propose the Open Source Technology as per best fitment for CPE Portal.</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td>7</td>
<td>Software should have a provision for Data backup so that in case of any natural disaster, application availability is not affected. The readiness of the alternate data center and network infrastructure, in case of a disaster, should be staged well in advance. (The data to come to ICAI periodically even the cloud would have replication in many continents).</td>
</tr>
<tr>
<td>8</td>
<td>Software should have a provision for Audit trail to track any transactions at any point of time.</td>
</tr>
<tr>
<td>9</td>
<td>Software should be compatible with both Window and Linux Environment and should work on common browsers such as Internet explorer, Google chrome, Firefox, etc.</td>
</tr>
<tr>
<td>10</td>
<td>Uptime/availability of software should be &gt;= 99% on a quarterly review. The proposed system must be highly available and a system uptime of 99.99% is expected.</td>
</tr>
<tr>
<td>11</td>
<td>Application architectures shall be highly granular and loosely coupled. The focus would be on loosely coupled systems complaint to Service Oriental Architecture to facilitate application recovery. This is to ensure that the failure of one component does not cascade to other. A tier shall be scaled to run separate applications to optimize performance.</td>
</tr>
<tr>
<td>12</td>
<td>The application must be capable or running in a clustered environment for high availability configuration of various tiers of the proposed solution running multiple workloads.</td>
</tr>
<tr>
<td>13</td>
<td>Applications need to be designed for manageability using Enterprise Management System. This needs to encompass: scheduling, backup and recovery, application, database and network infrastructure.</td>
</tr>
<tr>
<td>14</td>
<td>System will be required to maintain daily backups of the database on Reliable backup mechanism as per best business standards and practices.</td>
</tr>
<tr>
<td>15</td>
<td>Feature for AI online Chatting in Admin user/POU user as per requirement.</td>
</tr>
</tbody>
</table>
3. **Master Maintenance**

The software should have the following master:

- Portal Display Master – This master should contain various categories/description/key fields for the generation of CPE event
- Members’ Records
- Complaint/Grievance Master
- FAQs

The above master maintenance should have the view, list, search option based on various parameters. Further edit option in above Master only by an authorized user.

The data in the existing Portal is to be migrated to the newly developed Portal.

4. **Authentication and Authorization**

- To access the system, the Users – Registered users (Members and POUs) have to authenticate themselves with their valid username and password.
- To access the Admin- Authorized officer can only access and modification by two levels check.

5. **Reports and Analysis**

- The system should be able to generate the various reports.
- All the reports should be downloadable in PDF and excel formats.
- The report requirements can be detailed during the requirement phase.

6. **Architecture and Design**

The following should be considered during the design:

- The said software system should be developed using open source technology preferably Java and Postgress SQL.
- The System should be architected in such a way that it should be adaptive to the changes and should accommodate the enhancement in future.
- The system should be designed and developed using a secure architecture and should be SQL injection, cross site scripting proof. The detailed security architecture should be provided as part of the design document.
- The system should be role based and admin should be allowed to add as many numbers of roles as he wishes. Additionally, the admin should be able to provide access rights to each functionality to the role.
- All the operations in the applications should be logged and the report should be available based on the access defined by the administrator.
- The audit of the system should also be logged with who, when and what and should be available as part of the system reports.
- The generic performance testing should be done by the vendor and the design
should ensure that design is optimized to the performance.

- All the parameters should be configurable and should be changeable by the admin.
- There should not be any hardcoding in the system. The parameters should be parameterized wherever possible.
- The architecture should be multi layered and each layer should be properly identified.

7. Development of Code

- The code should be documented and formatted.
- The coding standard should be followed.
- Best practices should be followed.
- Best GUI.

8. Testing

- The acceptance criteria should be clearly identified at the time of requirement analysis and documentation.
- The test plan and test cases should be written based on the acceptance criteria and requirement document.
- The software should be delivered zero defect at the time of UAT.

9. Deployment

- The deployment checklist should be prepared.
- The deployment should be automated.

10. Support and Annual Maintenance

- Annual maintenance service shall be applicable to all the Components Developed, Configured by Service Provider in web portal and Mobile Application.
- Bug/Issue Resolution: All changes in application & its Components needs to be done by Service Provider.
- The Service Provider shall implement agreed changes in its application and its components for usability of ICAI.
- The Service Provider shall update all components whenever there is New Version of Components available on server, security patches/configuration. All updates need to be monitored by Service provider and should be updated before the expiry of due date.
- The Service Provider will setup Backup Maintenance and Server Configuration regularly.
- Any Changes required in the Application or its Components for Better/Accurate Functioning will be done by Service Provider as part of AMC.
- Any Cosmetic Changes required in Application & its Components will be covered in
AMC.

- The Service Provider shall facilitate the complete Test Environment for ICAI.
- The Service Provider shall facilitate the Single point of Contact for all communication through Email and phone 24*7*365. Three level Escalation Matrix to be shared to ICAI.
- The Service Provider shall facilitate Bug Reporting Tool to ICAI.
- All MIS reports shall generally be available in Admin user, however, any other need-based report shall be provided by the Service Provider that may be required on regular basis.
- The Service Provider shall acknowledge the issue with resolution time & root cause analysis via Email as per agreed timelines.
- ICAI may ask Service Provider to send resources to visit ICAI premises as per requirement.
- Application Crash/Block: In case Issues/Bug reported/found in the Application or its Component is down and is impacting ICAI Business Operations directly, then the Service Provider team need to provide 24/7/365 service till resolution of issues. Issue needs to be acknowledged within 2 hours and Resolution must be provided in maximum 24 hours.
- The Service Provider must acknowledge/resolve all issues within the agreed timelines accurately. In case of delay in Acknowledgment/Resolution of issues, ICAI reserves the right to impose deductions from AMC amount to be paid to Service Provider.
- The Service Provider team shall provide Training Manual, user training, administrative support for user creation, server deployment and migration.
- A dedicated contact number and employee shall be designated by the Service Provider for L1 Support, Training, Downloading Reports, Creating User manual, FAQs and Other Help Documents, after expiry of hand-holding period of three months. The said employee will also be responsible for resolution of Issues/Bugs/Cosmetic Changes.
VI. INSTRUCTIONS TO BIDDERS

1. All the terms and conditions will be those mentioned in this document and no change/alterations in the terms and conditions by the Bidder will be acceptable.

2. Upon verification/evaluation/assessment, in case, any information furnished by the bidder is found to be false/incorrect, their bid shall summarily be rejected and no correspondence on the same shall be entertained.

3. No deviation from RFP terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.

4. Bidder shall submit letter of authorization, authorizing the person signing the RFP document on behalf of the bidder and the written power of attorney in the name of person who is empowered for making such authorizations.

5. The person signing the RFP document shall sign with date all changes, alterations, corrections in the RFP document. No eraser and/or over writing without authentications is/are permissible.

6. ICAI will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to the RFP.

7. ICAI may, for any reason whether at its own initiative or in response to the clarification requested by the prospective Bidder, issue amendment in the form of addendum during the Bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of the RFP document and Bidder shall submit ‘original’ addendum duly signed and stamped in token of his acceptance. For addendum issued during the Bidding period, Bidder shall consider the impact in his Bid. For addendum issued subsequent to receiving the Bids, Bidder shall follow the instructions issued along with addendum with regard to submission of impact on quoted price/revised price, if any.

8. The bidders are advised to go through the RFP document and advertisement carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which bid document have to be submitted, number of documents – including the name and content of each of the document that need to be submitted. Any deviation from these may lead to rejection of the bid.

9. Bid submitted shall be in the prescribed formats as given herein and shall also have the relevant documents including documentary evidences. The complete RFP document along with the documentary evidence should be numbered and cross-referenced/linked with RFP Clause Number.

10. The Bidder shall submit its Bid in two (2) parts, namely; Part-I will have Technical Bid and Part-II will have Financial Bid in the specified format given herein, in separate envelopes. Technical Bid and Financial Bid shall be submitted on the Bidder’s letterhead.
Bidder must submit the original ‘Technical Bid’ and ‘Financial Bid’ in separate sealed envelopes and put again in a sealed envelope, super scribed “Bid for Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes.”

