

PUBLIC DOCUMENT

INVITATION TO QUOTE

Project Name:

RFP.CE.2022.0080

Provision of IBF Virtual Career Fair Platform Services



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1 Background

- 1.1 Institute of Banking and Finance (IBF) had been organising Virtual Career Fairs (VCF) in response to the negative impact of employment levels brought by Covid-19 pandemic. With the proliferation of tech-savvy users and the response received by users for the past two (2) years, IBF has identified VCF as one of the key enablers to bring employment facilitation and upgrading efforts digital.
- 1.2 The provision of VCF platform services was meant to help users expand their network and connect with employers online. Users can also access resources by training providers to narrow their skills gap. Through these e- services and resources, users can be equipped to make informed decisions for their job search, upskilling needs, and plan for their careers.

PART 2 REQUIREMENT SPECIFICATIONS

2 Scope of Tender

- 2.1 Tenderers are invited to submit a detailed service and price proposal for the provision of VCF platform services for IBF. The scope of work is summarised in Table 1 and 2 below:

Table 1 – Base Services

S/N	Area of Scope	Outcome
2.1.1	Provide Virtual Career Fair Platform Services for two (2) years to host up to six (6) virtual career fairs.	Contractor needs to provide services to host up to 3 VCFs every year and will be paid upon completion of each VCF. IBF reserves the right not to utilise remaining VCFs platform services
2.1.3	Provide platform training and user guide for IBF administrators	Contractor needs to provide platform training and user guide for IBF administrators
2.1.4	Provide pre-event briefing and user guide to all participating partners	Contractor needs to provide up to two (2) pre-event briefing sessions for each VCF
2.1.5	Provide technical support services	Contractor needs to provide technical support services for IBF, its partners, and users before, during and post event.

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Table 2 – Optional Services

S/N	Area of Scope	Outcome
2.1.1	Provide design services to create the entire event platform with six (6) different thematic templates for virtual career fairs	Activation of this option by project need's basis. Contractor needs to turnaround the request within 3 to 5 weeks from issuance of letter of award
2.1.2	Provide gamification proposal for each VCF	Activation of this option by project need's basis. Proposal should include promotion of IBF's social media platforms and/or IBF's initiatives and offerings

2.2 The contract period will commence upon engagement of the first (1st) VCF and will end upon the completion of the sixth (6th) VCF, with an option to extend up for another two (2) years if the contract has not been fully utilised, dependable on Contractor's deliverables and outcomes.

2.3 Payment will be made upon the completion of each VCF. IBF reserves the right not to utilise the remaining VCFs platform services.

3 Requirements for Design Services

3.1 If design services are required, Contractor needs to create and complete the following within 3 - 5 weeks from issuance of letter of award for up to six (6) VCF over two (2) years

a) Design of thematic landing page and platform according to the project need's basis

b) Design of thematic templates for VCF according to the project need's basis

4 Requirements for Virtual Career Fair Services

4.1 The VCF shall be ready to host the virtual career fair after the acceptance of the landing page and thematic templates.

4.2 In providing the VCF Services, the Contractor shall have an online platform

that allows users and IBF's partner(s) to access at least the following:

- a) VCF to showcase and access the different offerings by IBF and its partner(s). Each VCF will have a theme and will feature different zones and booths according to project need's basis
- b) VCF to host up to forty (40) booths where IBF holds the final decision to allocate the proportion of booths between the different zones according to the project needs' basis
- c) Compulsory registration process with customised registration form that features IBF's and its partners branding and customisable data fields. Users should also be able to receive a confirmation email upon successful registration
- d) Users should receive a reminder email of the VCF at these intervals (1 week, 1 day and 1 hour) before the start of the event
- e) Landing page to search for jobs and browse career related resources (e.g., career preparatory resources, training providers resources, webinars programme line-up, submit feedback, FAQs etc.)

