

**TENDER DATED MARCH 31, 2011 FOR  
APPOINTMENT OF CONSULTANT  
FOR BUSINESS CONTINUITY PLAN (BCP) AND PLANS FOR DISASTER  
PREPAREDNESS & RECOVERY (PDPR) FOR OFFICES OF SIDBI**

**CLARIFICATIONS TO BIDDER'S QUERIES**

Bidder Query	SIDBI Reply
<p>We hereby make a small request to amend the clause no. 1 (c) on Page 11 as follows:</p> <p>Existing Clause: The vendor should be accredited with ISO 9001:2000 – Quality Management Services, including ISO 27001:2005 - Information Security Management Systems (ISMS), BS 25999-1 - Business Continuity Management Systems (BCMS) or BS 31100 – Enterprise Risk Management Systems (ERMS)</p> <p>Proposed Clause: The vendor should <b>preferably</b> be accredited with ISO 9001:2000 – Quality Management Services, including ISO 27001:2005 - Information Security Management Systems (ISMS), BS 25999-1 - Business Continuity Management Systems (BCMS) or BS 31100 – Enterprise Risk Management Systems (ERMS)</p>	<p>"The para-c of tender document-part-1 (pre-qualification document &amp; technical bid page-11 of the tender document stands modified as under:</p> <p><b>“The vender should be preferably accredited in the field of the following: ISO 9001: 2000-Quality Management services, ISO27001: 2005 - Information Security Management systems (ISMS), BS 25999-1 - Business Continuity Management System (BCMS) or BS31100 - Enterprise Risk management System (ERMS).”</b></p>
<ol style="list-style-type: none"> <li>1. Is the scope restricted to the lines of business mentioned in the RFP?</li> <li>2. Approximately how many business processes you would like the consultants to cover – just a rough number?</li> <li>3. <b>Do you expect us to perform data replication to alternate site?</b></li> <li>4. Do you plan to have BCP for each branch or you plan to have one single corporate BCP?</li> <li>5. Is there a formal BCP team structure covering all locations in scope?</li> <li>6. We understand you already have DR plan in place? Is it fully operational and has it been tested?</li> <li>7. Is it mandatory to show ISO9001:2000 accreditations?</li> <li>8. Do you have an existing BCP document? Is it available online? I tried searching for it on SIDBI website but could not find. Please guide how can I find the existing BCP document</li> <li>9. Is your current BCP and DRP pertains only to the</li> </ol>	<p>YES</p> <p>PL. REFER PAGE 19: SCOPE OF WORK</p> <p>NO</p> <p>PL. REFER PAGE 19: SCOPE OF WORK</p> <p>YES</p> <p>YES</p> <p>PL. REFER SIDBI REPLY AT 1<sup>ST</sup> PARA</p> <p>YES, IT WILL BE PROVIDED TO THE SHORTLISTED VENDOR</p> <p>REFER TO PAGE NO-20,</p>

<p>Information Services Department addresses only the Corporate location, H.O or covers few or all of the branch location too in scope?</p> <p>10. Do you already have “Work Area Recovery” location to address the People aspect, alternate seats, workstation, telephones etc. to ensure the continuity of business?</p>	<p>STAGE-II(v)</p> <p>NO</p>												
<p>1. <b>Paragraph 1(c) at Page-11.</b> Could the SIDBI consider removal of the eligibility criteria as at paragraph 1(c) at Page-11, as it apparently does not have the relevance for implementing of the project.</p>	<p>PL. REFER SIDBI REPLY AT 1<sup>ST</sup> PARA</p>												
<table border="1"> <thead> <tr> <th data-bbox="147 709 500 768">RFP Ref.</th> <th data-bbox="500 709 1086 768">PwC Query</th> <th data-bbox="1086 709 1500 768"></th> </tr> </thead> <tbody> <tr> <td data-bbox="147 768 500 911">Page 11. Point C</td> <td data-bbox="500 768 1086 911">PwC is having all the other certifications except BS2599 and BS 31100. Is it required to have all the certifications or its either or?</td> <td data-bbox="1086 768 1500 911">PL. REFER SIDBI REPLY AT 1<sup>ST</sup> PARA</td> </tr> <tr> <td data-bbox="147 911 500 1054">Page 6. Parameters for technical evaluation</td> <td data-bbox="500 911 1086 1054">What would be the scoring criteria for the parameters indicated for technical evaluation table. Ex. How many citations are required to score full marks in each of the criteria.</td> <td data-bbox="1086 911 1500 1054">REFER TO PAGE NO-5, 3 (f)</td> </tr> <tr> <td data-bbox="147 1054 500 1226">Page 19: Scope of work Stage II:</td> <td data-bbox="500 1054 1086 1226">Please clarify whether the implementation of recovery strategies is a part of scope.</td> <td data-bbox="1086 1054 1500 1226">NO, THE SCOPE SHALL BE AS PER PAGE NO-20, STAGE II OF SCOPE OF WORK</td> </tr> </tbody> </table>	RFP Ref.	PwC Query		Page 11. Point C	PwC is having all the other certifications except BS2599 and BS 31100. Is it required to have all the certifications or its either or?	PL. REFER SIDBI REPLY AT 1 <sup>ST</sup> PARA	Page 6. Parameters for technical evaluation	What would be the scoring criteria for the parameters indicated for technical evaluation table. Ex. How many citations are required to score full marks in each of the criteria.	REFER TO PAGE NO-5, 3 (f)	Page 19: Scope of work Stage II:	Please clarify whether the implementation of recovery strategies is a part of scope.	NO, THE SCOPE SHALL BE AS PER PAGE NO-20, STAGE II OF SCOPE OF WORK	
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<p>1. Pg 11, 1 (c) Is the requirement for the bidder to be ISO 9001:2000 Compliant? I have sent an mail earlier also requesting clarity on this. (See the mail chain below) With regards to the certifications mentioned, does the vendor have to be accredited with all or atleast one of them?</p> <p>2. Annexure II - Would the Contract Amount be required to be furnished ? Could you consider removing this requirement? If not, could we provide indicative amounts for reference and not exact amounts to ensure the confidentiality of the transaction?</p>	<p>PL. REFER SIDBI REPLY AT 1<sup>ST</sup> PARA</p> <p>YES, BIDDERS MAY PROVIDE INDICATIVE PRICE, HOWEVER, COPIES OF THEIR POs</p>												