11. The Bids complete in all respects as specified in this RFP Document shall be addressed to and sent/delivered at the address given below either by registered post/speed post/or be dropped in the tender box, placed near Security Control Room at Ground Floor of the Annexe Building of the Institute’s Head office:

   The Acting Secretary,
   The Institute of Chartered Accountants of India,
   ICAI Bhawan, Indraprastha Marg, Post Box No. 7100, New Delhi - 110002

12. The Bids shall be valid for a period of 90 days from the last date for submission of the Bid.

13. Last Date & Time of submission of Bid: **25th February, 2020 up to 1500 Hrs.**

14. The complete bid document should be submitted before due date and time as given at Clause 13 above. Bid received after the stated time and date would not be considered and is liable for rejection.

15. The ICAI reserves the right to accept or reject any/all the bid(s) including the lowest bid without assigning any reason and no correspondence in this regard shall be entertained. The ICAI takes no responsibility for delay, loss, or non-receipt of response to this RFP.

16. The bidder shall carefully examine and understand the conditions of RFP and seek written clarifications, if required, to ensure that they have understood all conditions of RFP.

17. The Bidder shall authorize a representative for interacting with the ICAI during evaluation of the Bid.

18. The successful Bidder shall be required to enter into an agreement with the ICAI, within fifteen (15) days of the receipt of the Letter of Intent or within such extended period, as may be specified by the ICAI in this regard.

19. Submission of illegible documents shall lead to disqualification of the bidder.

20. Date & Time of opening of Technical and Financial Bids shall be communicated through ICAI website [www.icai.org](http://www.icai.org).

21. The bidder must furnish Tender Fee & EMD as specified in Section II.

22. If the bidder, after submission, revokes his/its bid or modifies the terms and conditions thereof during the validity of his/its bid except where the ICAI has given opportunity
to do so, the earnest money deposit submitted by Bidder, in such case, shall be forfeited. The Earnest Money Deposit of unsuccessful bidders shall be returned within reasonable time, after award of contract.

23. No enquiry shall be made by the bidder(s) during evaluation of the Bids, till final decision is conveyed to the successful bidder(s). However, ICAI can make any enquiry/seek clarification from the bidder(s), which the bidder must furnish within the stipulated time else bid of such defaulting bidder will be rejected.

24. Amount shall be written in both words and figures. In the event of difference, the amount in the words shall be valid and binding.

25. The financial bid shall be evaluated for completeness and accuracy. Arithmetical errors will be rectified on the following basis:

If there is discrepancy between unit price and total price that is obtained by multiplying the unit price with the quantity, Unit price shall prevail, and total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected. If there is any discrepancy between words and figures, the amount in words will prevail.

26. Bidders are not allowed to submit more than one Bid. The Bidder will not sub-let the work or its coordination to any other party/sister-concern.

27. ICAI reserves all rights to reject any bid at any time, at any stage, fully or partly for whole process and/or for particular bidder and also reserves all rights at any time to add, alter, modify, change, edit & delete any condition at any stage and/or vary all or any of these terms and conditions or replace fully or partly for whole process and/or for particular bidder or vary all or any of these terms and conditions or modify without assigning any reasons whatsoever. In this regard, the decision of ICAI shall be final and binding on all the participants.
VII. GENERAL CONDITIONS OF THE CONTRACT

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.

a) Amendments in RFP

At any time prior to deadline for submission of bid, ICAI may for any reason, modify the RFP. The Bidders shall be notified of the amendments by posting the same at ICAI’s Website www.icai.org and such amendments shall be binding on them. If the amendments are notified after submission of Bids, the bidders shall follow the instructions as may be issued by the ICAI.

b) Partnership/Company

If the Bidder is a Partnership Firm/Company, the full particulars of the composition of the organization in detail should be submitted along with copy of the Articles of Association/MOA/Partnership Deed/Power of Attorney/any other relevant document.

c) 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, inordinately delaying completion or financial failures, 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.

3. Bid

a) 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, erasers or over writings shall be valid only if they are initialed by the authorized person signing the Bid. The Bid shall be typed or written in indelible ink 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.

b) Submission, Receipts and Opening of Bids

Technical & Financial bids must be submitted in separate sealed envelopes. The bids shall be opened on the specified date & time at the designated venue.

c) Deadline for submission of Bids

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

4. 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.

The deliverables must include the design documents based on the specifications of ICAI and User Manual.

5. Payment Terms

The Payment terms activity wise are mentioned below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Activity Details</th>
<th>Payment Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Designing, Development and Implementation of secured Web Portal and its Mobile Version for facilitating CPE to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes</td>
<td>10% on Requirement Sign off&lt;br&gt;20 % on Design Sign off&lt;br&gt;20% UAT Sign off&lt;br&gt;20% on Go-Live.&lt;br&gt;30% on 1 Month Post Go-live.</td>
</tr>
</tbody>
</table>

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19
<table>
<thead>
<tr>
<th>2</th>
<th>Annual Maintenance Cost (for One Year) – as per Clause 10 of Scope of Work</th>
<th>Quarterly Payment at the end of each quarter on submission of Invoice.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Cost of 1 Man Month (22 Working Days) Developer for Change Management</td>
<td>Payment on the completion of Change Management and Submission of invoice.</td>
</tr>
</tbody>
</table>

ICAI will remit payment to Service Provider subject to submitting all requisite documents along with the invoice and verification thereof. The payment will be subject to TDS as applicable under the Income Tax Act, 1961.

6. **Right to Accept Bid**

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

- **Accept or reject any of the proposals, without assigning any reasons thereof.**
- **Ask for re-submission.**
- **Request clarification from bidders.**
- **To accept any Bid in whole or in part.**
- **Reject whole process.**

Acceptance of RFP shall be intimated to the successful bidder through a Letter of Intent (LOI) duly signed by the authorized signatory of the ICAI. The successful bidder is required to execute the agreement on a non-judicial stamp paper within the time specified in the LOI.

7. **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.

8. **Confidentiality**

- Confidential Information means any information or data, in any form or storage medium whatsoever, of any nature in relation to ICAI that may be provided by ICAI to the Service Provider on confidential basis in terms of the Contract.

- The Service Provider shall, at all times, during the continuance of the Contract or otherwise (i) keep all Confidential Information confidential and accordingly shall not disclose any such Confidential Information to any third party under any circumstances; (ii) not use or cause the use of any Confidential Information for any purpose whatsoever other than that contemplated under this Contract; (iii) take all care to ensure that all persons including the officials as well as employee(s) of the Service Provider who handle the Confidential Information keep(s) the same confidential and not use the same except for the purposes for which it is meant for.
9. **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 legitimate interests of the ICAI in any dealings with the third party. The Service Provider shall conform to the Requirements laid down in RFP in totality.

10. **Period for Development and Implementation**

The Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes shall be completed (till Go-Live stage) within 120 days from the date of receipt of Letter of Intent. The hand holding period of the portal/Mobile App shall be three months after the system goes live.

11. **Term**

The Annual Maintenance Contract (AMC) shall be initially valid for a period of Two (2) Years, after the expiry of hand holding period of three months, which may be extended on mutually agreed terms and conditions by both the parties.

12. **Taxes and Duties**

The Bidder(s) shall fully familiarize themselves about the applicable taxes such as GST, on amount payable by ICAI under the contract. The Bidder shall pay such tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

13. **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.

14. **Indemnity**

- The Service Provider shall keep ICAI indemnified against all actions, suits and proceedings and any costs, charges, expenses, loss or damage incurred, suffered, caused to/sustained by ICAI by reason of infringement of intellectual property rights of third party or any default or breach or lapse or negligence or non-
observance of any rules, regulations, laws, bye-laws etc. or non-performance or any non-payment by/on behalf of Service Provider.