4.3 The VCFs should have at least the following e-services available to users, participating partners:

- a) Compare and shortlist jobs for applications in virtual career fair(s).
- b) Web chats and networking abilities in breakout rooms between users and participating partners including appointment scheduling and notification, reminders for appointments, and exchange of contact info
- c) There will be an option for both text and video chat format
- d) Chat transcript that is limited to chats between participating partner and specific user
- e) Hosting of resources in multiple formats e.g., MS office, videos, image, YouTube, hyperlinks.
- f) Hosting of webinars through IBF's own webinar Zoom platform(s) and partners' own Zoom platform(s)
- g) Ability to allow users to click on sessions or add session to their calendars and join in the sessions when the webinars go live.
- h) Ability to allow users to download resources by employers and training providers

4.4 Users should be able to perform the following but not limited to:

- a) Navigate to the different halls or zones, booths in the VCF
- b) Initiate web chat with participating partners for enquiries during scheduled hours

- c) Initiate web chat with IBF career advisors for career advisory services with scheduled appointments
 - d) Submit queries to participating partners. This option can be switched off based on participating partner's needs
- 4.5 Participating employers and IBF Career Advisors should be able to perform the following but not limited to:
- a) Post branding materials such as logos, social media accounts links, documents, and videos about their company
 - b) Post and update job postings, including vacancy status.
 - c) Search candidates by education, title, skills.
 - d) Compare candidates who have applied to the job postings
 - e) Initiate web chats with job seekers for interviews based on appointments
 - f) Ability to be contacted by users for queries. This option can be switched off based on individual employers' needs
- 4.6 Participating training providers should be able to perform the following but not limited to:
- a) Post branding materials such as logos, social media accounts links, documents, and videos about their company
 - b) Post information about their programmes
 - c) Ability to be contacted by users for queries This option can be switched off based on individual training provider' needs
 - d) Host webinars (*with their online digital platform access*) at their booth
- 4.7 The online platform shall allow job seekers (i.e., only Singaporean and Singapore Permanent Residents), IBF and its partners to access the virtual career fair using their registered accounts with the online platform. The identifier for the registered accounts shall be email address and/or unique identifier.

Multi Devices and Browsers Support

- 4.8 The online platform shall be compatible with the most widely adopted browsers and mobile devices (e.g., Android, iOS, and Windows). The Tenderer shall describe the strategy or plan to achieve this requirement in the Tender Offer.
- 4.9 The online platform shall be capable of rendering its contents and pages for proper display and access from different users' devices such as mobile phones, tablets, etc.

Data Handling and Protection

- 4.10 The online platform shall have the means to interface with IBF systems to

retrieve jobs and employer data to be made available in the VCF. The interface approach shall be via API to transfer of data.

- 4.11 The Contractor shall be responsible for the safeguarding of security-classified information under its care. All the Contractor’s personnel are responsible for safeguarding security-classified information entrusted to them.
- 4.12 The Contractor shall not disclose security-classified information received or generated under the Contract to anyone unless specifically authorised in writing by IBF. This includes the source of the information.
- 4.13 The Contractor shall comply with all obligations under the Personal Data Protection Act (PDPA) at its own cost.
- 4.14 IBF will have the final decision in the partners’ access rights to full or partial data of users pre-event, during the event and after the event.

Access Management

- 4.15 The accounts and password management capability of the online platform shall be based on industries’ best practices.

Service Levels

- 4.16 The online platform shall be required to run continuously for 24 hours a day, 7 days a week, including Saturdays, Sundays, and Public Holidays. The Service Availability Level shall not be less than 99.5% for each calendar month, except during the time when the online platform is shut down for platform maintenance. Such platform maintenance shall be planned and subjected to approval by the Agency.
- 4.17 The online platform shall provision for up to 100GB for the hosting of the resources to be published on the online platform by IBF and its partner.
- 4.18 The response time for transactions performed on the Service shall be as stated in the Table 3. The response time is defined as the time taken from the moment the user depresses the <Enter> key or clicks the mouse, to the time the reasonable response is displayed on the screen of the user.