<p>- Would it be acceptable to provide masked copies of the PO with the pricing information removed</p>	<p>WITH MASKED COMMERCIAL MAY BE PROVIDED</p>
<p>3. Page 19, Scope of Work</p>	<p>ALREADY COVERED IN RfP</p>
<p>- Could you provide us with an indicative list of departments/business functions to be covered under the scope of the Business Impact Analysis?</p>	<p>MUMBAI, LUCKNOW</p>
<p>- Would the representatives of these departments / business functions be available for discussions on the BIA in Mumbai ? If not, which locations.</p>	<p>NO</p>
<p>4. Page 20, Scope of Work - Stage 2 - Does the existing BCP/ DRP cover all functions ?</p>	<p>EXISTING BCP DOCUMENT IS NOT VERY COMPREHENSIVE AND DRP IS ONLY FOR INFORMATION SYATEM DEPT.( i.e.,IT). BOTH THE DOCUMENTS SHALL BE SHARED WITH SHORTED VENDORS.</p>
<p>If yes,would the vendor have access to it at the start of the project.</p>	<p>COST WOULD BE INDICATIVE. BILL OF MATERIAL IS NOT DESIRABLE AT THIS STAGE.</p>
<p>5. Page 20, Scope of Work - Stage 2 (iii) - With regards to the costs of the recovery strategy, is the expectation to provide an indicative cost or an actual "Bill of Materials"</p>	<p>YES</p>
<p>6. Page 20, Scope of Work - Stage 3 - Could you please clarify the expectation on "Setting up of Third Party Contracts"</p>	<p>YES</p>
<p>7. Page 20, Scope of Work - Stage 3 - Would it be correct to assume that all implementation actions related to changes in the technology current being used and network / infra level changes would be the responsibility of the Bank.</p>	<p>YES</p>
<p>8. Page 20, Scope of Work - Stage 3 (v, vi)</p>	