- The Service Provider shall, at its own expense, defend, indemnify, and hold ICAI harmless for damages, liabilities, claims, losses, costs, demands, suits, actions, and reasonable expenses (*including but not limited to reasonable attorneys' fees and settlement costs*) (collectively, "Damages") arising out of or related to any third party suits or claims brought against ICAI (i) arising out of or related to the Service Provider's violation of any applicable laws, gross negligence, or willful misconduct, or (ii) arising out of or related to any physical damage to property, or personal injury or death, caused by Service Provider or any of its Affiliates, officers, directors, and employees.

- If any action in any court of law is brought by a third party against ICAI or any of its representatives/officers for the failure or neglect on the part of Service Provider to perform any acts, matter, covenants or things under the Contract, or for any damage or injury caused by the alleged omission or negligence on the part of Service Provider, its agents/representatives or employees, Service Provider shall in all such cases be responsible and indemnify and keep ICAI and/or its representative/officers harmless from all losses, damages, expenses or decrees arising out of such action.

15. Liquidated Damages

A. Delay in Designing, Development and Implementation of secured Web Portal & Mobile App for facilitating CPE to ICAI members:

If during the contract period, following problems are found, a Liquidated damages @ 0.5% of Contract value per week on each default and maximum up to 10% of the Contract value shall be imposed on the Service Provider by the ICAI:

- Quality of deliverables is not up to the mark (*till the quality is improved to the required extent*).
- Delay beyond stipulated schedule in development and commissioning of deliverables.

If the delay in development and commissioning of system/improving the quality of the deliverables is beyond 2 weeks, then the ICAI may rescind the Contract and will be free to get it done from other Agency at the risk and costs of the Service Provider.

B. Delay in Maintenance and extending support:

The Service Provider shall ensure that the call reported by ICAI must be attended personally on or before Next Business Day (*NBD*) and resolved within 2 working days. In case during Annual Maintenance Contract (AMC) period, Service Provider
fails to provide maintenance/extend support (as per Clause 10 of Scope of Work) and the Up time of 95% is not maintained by the Service Provider then ICAI reserves the right to impose Liquidated Damages @ 10% of the contract value and/or invoke the Bank Guarantee.

16. Termination

Either party has the right to terminate the contract by giving 60 days’ prior written notice of termination to the other without assigning any reason.

Notwithstanding anything contained herein above, the ICAI may, by giving 30 days’ 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; death of Service provider or 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.
- Service Provider commits breaches (maximum three times) in disbursing the salary to its personnel deployed at ICAI by the date therein, if any.

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.

- **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. Further, in the event of termination of contract, all the personnel deputed to ICAI, if any, shall automatically stand withdrawn by the Service Provider and no liability whatsoever shall exist on the part of ICAI on account of the termination of the Contract.

17. Resolution of Disputes

In case any dispute arises between the parties in relation to or in connection with 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. The seat of Arbitration shall be held at Delhi 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 contained herein, all disputes between the parties pertaining to this contract shall be subject to the jurisdiction of the competent Courts at Delhi only.

19. Service of Notices

All notices and other communications required or permitted to be given under Contract shall be in writing and shall be delivered or sent by personal delivery, electronic mail, facsimile transmission or registered or certified mail (return receipt requested) postage prepaid to the relevant Party addressed as herein below or as may from time to time be notified in writing by such Party to the other no less than 15 days’ in advance. The notices and communications sent in such manner shall, unless the contrary is proven, be deemed to have been duly received on the date of personal delivery, two business days following delivery upon confirmation of transmission by the sender’s facsimile machine or electronic mail device or ten business days following mailing by registered or certified mail (return receipt requested postage prepaid).

20. Security Deposit/Performance Guarantee

The successful Bidder shall furnish to ICAI performance guarantee for an amount equivalent to 10% of the contract value in the form of bank guarantee issued by a scheduled Bank in favour of ‘Secretary, The Institute of Chartered Accountants of India, New Delhi’ within Seven (7) days of the receipt of the Letter of Intent. On the receipt of Performance Bank Guarantee, EMD will be returned/refunded to the successful Bidder.

17.1 EMD/Security Deposit/Performance Security is liable to be forfeited in case:

a) The bidder withdraws its/his offer during the period of tender validity (The offer shall be valid for a minimum period of 90 days from the last date of submission of Bid).

b) The successful bidder refuses/fails to execute the Agreement or furnish the Performance Guarantee.

c) The successful bidder fails to honor the contract or refuses to comply with any or all terms and conditions of the tender.

17.2 The EMD of unsuccessful bidder shall be returned only after finalization of
the tender process. No interest shall be paid on the amount of Earnest Money and Performance Guarantee Deposit.

21. **Intellectual Property Rights**

ICAI shall retain exclusive intellectual property rights to the software (including source code of customizations/enhancements/amendments done). Intellectual property rights in final solution will be sole and exclusive property of ICAI. Service Provider will have no claim to any base layer or any other component. ICAI shall have full rights of sharing source code with other stakeholders. The Service provider shall provide source code/data in a DVD after UAT & Go-Live, also the ICAI may ask the updated code and data at any point of time during the contract/AMC period as per its requirement.

22. **Relationship**

Nothing contained in this RFP Document or Agreement arising thereunder shall be construed as constituting a partnership, joint venture, or agency between ICAI and the Service Provider. The same is specific and limited to the covenants as contained herein.

There shall be no Employee and Employer or Master and Servant relationship between the personnel deputed by the Service Provider for carrying out the work and ICAI. The Service Provider shall be solely responsible for all the claims of its personnel and shall ensure that its personnel do not make any claims whatsoever against ICAI. ICAI shall have no liability in this regard. In any event, the ICAI shall owe no responsibility or liability of any kind arising out of or incidental to the performance of any work(s) as contained herein by the Service Provider’s personnel or otherwise, at the site or outside the site, including any liability due to any accident or injury or death caused to or suffered by any such personnel or any other health or medical liability or compensation, all of which shall be the sole responsibility of the Service Provider.

It shall be the duty of the Service Provider to communicate in unequivocal terms the provisions of this clause to its personnel.

23. **No Liability**

That in any event, the ICAI shall owe no responsibility or liability of any kind arising out of or incidental to the performance of duties by the employees or otherwise, at the said offices or outside the said offices, including any liability due to any accident or injury or death caused to or suffered by any employee of service provider or any other health or medical liability or compensation all of which shall be the sole responsibility of service provider.
In case of any loss that might be caused to ICAI due to any lapse on the part of service provider or its employees discharging assigned duties and responsibilities, the same shall be borne by service provider and in this connection, the ICAI shall have the right to deduct appropriate amount from the bills of service provider to make good such loss to ICAI. In case of frequent lapses on the part of service provider or the employees deployed by service provider, the ICAI shall be within its right to terminate the Contract forthwith without assigning any reason whatsoever and/or take such other action, as it may deem fit.
## VIII. PROJECT LIFE CYCLE

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Project</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requirement Gathering &amp; Prototyping (Visual Design)</td>
<td>Bidder needs to perform detailed Study of Existing CPE portal, new features to be developed for new CPE Portal &amp; digital solutions for recording of attendance in CPE programmes with ICAI business users and prepare Prototype at ICAI premises. The ICAI business users will provide sign-off on Requirement Document &amp; prototype (Visual Design).</td>
</tr>
<tr>
<td>2</td>
<td>Development</td>
<td>Bidder will develop the system based on the requirement and design sign off.</td>
</tr>
<tr>
<td>3</td>
<td>User Acceptance testing</td>
<td>ICAI business users perform user testing and sign-off for go-live.</td>
</tr>
<tr>
<td>4</td>
<td>Go-Live</td>
<td>Bidder will prepare the system with live backend data and shift the application on production.</td>
</tr>
<tr>
<td>5</td>
<td>Three Month Free Support post Go-Live</td>
<td>Bidder will provide three Months free offsite support post go-live. If required bidder will also provide free onsite support post go-live.</td>
</tr>
<tr>
<td>6</td>
<td>AMC</td>
<td>Bidder will provide AMC support as per scope of work.</td>
</tr>
</tbody>
</table>
COVERING LETTER (ON BIDDER LETTER HEAD)

Date:

The Acting Secretary
The Institute of Chartered Accountants of India,
'ICAI BHAWAN',
Post Box Number 7100, Indraprastha Marg
New Delhi-110002

Dear Sir,

**Sub: Bid for Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes**

Having examined the RFP, I/we, M/s______________, offer our proposals for the subject works and are in full conformity with the said RFP. We have read the provisions of RFP and confirm that these are acceptable to me/us. I/We further declare that additional conditions, variations, deviations, if any, found in my/our bid, it shall not be given effect to.