Table 3 – Response Time Requirements

Type of Transaction	Response Time
Online enquiries ¹	<ul style="list-style-type: none"> ▪ Shall not exceed Three (3) SECONDS for NINETY (90) PERCENT of the time based on FIVE HUNDRED (500) CONCURRENT users. ▪ Shall not exceed TEN (10) SECONDS for TEN (10) PERCENT of the remaining time based on FIVE HUNDRED (500) CONCURRENT users.

Online read and write ²	<ul style="list-style-type: none"> ▪ Shall not exceed FIVE (5) SECONDS for NINETY (90) PERCENT of the time based on FIVE HUNDRED (500) CONCURRENT users. ▪ Shall not exceed FIFTEEN (15) SECONDS for TEN (10) PERCENT of the remaining time based on FIVE HUNDRED (500) users.
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¹Includes search, navigating from a page to another

²Includes saving data into the database, opening, or retrieving files from the database

³Includes submission of selected report to report being generated

4.19 The Contractor shall propose working performance indicators and measurements to assure IBF that all the Service Levels can be met continuously.

4.20 The Contractor shall provide a post-event report to IBF to ensure that all Service Levels stipulated in this tender specification are met.

5 Virtual Career Fair Setup

5.1 The Contractor shall provide IBF and its partners a user friendly and intuitive self-service capability to setup and maintain their booth pre-event, during the event

5.2 The partners should be able to see their booth and the uploaded resources immediately upon self-service setup

5.3 IBF will have the final decision in the partners' ability to access scope of data of users pre-event, during the event and after the event

5.4 The Contractor shall publish and maintain VCF access on their online platform.

6 Landing page Setup

6.1 The platform's landing page should feature an overview of the VCF components, including the display of IBF logo, partners' logos, and will act as an easy reference point for the users

6.2 Provide and solicit feedback that is only accessible by IBF's administrators

6.3 Allows announcements to encourage participation and inform upcoming events/webinars during the event

7 Reports and Analytics

7.1 The Contractor shall provide analytics of full tracking of user interactions, elements, goals, and journey of each participant.

7.2 The following reports shall be made available but not limited to:

a) Overarching report

- i. Total unique visitors
- ii. Total unique registrants
- iii. Total unique registrants segmented by profile e.g., age, educational qualification, employment status.
- iv. Total unique time spent at a zone and booth
- v. Total unique number of applications for each job
- vi. Full and detailed breakdown of the participants and the respective applications for each job.

b) Partner-related statistics (Employers)

- i. Total unique booth visits
- ii. Total unique web chats for participating employer (if applicable)
- iii. Total unique clicks on resources put up by the participating employer
- iv. Average time spent on online platform by the participating employer
- v. Job applications submitted by jobseeker(s) for the participating employer
- vi. Chat transcripts for individual employer and specific user

c) Partner-related statistics (Training Provider)

- i. Total unique booth visits
- ii. Total unique web chats by training provider (if applicable)
- iii. Total unique clicks on resources put up by training provider
- iv. Chat transcripts for individual training provider and specific user

8 Manpower Allocation

8.1 The Contractor shall provide a Project Manager stationed in Singapore to be the single point of contact to manage the project and ensure that the milestones and requirements are delivered. The Project Manager shall be

available from 8am to 8pm during the stipulated event period including Saturdays, Sundays, and Public Holidays.

- 8.2 If the performance of the Project Manager is below expectations or upon request, IBF shall escalate to the Tenderer's appropriate higher management for necessary action to replace the Project Manager. Appointment of Project Manager shall be approved by the Agency.

9 Security Requirements

General

- 9.1 The Contractor shall be responsible for the overall security of the online platform. The Contractor shall also exercise due care and due diligence to ensure security of the online platform, such that confidentiality, integrity, availability, and accountability are assured.
- 9.2 The Contractor shall ensure provision of necessary security mechanism and processes to guard against unauthorised access, intrusion, leakage /corruption / destruction of information, errors, and vulnerability to malicious attacks.
- 9.3 The Contractor shall put in place processes and procedures to ensure the following:
- a) Access is given on a need basis only; and
 - b) Regular access reviews are conducted to ensure users are given the appropriate level of access rights.
- 9.4 The Contractor shall implement audit trails to ensure traceability of user actions and activities.
- 9.5 Upon request of the IBF, the Contractor shall produce reports and evidence that regular access reviews are carried out.
- 9.6 The Contractor shall establish a security patch management process and implement patches for the online platform.
- 9.7 The Contractor shall implement anti-virus and anti-malware solutions to safeguard the online platform. These solutions shall be updated regularly and when required by IBF with patches and signatures from approved sources in a secure manner.
- 9.8 The Contractor shall also ensure that the anti-virus and anti-malware solutions implemented does not affect the performance, reliability, and operations of the online platform.

Penetration Testing and Security Review

- 9.9 The Contractor shall engage an independent and competent CREST certified

-third party auditor to conduct security reviews (including vulnerability scanning, penetration test and source code review) of the Service and processes before the Service is commissioned, as well as to document the security findings and recommendations in a report. The Contractor shall provide the necessary resources to assist in the security review and to perform mitigations / follow-ups at no additional cost to the Agency.

- 9.10 Contractor is required to be CREST certified and shall submit the following white box testing reports to IBF:
- a) Vulnerability assessments conducted for the proposed application and systems
 - b) Security penetration testing by a CREST certified – third party contractor appointed by IBF or by the appointed contractor to identify all security gaps
 - c) Rectification of all identified security gaps
- 9.11 The Security Review is expected to include the following:
- a) Information security risk assessment of the online platform.
 - b) Adequacy of the Policies, Standards, Guidelines, Processes and Procedures.
 - c) System hardening and security configuration review of all hardware and software of the online platform (including devices, firmware, operating system, middleware, databases, applications, etc.); and
 - d) Vulnerability assessment of the entire online platform (including network, system, and security components).
- 9.12 The Penetration Test is expected to include application security assessment and penetration testing for vulnerabilities (White box testing) (e.g., listed under OWASP Top Ten) which include but not limited to:
- a) Injection.
 - b) Cross Site Scripting (XSS).
 - c) Broken Authentication and Session Management.
 - d) Insecure Direct Object References.
 - e) Cross Site Request Forgery (CSRF).
 - f) Security Misconfiguration.
 - g) Insecure Cryptographic Storage.
 - h) Failure to Restrict URL Access.
 - i) Insufficient Transport Layer Protection.

- j) Un-validated Redirects and Forwards.
 - k) Buffer overflows; and
 - l) Improper Error handling.
- 9.13 The Contractor shall provide the necessary resources to assist in the Penetration Testing and Security Review.
- 9.14 The Contractor shall perform mitigation and follow-up actions at no additional cost to the Agency. The Contractor shall note that follow-up actions carried out for any security findings, in this Contract or subsequent variation order(s), shall be provided at no additional cost to the Agency.
- 9.15 Upon request of IBF, the Contractor shall produce reports and evidence that penetration testing, and security reviews have been carried out with proper closure of findings.
- 9.16 IBF reserves the right to have security audit or security review (including penetration tests) conducted on the online platform and its Premises by IBF and / or an independent third-party assessor engaged by IBF whenever the need arises. The right to audit shall also be extended to the Contractor's sub-contractors that are also involved in the online platform, as well as outsourced services, supporting systems and processes that are managed by the Contractor and sub-contractors. The Contractor shall work with IBF and / or the assessor to provide the necessary services and resources to assist in the security assessment. The Contractor shall also ensure that any risks and / or vulnerabilities identified are mitigated and / or rectified through proper change management processes no later than ONE (1) month or within a mutually agreed period after approval by the Agency, and at no additional cost to the Agency.

Backup and Archival

- 9.17 The Contractor shall document, implement, and maintain a backup and archival policy, processes, and procedures to ensure the Contractor's operations are able to meet the required service levels under this Contract. The backup and archival policy shall include processes for the periodic testing of the backup and recovery procedures, as well as the media and data that have been backup and archived.
- 9.18 The Contractor shall ensure that the level of protection for backup and archived data is the same or equivalent to the security measures to protect the confidentiality, integrity, and availability of the original data.
- 9.19 The Contractor shall ensure that backups and archived data (including documentations) are stored, transferred, handled, and destroyed by

authorised personnel only.