I/We agree to abide by the terms and conditions of this Bid, including this letter, the Technical and Financial Bid, the duly notarized written power of attorney, and all attachments and it shall remain binding upon me/us and may be accepted by you at any time before the expiry of the validity period.

I/We hereby declare that all the information and statements made herein and in the bids are true and any misleading/false information contained in it may lead to our disqualification.

Further, I/We confirm having deposited two demand drafts: -

(i) **Earnest Money of Rs._____________/-(Rupees__________________only) by Demand Draft no ........... dated ......... drawn on .........................Bank ................Branch attached hereto.**

(ii) **Cost of Tender Form (Non-Refundable) i.e. Rs. ___/-(Rupees_____Only)by Demand Draft no............. dated..........................drawn on.................................................. Bank .........................Branch attached hereto.**

We understand that you reserve the right to accept or reject any bid.

Dated this [date/month/year]
Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this Bid for and on behalf of [Name of Respondent]

Name of Firm:

Address:

Note: This will be enclosed in original along with both Technical & Financial Bid.
FORM B

TECHNICAL BID (ON THE LETTER HEAD OF THE BIDDER)

Following Information to be submitted by bidder on the letter head.

A. General Information of Bidder

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Individual/Firm/Company</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Physical address</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Contact Details (Mobile &amp; Landline; Email Id &amp; Website)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Date of incorporation/registration</td>
<td>Enclose Supporting Proof, if applicable</td>
</tr>
<tr>
<td>5</td>
<td>Date of commencement of business</td>
<td>Enclose Supporting Proof, if applicable</td>
</tr>
<tr>
<td>6</td>
<td>Branches &amp; Offices in India &amp; Abroad</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Net worth of the company/firm</td>
<td>Enclose Supporting Proof, if applicable</td>
</tr>
<tr>
<td>8</td>
<td>Name(s) and addresses of the directors/Partners</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Names of the major customers</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Related Organizations/sister concerns and their addresses</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Total Number of Employees</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Number of Software Developer/technical personnel</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Persons authorized by the company to execute documents on its behalf, with ICAI</td>
<td>Enclosed Authorization Letter on Letter head.</td>
</tr>
<tr>
<td>16</td>
<td>PAN Number, GST Number and Bank Account Details</td>
<td>Enclose Supporting Proof, if applicable</td>
</tr>
<tr>
<td></td>
<td>Tender Fee &amp; EMD Payment Details</td>
<td>Enclose Supporting Proof, if applicable</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>CMMi3 Certification</td>
<td>Enclose Supporting Proof, if applicable.</td>
</tr>
</tbody>
</table>

Place:

Date:

Signature
FORM -C

FINANCIAL BID (ON THE LETTER HEAD OF THE BIDDER)

Sir,

I/We hereby submit my/our Proposal for Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to ICAI members and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes as per the Scope of Work and technical specifications given in this Tender document within the time specified and in accordance with the Terms and Conditions. The rates quoted in the prescribed format are given below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Work/Service Details</th>
<th>Rate (excluding all taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes including migration.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Annual Maintenance Cost for Application/Server (for One Year) 24*7 (including holidays) (Applicable for next 6 years) – as per Clause 10 of Scope of Work.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cost Change Management of application and forms (1 Man month i.e. 22 working days) - Change Management Cost will be calculated based on Actual Man Days for Change Development.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total Commercial Cost (1+2+3+4)</strong></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cloud Costing as per infra sizing indicated in the scope of work (ICAI reserves right to procure the cloud itself, in such case this cost will not be considered in evaluation process).</td>
<td></td>
</tr>
</tbody>
</table>
Note:
- Bidder needs to configure and setup new amazon cloud server on the name of ICAI. ICAI will pay cloud infrastructure cost (set upon amazon cloud) on the basis of actual usage and billed by amazon AWS.
- ICAI may go for partial work/service order based on requirement.

Name:
Date:
Sign:
Address with Phone No and e-mail ID:
Stamp:

Note: Please sign all the pages of Commercial and technical bids submitted
Continuing Professional Education (CPE)

Background of CPE

CPE Directorate of ICAI through its strong network base of more than 600 Programme Organising Units (POUs) being spread all over India and abroad, ensures Professional Development Mechanism for its Members.

On a yearly basis, these CPE POUs (Central Committee of ICAI, Regional Councils, Branches, Study Circles, Study Chapters, Study Groups, Study Circles for Members in Industry (CMI & B Study Circles) and Foreign Chapters) organize around 10,000 CPE programs for more than 2.9 lacs Members of the Institute. Every POU prepares a detailed record of attendance of the members at every program and uploads it to the master database which is maintained at the Central server of existing CPE website www.cpeicai.org.

The CPE Learning Activities are divided into Structured and Unstructured Learning Activities. Hence, the CPE Portal primarily captures data in the form of Structured Learning Activities (SLA) and Unstructured Learning Activities (ULA) CPE hours. The Structured CPE hours can be accrued by attending Seminar/Conference, E-learning portal (Video Lecture), Certificate Courses, Post Qualification Courses, and Webcast Program etc. Unstructured CPE hours can be accrued by filling Self-declaration form online, by viewing e-learning videos, home study, self-learning modules etc.

CPE requirements for Members

Contemporary with Global requirements & Practices, the CPE Credit Hours requirements for various categories of members as applicable from the current block of 3 years (1-1-2020 to 31-12-2022) and Calendar year (1-1-2020 to 31-12-2020) are as under:-

<table>
<thead>
<tr>
<th>Category of Members</th>
<th>CPE Hours requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members (aged less than 60 years) who are holding Certificate of Practice (COP) (except all those members who are residing abroad)</td>
<td>120 (out of which minimum 60 CPE hours should be of Structured learning)</td>
</tr>
<tr>
<td></td>
<td>- minimum 20 CPE credit hours of structured learning in each calendar year</td>
</tr>
<tr>
<td>Members (aged 60 years &amp; above) who are holding Certificate of Practice</td>
<td>90 (either structured or unstructured learning)</td>
</tr>
<tr>
<td></td>
<td>- minimum of 20 CPE credit hours either Structured or Unstructured Learning in each calendar year</td>
</tr>
<tr>
<td>Members (aged less than 60 years) who are not holding Certificate of Practice; and all the members who are residing abroad (whether</td>
<td>60 (either structured or unstructured learning)</td>
</tr>
</tbody>
</table>
holding Certificate of Practice or not)  

- minimum 15 CPE credit hours either structured or unstructured learning in each calendar year

**Exemption from the CPE requirements**

Exemption from the mandatory CPE Hours requirements are provided to the Members on various grounds which are available at [https://www.cpeicai.org/cpe-hours-requirements/](https://www.cpeicai.org/cpe-hours-requirements/)

**Existing CPE Portal**

A dedicated CPE Portal ([www.cpeicai.org](http://www.cpeicai.org)) is in place to facilitate our members and POUs. Through this Portal the members can search CPE events POU-wise, City-wise and Subject-wise, manage their preferences regarding receiving alerts. The Portal is having facility for e-mail alerts before the programme and after crediting of CPE Hours.

The above activities can also be accessed through “CPE Programs” segment on ICAI Mobile app through both Android and iOS platforms.

CPE Portal is having various users/ segments as below which are mentioned in detail further in this document:-

1. Members (Structured and Unstructured)
2. Programme Organizing Units (POUs)
3. Administrator
4. Mobile segment on ICAI Now App
5. Miscellaneous

**Various Guidelines/Advisory/Parameters as issued by CPE Directorate for organizing the CPE Programmes :-**

Following are the links to the Guidelines/ Advisory/ Parameters which provides functioning of CPE Directorate, Governing rules for the CPE Programmes, do’s and dont’s for the POUs, CPE requirement and related Advisories from which forms/rules and validation on existing CPE Portal has been defined.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Particulars</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>CPE Statement</td>
<td><a href="https://resource.cdn.icai.org/44871cpei-cai34631stmtcpe.pdf">https://resource.cdn.icai.org/44871cpei-cai34631stmtcpe.pdf</a></td>
</tr>
<tr>
<td>2.</td>
<td>CPE Advisories</td>
<td><a href="https://resource.cdn.icai.org/8362announ199.pdf">https://resource.cdn.icai.org/8362announ199.pdf</a></td>
</tr>
</tbody>
</table>
### Activities

<table>
<thead>
<tr>
<th></th>
<th>Activities</th>
<th>URL</th>
</tr>
</thead>
</table>

In the existing CPE Portal, the process of approval of programmes is semi-automated. So we need checks according to the various guidelines/advisory as mentioned above at different levels that can be automatically implemented while uploading/approving the Programmes resulting in less Manual intervention by the Office.

**Number of POUs :-**

<table>
<thead>
<tr>
<th>Name of POU</th>
<th>Total as of now (approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Committees</td>
<td>40</td>
</tr>
<tr>
<td>Regional Councils</td>
<td>5</td>
</tr>
<tr>
<td>Branches</td>
<td>165</td>
</tr>
<tr>
<td>Study Circles</td>
<td>145</td>
</tr>
<tr>
<td>Study Chapters</td>
<td>65</td>
</tr>
<tr>
<td>Study Groups</td>
<td>30</td>
</tr>
<tr>
<td>CPE Study Circles</td>
<td>135</td>
</tr>
</tbody>
</table>

**Hierarchy of Programme Organizing Units (POUs) :-**

- Central Committees are various Committees/Departments of ICAI through which ICAI organises the Programme and are on the top of hierarchy.
- Regional Councils – Based on the geographical location ICAI has 5 Regional Councils in West, South, East, North and Central namely, WIRC, SIRC, EIRC, NIRC & CIRC.
- Branches works under the Regional Councils.
- CPE Study Circles works under the Branches/Regional Councils.
- CPE Study Chapters works under the Regional Councils.
- CPE Study Groups works under the Regional Councils.
- CMI & B Study Circles are under CMI & B Committee which is a Central Committee of ICAI

**Abbreviations used in this document :-**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAI</td>
<td>The Institute of Chartered Accountants of India</td>
</tr>
<tr>
<td>CPED</td>
<td>Continuing Professional Education Directorate</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>POU</td>
<td>Programme Organising Units - Central Committee/Departments of ICAI, Regional Councils, Branches, Study Circles, Study Chapters, Study Groups, Study Circles for Members in Industry and Foreign Chapters</td>
</tr>
<tr>
<td>SLA</td>
<td>Structured Learning Activities</td>
</tr>
<tr>
<td>ULA</td>
<td>Unstructured Learning Activities</td>
</tr>
<tr>
<td>COP</td>
<td>Certificate of Practice</td>
</tr>
<tr>
<td>MRN</td>
<td>Membership Number</td>
</tr>
<tr>
<td>NSC</td>
<td>Non-Standing Committee</td>
</tr>
<tr>
<td>Block of 3 years</td>
<td>Current block from 1-1-2020 to 31-12-2022</td>
</tr>
<tr>
<td>Calendar year</td>
<td>Current year from 1-1-2020 to 31-12-2020</td>
</tr>
</tbody>
</table>

Schedule I-A is listing down the existing features of CPE portal application and Schedule I-B is the enhanced features we are looking for given herein after:-

Note:-
- All above are subject to change from time to time as per the CPED/Management Committee/Council decisions.
- Further to this, existing features of CPE Portal application and Mobile App is given in Schedule I-A and enhanced features we are looking for is given in Schedule I-B.
**Schedule I-A - Existing CPE Portal**

CPE Directorate already has a cpeicai.org portal in place with following provisions for all the five categories as mentioned in previous pages :-

1. **Members:-**

   [Members details (select fields) will be pulled/pushed from the centralized ICAI Server/Software]

   - Dashboard for Members with personal details such as Name, Membership number, Professional Address, status of holding COP etc.
   - Member’s may view their CPE hour’s details for the current block of three years
   - To select latest events according to Member’s Preference i.e. city-wise, topic-wise, or by POU’s name etc.
   - Provision for member to enable/disable preferences for events, SMS and e-mail alerts.
   - The e-mail and mobile alerts will be received on the registered e-mail ID and mobile number of the Member as shown on the CPE Portal.
   - Year wise details of CPE hours scored through CPE activities e.g. through attending program, Certificate Courses, e-learning, Other CPE Hours, Virtual e-learning and Unstructured Learning Activities (ULA) etc.
   - Member’s can apply for approval of CPE hours by submitting self-declaration under ULA.
   - Member’s may post queries and view responses under “Samadhan: a CPE – QnA e-Solution Forum” where members can seek guidance on various professional aspects. This forum has a provision to reply to the queries raised by members through the platform.
   - Member may submit the detailed feedback form of the Programme attended by him/her.
   - If a Member is appointed as Monitor by CPE Directorate at POU level, he can give feedback of the Programme through the Monitor feedback form.
   - Provision for Members to generate Certificate of attendance of the Programme and also to print the same.
   - May register as faculty that will be approved by Administrator.
   - Members may search for Programme Date-wise, Region-wise, Category-wise, or through a Keyword on CPE Portal Homepage under Upcoming events.
   - Option to change the Password of the CPE Portal account.
   - Details of exemption granted to a Member, if any, as per the grounds specified earlier in this document.

2. **POUs:-**

   - Dashboard for different type of POUs (Central Committee, Regional Councils, Branches, CPE Study Circle/Chapter/Group/ CMI & B Study Circles) with office bearers details depending upon the category of POU.
   - Categorization of all POUs region wise. Different access grant for different type of POUs.
Maintaining of hierarchy Structure for POUs e.g. Pune is under the WIRC Region.

Provision for POUs for Uploading/Publishing/Editing events under Calendar (fixed topic on any particular subject/ as per approved list of topics) or Non-Calendar (Variable topic from various subject/ may be selected from approved list of topics) events with Background materials (BGM).

Provision for POUs for submitting/updating events for approval of the CPE Programs as per CPE Guidelines.

POUs to fill complete detailed Program structure for each event and submit it for approval to CPE Administrator. Designed forms are available for Calendar events, Non-Calendar events, Webcast, E-learning, Certificate Course etc.

Provision to view and reply on query (raised by Admin) on All Event list, Approved Requests, Pending requests, Rejected requests, Pending attendance, Completed events and Upcoming Events under the Calendar and Non-Calendar events.

List of Webcasts organized by the POU.

Provision for POUs for publishing/uploading faculty detail.

Provision to search for faculty based on MRN, Name, specialization, category of topic, Phone No, Email, address etc. with uniqueness.

Provision to show the complete list of the faculty added.

Provision for POUs to mark attendance through various process (Bulk upload/individual) with the scanned copy of attendance.

Provision to edit/update the profile of the POUs such as contact person, POU phone number, Fax number, POU e-mail ID etc.

Provision to update/edit the details of the POU Office bearers.

To upload the updated members list by CPE Study Circle/Chapter/Group/CMI & B Study Circle with same functionality as attendance upload with Serial No, Name, MRN No, Mobile No, Email-ID

Updated members list to be uploaded by POUs from 1st-30th April.

Provision to upload the Audited accounts by the CPE Study Circles and Study Chapters.

Option to change the Password of the CPE Portal account.

3. **Administrator:-**

- Is responsible for-
  - Reviewing the events pending for approval
  - Approve/reject/sought clarification of events from To-Do list on the basis of details uploaded by POUs and sending of mail at the e-mail IDs of POU as registered at CPE Portal
  - Edit/update the events as per CPE guidelines

- Has the provision to Search for Member through his Name, membership number or year of membership
- Has the provision to grant extra CPE Hours under SLA.
- Has the provision to grant exemption to the Members on various grounds, as per the CPE guidelines.
- Can view the complete list of the exemption granted or of the extra CPE Hours granted to Members.
- May view the list of approved events, events pending for approval, rejected events
etc. under the Calendar and Non-Calendar events.