- 9.20 The Contractor shall ensure that backup data and archived data of the online platform are encrypted.
- 9.21 The Contractor shall ensure that the destruction of data storage media follow formal procedures and be performed using mechanisms approved for this purpose.

10 Evaluation Criteria

- 10.1 The following are the criteria used for the evaluation of all proposals received by IBF for this RFP and its weightage (%).

S/N	Evaluation Criteria	Weightage
1	Quality	80%
	• Ability to provide a proposal that fulfils IBF's project objectives and scope of services	40%
	• System and data security, access controls, risk management and scalability plans	10%
	• Ability to meet project timeline	20%
	• Contractor's experience and track record	10%
2	Price Competitiveness	20%

- 10.2 As part of the evaluation process, selected contractors will be required to make a presentation of the proposal to IBF.
- 10.3 In the event that IBF seeks clarification upon any aspect of the proposal, the contractor shall provide full and comprehensive responses within three (3) days of notification

11 Submission Details

- 11.1 All Contractors are required to complete the attached form "Proposal – IBF Virtual Career Fair platform services" in Annex A
- 11.2 One (1) soft copy (PDF Format) of the proposal shall reach IBF **no later than 1 July 2022, 5pm** Singapore time. All proposals must be clearly marked as '**Proposal – Provision of IBF Virtual Career Fair Platform Services (RFP.CE.2022.0080)**' and addressed to:

The Institute of Banking & Finance

10 Shenton Way
#13-07/08 MAS Building
Singapore 079117
Email: procurement@ibf.org.sg

- 11.3 IBF reserves the right not to accept late submissions

- 11.4 IBF reserves the right to cancel, or modify in any form, this RFP for any reason without any liability to IBF
- 11.5 Proposed fees:
- a) Provide quotation for fees using 'Proposal Template' under Annex A
 - b) Fees quoted shall be in Singapore Dollars only and exclude GST. All fees quoted shall be final
- 11.6 All proposals submitted will remain confidential

12 Security Clearance

- 12.1 The contractor shall subject all their personnel who will be involved in the performance of the Services to security clearance by IBF before commencing their work. IBF reserves the right to reject any of the contractor's personnel and the contractor is responsible for finding replacements immediately and at the contractor's own expense.
- 12.2 The contractor shall observe the secured usage and handling of all IBF's information. All the contractor's personnel shall sign an Undertaking to Safeguard Official Information to protect IBF's information against unauthorised disclosures by the contractor's personnel during their work. The contractor shall ensure that all its personnel and subcontractors are informed that failure to comply with the undertaking would be a criminal offence.
- 12.3 All the contractor's personnel shall fully comply with any written instructions from IBF regarding security matters

13 Confidentiality

- 13.1 The contractor shall ensure the absolute confidentiality of the data and information provided by IBF or any other organisation identified by IBF for this project and shall not, under any circumstances, release or communicate through any means, in whole or in part, any information to any third party(ies). All correspondence and communication with all external parties pertaining to matters relating to this project shall be made only through IBF
- 13.2 IBF may require an unsuccessful contractor to return all materials that IBF provided during the period from the issuance of this RFP to the acceptance of a successful proposal
- 13.3 The contractor shall submit, together with their proposals, an undertaking to safeguard the confidentiality of all information revealed to them

14 Indemnity against a third party

- 14.1 The contractor shall indemnify and hold harmless IBF, its partners, and employees from and against any foreseeable loss, expense, damage, or liabilities (or actions that may be asserted by any third party) that may result from any third party, claims arising out of or in connection with the project and will reimburse IBF for all costs and expenses (including legal fees) reasonably incurred by IBF in connection with any such action or claim

15 Notification of unsuccessful bid

- 15.1 Notification will not be sent to unsuccessful bidders by IBF

16 Enquiries

- 16.1 All enquiries pertaining to this RFP may be directed to daphne@ibf.org.sg and cc procurement@ibf.org.sg

17 Annex A