- Can add the details of a new Webcast event.
- Can view the approved/old list of Webcasts of CPED and other Central Committees.
- Can view the list of all Certificate Courses, Diploma Courses or Post qualification Courses and also the list of approved and pending courses.
- Can view the list of ULA submitted by the Members which are pending for approval.
- Has the provision to add / edit / search the ULA of Members.
- Can view the complete list of the e-learning Courses of ICAI.
- Has the provision to upload/delete/modify the attendance of CPE Programs under SLA.
- Has the provision for uploading/modifying faculty detail and to add faculty which is pending for approval at the CPE Homepage.
- Has provision to search for faculty based on MRN, Name, specialization, category of topic, Phone No, Email, address etc. with uniqueness.
- Can view the complete list of the faculty added.
- Is responsible for formation of new POUs with their complete contact details and issuing of login ID and password to the concerned POUs.
- Has the provision to search POUs through POU ID, POU name, Category, Region or POU status

- The Administrator can
  a. grant/ revoke access to POUs (Central Committee, Regional Councils, Branches, CPE Study Circle/Chapter/Group/ CMI & B Study Circle)
  b. grant/revoke access to different type of events (Calendar Events, Non-Calendar events, Webcast, e-learning, Diploma Courses, Certification, Post Qualification courses etc.)
  c. can temporarily or permanently deactivate POUs account.

- Has provision to download members list registered to study circle/chapter/group in excel/pdf format.
- Can generate POU wise report, region wise report etc.
- Can view the list of accounts uploaded by CPE Study Circles/CPE Chapters and may also download the accounts uploaded by POUs.
- Can view the POU details list-wise on the basis of Central Committee, Regional Councils, Branches, Study Circle, Study Chapter, Study Group, CMI & B Circle etc. and may log-in into the concerned POU account.
- Can also view the list of the suggestions given by various POUs.

4. **Mobile segment on ICAI Now App:**

The selective activities from the above activities of CPE Portal can also be accessed through ICAI Now Mobile app in the “CPE Programs” segment through both **Android and iOS platforms**. The segment “CPE Programs” contains the following main features for Members:

- Know details of upcoming CPE programs
- Know CPE hours credit
- Set alert facility for receiving alerts of CPE programs through E-mail and manage their preferences regarding receiving alerts
- Search event facility through keywords, City-Wise, POU-Wise, Subject-Wise
- E-mail alerts before the programme and after crediting of CPE Hours.
- View Webcasts
- Submit Details online for claiming CPE Hours under Unstructured learning Activities

5. **Miscellaneous:-**

- Configurable various tabs on CPE Portal home page as it is appearing now for hosting CPE Guidelines, Advisories and other learning materials for members, POU's and Public in large. Home page list our upcoming events and announcements and has search provision for upcoming events City /Topic/ Date and POU-wise and Program Search. Searchable Background materials published by POUs are easily available.

- Provision for capturing Quick feedback form from the Members at homepage.

- Provision for capturing ICAI – ICE which is an Interactive CPE Enabler. This functionality enables the participants of all the CPE Programs (organized by various POU's) to ask queries from the speakers before and during the programme. The Member can login at https://ice.icai.org for accessing the ICAI-Interactive CPE Enabler Portal by using the respective ICE code of the Programme.

- Member’s may post queries and view responses under “Samadhan: a CPE – QnA e-Solution Forum” where members can seek guidance on various professional aspects. This forum has a provision to reply to the queries raised by members through the platform.

**Note:**

1. Since ICAI has several departments/Committees which are partially dependent on each other related to pulling/sharing of data so this proposed CPE Portal should be ready to pull/push the limited data from various Website/Softwares of ICAI.

2. Above are the major existing features of the CPE Portal.

3. Schedule I-A and Schedule I-B are given based on the current experience and working. However, service provider may suggest in their RFP further solution for improvement with additional/enhanced features.
Schedule I-B - Indicative Requirements from Proposed Software

This document provides the indicative list of features, which is required in new software to be provided by the Service Provider. The following are the broader requirements of the CPE Directorate of ICAI:

1. **New CPE Portal**: The CPE Directorate is desirous for development of new CPE Portal, which should be an enhanced/future ready version of existing CPE Portal, ([www.cpeical.org](http://www.cpeical.org)), taking into consideration all the features of existing CPE Portal while including new features as given in this document.

2. **Mobile App version of new CPE Portal**: At present, the CPE Directorate is having a “CPE Segment on ICAI Mobile App “ICAI Now”, in which limited functionalities of CPE Portal are accessible. The CPED is desirous to have detailed “CPE Segment” on ICAI Mobile App providing full accessibility of the features that will be available in new CPE Portal.

3. **Web/Mobile based Digital Solutions for Attendance Recording in CPE Programmes**: The Service Provider may suggest Mobile based Digital Solutions for recording of attendance of Participants in CPE Programmes, which should be integrated with new CPE Portal. If Mobile App solution is feasible as contemplated by CPED, the same should be on “CPE Segment” on ICAI Mobile App “ICAI Now”.

We shall be providing broad requirements for each of the above in upcoming pages.
NEW CPE PORTAL

PROPOSED BROAD REQUIREMENTS OF CPE PORTAL:

1. **Enhancement of current CPE Portal**: New CPE Portal to be enhanced/future ready version of current CPE Portal for all users i.e. all existing features to be available in New CPE Portal along with the development of proposed new features.

2. **Attendance uploading Solutions**: New Portal to provide uploading of attendance of participants of CPE programmes organized by various CPE POUs in integration with the digital solutions to be provided by the Service provider for recording of attendance (mentioned in coming pages); Provision to upload seamless & automatic attendance by POUs through mobile app in integrated manner with CPE Portal on real time basis; uploading of attendance in given timelines; automatic freezing of event if attendance not uploaded within given time frame; automatic mailers to POUs for attendance uploading after conclusion of events; provision to verify number of participants in conformity with the capacity of venue earlier provided by POU; to check no attendance of members gets uploaded in the portal for same day and same time CPE event; etc.

3. **Programme Fee payment solutions**: Payment Gateway integration (Net Banking, Credit Card, Paytm, Google Pay etc.) for submission of fees for CPE programmes organized by 600 + POUs before the programme to be credited in respective POUs account; generation of receipts; generation of reports in POU/Admin Login for successful/ unsuccessful transactions; automatic mailers to POUs/Members; etc.

4. **Email Templates**: Provision to send template based e-mail alert to all/selected users (with/without attachments) as per need basis by POUs and Administrator – user selection should be enabled.

5. **Integration with existing ICAI Self Service Portal**: Provisions for members to log-in using common login system, Single Sign on (SSO) with existing ICAI Self Service Portal (SSP portal) and details to fetch from the portal. CPE hours (Structured/Unstructured) scored by members should also be reflected in SSP portal members’ dashboard. Vice versa, CPE hours completed through SSP portal should be reflected in Members’ dashboard of New CPE Portal. Live/video viewing of sessions (through API) and facial recognition on real time basis.

6. **Robust Reporting Module**: Various reports / MIS to be generated with accuracy by click of a button in Administrator & POU panel; reports to be downloadable in excel and word formats; Generation of other reports on need basis; provision to export the report in different formats e.g. csv, pdf, xls, etc.

7. **Reminder System/Alert/Notification (Email & SMS API integration)**: The portal will facilitate the issue of reminder/alert/notification through email and SMS to the POUs/Members.
*Also interested bidders may write to us for validation/rules as applicable in existing portal at cpeadmin@icai.in before submitting the Bid on/before 21st February, 2020. Bidders desires to have the details are required to sign NDA(non disclosure agreement).

8. Dashboard

a) **Member:** To login with existing user Id/password; registration with various Study Circles should be visible in dashboard; view CPE Credit completed/remaining for calendar/block year; also through pie-chart including different subjects in which CPE is completed, programmes happening around members’ geo location/trending/popular topics (e.g. 10 top most organized topic in last 1/3 month(s)); set preferences to receive Email/SMS alerts for upcoming programmes/webcasts; submit self-declaration for ULA; Set Preferences POUs/City/Topic wise; submit quick/detailed feedback for CPE programmes; Attendance/registration for CPE programmes based on location/geo tagging/QR based; queries through ICAI-ICE to faculty and vice versa in the form of assessment test (MCQ);and Poll Option that may be created by Faculty/POU/Admin etc.

b) **POU:** provision to upload members’ list; check in addition/deletion/updation of members’ list; ability to see trending topics across India; submission of annual accounts; ability to view latest updated profile of faculty; etc.

c) **Administrator:** Provision to view To-do list; approve/reject/Sought Clarification on events; Proactive attendance system through SMS; Redevelopment of events screen based on event Categorization (National/Non-National, Webcast, E-learning, Post Qualification Courses, etc.); inactive POUs (according to CPE Guidelines) should automatically be suspended; Various CPE reports required for finalizing Best Branch/Best Region award and same may be linked/pushed to website of Other Department doing this process;

9. **Exemption from CPE Hours requirements to Members:** Solutions to be provided in Members’ dashboard to online apply for exemption from CPE hours requirements with facility to upload with required documents, track its status, to send query/receive clarification in this regard, automatic updation of exemption in members’ account, reports w.r.t. exemption granted during a particular period of time; etc.

10. **Accessibility on Mobile version:** All the features in New CPE Portal to be made available in mobile version i.e. CPE Segment on ICAI Mobile App “ICAI Now” running on Android/iOS Platforms, to all users.

11. **Integration with software of Other Committees/Departments of ICAI:** New CPE Portal to be able to push/pull the members’ data on software of other Committees/Departments of ICAI, which may be partially dependent on each other, and further may be working on different programming languages & operating system.

12. **Integration with Youtube:** (As per policy of ICAI), integration with youtube is desirable for viewing recorded sessions and webcasts.
13. **Faculty Database:** Solution to be provided to update faculty database; avoid duplication of data of faculty; standardized forms for updating details, unique identification of each faculty; various search criteria for faculty e.g. region-wise, subject-wise, etc.

14. **Organization of CPE Events:** Solution to be provided as to which POU can organize what type of event, who can host/jointly organize which type of event, capacity of venue & attendance matching; calculation of distance between POU address & programme venue as per Google Map; details of programmes in conformity with CPE Guidelines; organizing of CPE programmes within jurisdiction of POUs; etc.

15. **Organization of Webcasts:** Provision to check webcast should of 2 hours only; not more than one webcast a month to each Committee of ICAI; not more than two faculty in a webcast; non-acceptance of two webcasts on same day same time; etc.

16. **Acceptance of Sponsorship in CPE Programmes:** New CPE Portal to provide the solution and develop the fields regarding accepting of sponsorship which will be visible to all POUs while applying for organizing CPE Programmes; who can accept Sponsorship in which type of event; Check only one CPE programme in each quarter is allowed to take sponsorship in Branch POU case; no carry forward for number of CPE programmes; etc.
MOBILE APP VERSION OF AFORESAID CPE PORTAL

At present, the CPE Directorate is having a “CPE Segment on ICAI Mobile App “ICAI Now”, in which limited functionalities of CPE Portal are accessible. The CPED is desirous to have detailed “CPE Segment” on ICAI Mobile App providing full accessibility of the features that will be available in new CPE Portal.

Mobile app version of the new CPE Portal for Members, POUs and CPE administrator – i.e. enhancement of current “CPE Segment” on ICAI Mobile App “ICAI Now”.

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MOBILE BASED DIGITAL SOLUTIONS FOR ATTENDANCE RECORDING IN CPE PROGRAMMES

The Service Provider may suggest Mobile based Digital solutions for recording of attendance of participants in CPE Programmes organized by CPE POUs across India & Abroad, which should be integrated with new CPE Portal and can be updated on real time basis. This may facilitated by way of Smart Card, Bio-Metric Devices, Hand held devices (Machine/IPad/Smart Phones), other electronic devices, or other digital solutions. If Mobile App solution is feasible as contemplated by CPED, the same should be on “CPE Segment” on ICAI Mobile App “ICAI Now”. The app would update/sync the attendance details with the attendance of the members marked through the CPE portal.

The developed app/other digital solution should be downloadable from the Google Play Store accessible on Android/iOS platforms and may be installed on the respective mobile(s)/tablets of the users/POUs.

Following are the basic indicative proposed features/requirements for Mobile App which need to be addressed in digital solution(s), for recording attendance in CPE programmes, to be provided by the Service Provider:

1. Provision to be built for all POUs to login to mobile app with existing user id/password of CPE Portal.
2. Provision to be built for all POUs to submit/Update new event on mobile app.
3. Dashboard to list out events at different status (approved/pending/rejected).
4. Events scheduled and approved for today’s date should be highlighted to mark attendance.
5. Provision to mark attendance of current date event. Event should be activated/ enabled for marking attendance 30 minutes before the scheduled time up to 3 hours post event time (Timelines may be modified in future as per CPE requirements).
6. Integration with CPE portal for fetching MRN, name of members other details of event.
7. Provision in app to mark attendance by entering MRN which will be stored at CPE Portal database. Multiple sessions for one login to mark attendance from multiple devices.
8. Once the event is disabled/deactivated on scheduled time for marking attendance, CPE hours of respective member should be updated in CPE Portal.
9. Post event summary of total number of participants and scan copy of attendance register with page number to be uploaded at CPE Portal.
10. If system failure occurs during punching attendances then provision to upload scan copy
of attendance and in excel format overwriting previous attendance within 3 Hours of closing of program (Timelines may be modified in future as per CPE requirements).

11. Provision to combine multiple attachments as one attachment while taking printout of scan copy of attendance of one event.

Apart from above Bidder may give detailed solution as per feasibility, implementability and linkability to New CPE Portal using Smart Card, Bio-Metric Devices, Hand held devices (Machine/IPad/Smart Phones), other electronic devices.
General/Technical Clarification on “Request for Proposal (RFP) For Designing, Development and Implementation of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes ”

<table>
<thead>
<tr>
<th>S No</th>
<th>RFP document reference(s) (Section &amp; page number)</th>
<th>Content of RFP requiring clarification(s)</th>
<th>General Queries</th>
<th>Clarification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SECTION IV: SCOPE OF WORK Pg No-10 S. No--1</td>
<td>Software should be 100% Web based cloud based application in AMAZON; AZURE Cloud hosted etc. which can be accessed over internet and laptop/desktop/mobile with proper authentication mechanism to take all security aspects including avoidance of any data leakage.</td>
<td>Bidder should propose solution which guarantees security for all (financial/non-financial) transaction. <strong>Bidder Should suggest SSL certificate with costing detail.</strong></td>
<td>Sizing estimation and cloud type (AWS, AZURE) etc. should be proposed by bidder with costing detail. <strong>That may be quote separately. That will be billed by ICAI</strong></td>
</tr>
<tr>
<td>2.</td>
<td>SECTION IV: SCOPE OF WORK Pg No-10 S. No—2</td>
<td>Mobile/Tab based app is to be developed for the Portal which will be integrated with existing Mobile App of ICAI “ICAI Now”. Native app to be developed in Android and IOS platform (interface for Members, POUs and admin).</td>
<td>What kind of Integration ICAI need from current mobile application “ICAI NOW”</td>
<td>Currently ICAI Now app has a Segment “CPE Programmes” wherein some data is pulled from CPE Portal. A functionality need to be developed in existing “ICAI NOW” app for POUs, Members and Admin for marking attendance and other functionality as per new CPE Portal.</td>
</tr>
</tbody>
</table>
3. **SECTION IV:** **SCOPE OF WORK** Pg No-10
   S. No—4
   Software should have 3rd party validation in consultation with ICAI for having possessed all certifications/review reports for the security of the Site from being hacked and is free from all possible cyber threats prevalent. Software Validation is also required for software architecture. Further, requirement of VAPT done by a CERT IN empanelled person is must. Such certification will be a yearly process. The Members’ and POUs’ data and other details are to be highly encrypted.

   - What are 3rd party validation
   - Please specify the reports stockholders
   - Which mechanism is use for validation of Software architecture?
   - Will ICAI want any special encryption mechanism?
   - The bidder has to be open for 3rd party System Audit.

4. **SECTION IV:** **SCOPE OF WORK** Pg No-10
   S. No—5
   Software should be having provisions for User authentication to ensure no unauthorized users can access it without a user ID and password.

   How new portal will register new user or ICAI have any other application for new user registration.

   ICAI have Single Sign on Portal (SSP) for members and students. Data need to be authenticated through an API enabled on SSP.

5. **SECTION IV:** **SCOPE OF WORK** Pg No-11
   S. No--7
   Software should have a provision for Data backup locally so that in case of any natural disaster, application availability is not affected. The readiness of the alternate data center and network infrastructure, in case of a disaster, should be staged well in advance. (The data to come to ICAI periodically even the cloud would have replication in many continents).

   How much data bidder will manage locally?

   Is there any backup system now use by the ICAI.

   Currently no backup provision is available. Data is currently managed and backed up at AWS cloud.

6. **SECTION IV:** **SCOPE OF WORK** Pg No-11
   S. No—8
   Software should have a provision for Audit trail to track any transactions at any point of time.

   Meaning of audit trail here.

   Transaction history upto 10 fields.

7. **SECTION IV:** **SCOPE OF WORK** Pg No-11
   Uptime/availability of software should be >= 99% on a quarterly review. The proposed system must be

   148,074 page views for a month.
   Concurrency 2000
<table>
<thead>
<tr>
<th>S. No—10</th>
<th>highly available and a system uptime of 99.99% is expected.</th>
<th>users (approx.).</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. SECTION IV: SCOPE OF WORK Pg No-11 S. No—14</td>
<td>System will be required to maintain daily backups of the database on Reliable backup mechanism as per best business standards and practices.</td>
<td>Which kind of backup ICAI want physically or on any server. Cloud backup system.</td>
</tr>
<tr>
<td>9. SECTION IV: SCOPE OF WORK Pg No-11 S. No-15</td>
<td>Feature for AI online Chatting in Admin user/POU user as per requirement.</td>
<td>Will it be automatically or manually? Automatically sometime manually e.g. DISHA in <a href="http://www.irctc.co.in">www.irctc.co.in</a></td>
</tr>
<tr>
<td>10. SECTION IV: SCOPE OF WORK Pg No-10 S. No—5</td>
<td>Software should be having provisions for User authentication to ensure no unauthorized users can access it without a user ID and password.</td>
<td>Is there an existing system with user credentials that need to be integrated? Role Base credential to be transferred. For Admin, Internal user and POUs transfer required for Members authentication will be from SSP. Yes with Single sign on Portal (SSP) for Members</td>
</tr>
<tr>
<td>11. SECTION IV: SCOPE OF WORK Pg No-10</td>
<td>Request for Proposal of secured Web Portal and its Mobile App version for facilitating Continuing Professional Education (CPE) to members of ICAI and integrated web/mobile based Digital Solutions for Attendance recording in CPE Programmes.</td>
<td>Is there an existing attendance recording system? In current system/portal attendance data is consolidated in excel file and then uploaded in the system along with signed copy. We need real time solution proposals for attendance tracking for members. ICAI do not have any interface/API/Service exposure currently available for attendance tracking.</td>
</tr>
<tr>
<td>12. SECTION IV: SCOPE OF WORK Pg No-10 S. No—2</td>
<td>Mobile/Tab based app is to be developed for the Portal which will be integrated with existing Mobile App of ICAI “ICAI Now”. Native app to be developed in, Android and</td>
<td>Will ICAI provide API or there is a need to develop one? Need to develop functionality in current ICAI NOW mobile app. Assuming Appstore Yes, will be provided</td>
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</tbody>
</table>
| 13. | **SECTION IV: SCOPE OF WORK**  
3. Master Maintenance  
Pg No- 12 | The data in the existing Portal is to be migrated to the newly developed Portal.  
- What is the volume of the data that need to be migrated?  
- Data format available? | CPE - 14.1 GB  
CPEQA - 4 MB  
CPEICE - 7.2 MB  
(Approximate) |
| 14. | **SECTION IV: SCOPE OF WORK**  
4. Authentication and Authorization  
Pg No- 12 | To access the system, the Users – Registered users (Members and POUs) have to authenticate themselves with their valid username and password  
What are different user roles?  
Approximate number of users and concurrent users? |  
- User base detail(approximate):  
  - Members:3 Lacs  
  - POUs:800  
  - Super User/admin/Int  
  - Concurrent users:2000 |
| 15. | **SECTION IV: SCOPE OF WORK**  
6. Architecture and Design  
Pg No- 12 | The said software system should be developed using open source technology preferably Java and Postgress SQL.  
What is the technical stack of existing system? | LAMP (Linux, Apache,  
PHP - PHP 5.4 and  
MySQL - 5.5.62) stack |
| 16. | Page 9 | Maximum Number of users registered/using application in Single Project to be completed by Bidder  
Whether the bidder needs to submit self-declaration along with screenshot of the number of registered users of the application | Yes |
| 17. | Page 9 | Number of Technical Employees involved in Software Development  
To share profile/HR Certificate for technical employees involved in following roles broadly which may includes Database Architect, Systems Analyst, Business Analyst, Application Programmer, Project manager, Test analyst, |   |
<p>| | | | |</p>
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<tbody>
<tr>
<td>18.</td>
<td>5 &amp; 44</td>
<td>New features and to implement digital solutions for recording attendance. Enhancement of current CPE Portal</td>
<td>Please share technical details of the existing attendance management solution. In current system/portal attendance data is consolidated in excel file and then uploaded in the system. We need real time solution proposals for attendance tracking for members. ICAI do not have any interface/API/Service exposure currently available for attendance tracking.</td>
</tr>
<tr>
<td>20.</td>
<td>45</td>
<td>Integration with software of Other Committees/Departments of ICAI</td>
<td>Please clarify how many other software of Committee/Department s will be integrated with CPE Portal? Please clarify whether required interface/API/Service Exposure is available for integrating the solution or the same will be arranged by ICAI without any cost for the bidder. As of now approximate 60 web applications running by ICAI. Integration is not required with all the applications. Currently approximate 5 API based integration is there. But more API based data/report (pull/push) may be required in future. API/Interface will be provided by ICAI for integration with such application.</td>
</tr>
<tr>
<td>21.</td>
<td>46</td>
<td>Integration with software of Other Committees/Departments of ICAI</td>
<td>Please clarify whether the API will be provided by ICAI to push / pull the data to different departments. Yes</td>
</tr>
<tr>
<td>22.</td>
<td>NA</td>
<td>General Query</td>
<td>Social Feeds Youtube, Facebook, twitter, etc. as the case may be</td>
</tr>
<tr>
<td></td>
<td></td>
<td>General Query</td>
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<tr>
<td>23.</td>
<td>NA</td>
<td>Is E-learning portal of ICAI part of scope?</td>
<td>Integration and push &amp; pull of data on E-learning portal shall form part of scope. However Development is not the Part of Scope.</td>
</tr>
<tr>
<td>24.</td>
<td>NA</td>
<td>An average number of events organized by all the POU's</td>
<td>No such number defined. However, as of now, around 12000 programmes in a year that may increase in future</td>
</tr>
<tr>
<td>25.</td>
<td>NA</td>
<td>Please clarify that all necessary API's/web services for integration will be provided by the ICAI IT/Business team. Will the Webservices for integration with payment gateways, Banking Services? If yes, what will be the format of the Webservices provided?</td>
<td>Integration with payment gateways for the payment of fees for attending program by members at any of POUs (800 POUs) will be provided by ICAI.</td>
</tr>
<tr>
<td>26.</td>
<td>NA</td>
<td>Whether only integration of Webcast software is in Bidder's scope.</td>
<td>Only Integration</td>
</tr>
</tbody>
</table>