<p>- Could you provide an indicative count of the number of training sessions that are expected ?</p> <p>- Would it right to assume that all training sessions will be conducted in Mumbai ? If not, at what locations are the training sessions expected ?</p> <p>- Would the bank provide the infrastructure (meeting room, projector etc) for the conduction of these trainings ?</p> <p>9. Page 20, Scope of Work - Stage 3 - Are sign-off's expected from all of the 50 offices mentioned in Annexure 4 ?</p>	<p><u>AS DEEMED FIT BY CONSULTANT</u></p> <p>AS PER GIVEN LIST OF OFFICES IN TENDER DOCUMENT</p> <p>YES</p> <p>YES</p>						
<table border="0"> <tr> <td data-bbox="147 709 342 884">Section Under PRE-QUALIFICATION DOCUMENT &amp; TECHNICAL BID</td> <td data-bbox="365 709 716 1199">RFP details The vendor should be accredited with ISO 9001:2000 - Quality Management Services, including ISO 27001:2005 - Information Security Management Systems (ISMS), BS 25999-1 - Business Continuity Management Systems (BCMS) or BS 31100 – Enterprise Risk Management Systems (ERMS)</td> <td data-bbox="738 709 1068 947">Bidder Query We are ISO9001:2008 Certified oragnisation. Also If we have Certified resource on BS7799, will be sufficient against BS 25999-1?</td> </tr> <tr> <td data-bbox="147 1207 342 1241">About SIDBI</td> <td data-bbox="365 1207 716 1808">The software systems catering to different business lines and other internal functions viz. Administration, HR, Audit, MIS etc. of the bank, are deployed using IT Infrastructure created and deployed in-house. Majority of the IT services are hosted centrally and delivered from the bank's Data Center at Mumbai. Connectivity of all SIDBI offices is through MPLS based WAN. The bank has setup its Disaster Recovery Site at it Southern Zonal Office, Chennai.</td> <td data-bbox="738 1207 1068 1871"> <p>- Do we need to focus on the Application list given here such as Administration, HR Audit, MIS only or are there additional applications that will be in scope?</p> <p>- If so, can we have a broad list of applications covered under this project?</p> <p>- Are we suppose to consider the BCP of Application IT Infrastructure only or Business Functions as well?</p> <p>- Will this also cover the Datacenter/Server Hall Non-IT Infrastructure like UPS, Cooling etc?</p> </td> </tr> </table>	Section Under PRE-QUALIFICATION DOCUMENT & TECHNICAL BID	RFP details The vendor should be accredited with ISO 9001:2000 - Quality Management Services, including ISO 27001:2005 - Information Security Management Systems (ISMS), BS 25999-1 - Business Continuity Management Systems (BCMS) or BS 31100 – Enterprise Risk Management Systems (ERMS)	Bidder Query We are ISO9001:2008 Certified oragnisation. Also If we have Certified resource on BS7799, will be sufficient against BS 25999-1?	About SIDBI	The software systems catering to different business lines and other internal functions viz. Administration, HR, Audit, MIS etc. of the bank, are deployed using IT Infrastructure created and deployed in-house. Majority of the IT services are hosted centrally and delivered from the bank's Data Center at Mumbai. Connectivity of all SIDBI offices is through MPLS based WAN. The bank has setup its Disaster Recovery Site at it Southern Zonal Office, Chennai.	<p>- Do we need to focus on the Application list given here such as Administration, HR Audit, MIS only or are there additional applications that will be in scope?</p> <p>- If so, can we have a broad list of applications covered under this project?</p> <p>- Are we suppose to consider the BCP of Application IT Infrastructure only or Business Functions as well?</p> <p>- Will this also cover the Datacenter/Server Hall Non-IT Infrastructure like UPS, Cooling etc?</p>	<p>PL. REFER SIDBI REPLY AT 1<sup>ST</sup> PARA</p> <p>AT THIS STAGE SUCH FINER DETAILS CANN'T BE PROVIDED. VENDOR MAY BID BASED ON THE INFORMATION</p>
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		<ul style="list-style-type: none"> <li>- Will this also cover the LAN, WAN, Bandwidth and connectivity links?</li> <li>- Of given Application/Business Function list, has bank currently identified the mission critical applications/Business Function? If so, request to share the same.</li> <li>- Can we also have their interdependency matrix?</li> <li>- Are individual RPO and RTO identified for each of the application as well as the mission critical applications? This is based on the understanding that Bank has already incorporated certain recovery measures.</li> <li>- When was the last time those existing recovery procedures were revisited and tested?</li> <li>- If not, then, is Threat, Vulnerability &amp; Risk assessment of such systems already done?</li> </ul>	<p>PROVIDED IN THIS TENDER DOCUMENT AND BEING GIVEN AS PART OF CLARIFICATIONS. ANY SPECIFIC INFORMATION SHALL BE MADE AVAILABLE AND SHARED WITH SELECTED VENDOR ONLY.</p>
<p>Stage II - ii</p>	<p>Review of existing recovery plans, if any, for the recovery of key functions/processes.</p>	<p>Can we have an overall Business, Application and It Infrastructure architecture to better understand the extent of scope of this project?</p>	<p>AS ABOVE</p>
		<p>Are we considering Pilot Rollout of Banks office? Since we are considering phase-wise rollout in stage III, what will be considered as completion of this stage, all offices (50 as per scope) or given pilot rollout i.e. upto Stage III - Phase 3?</p>	<p>ALL 50 OFFICES AS PER SCOPE OF TENDER</p>

Stage III - ix	Carry out one cycle of plan test following the guidelines of the Plan Test Document. Please provide details for IT setup ...list of servers, storage etc	Will this be applicable for all Banks offices or specific offices?	YES
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SI #	Page No.	Section	Ref. Point	Query	SIDBI REPLY
1	Page -11	Part-1 - 1 c	The vendor should be accredited with ISO 9001:2000 - Quality Management Services, including ISO 27001:2005 - Information Security Management Systems (ISMS), BS 25999-1 - Business Continuity Management Systems (BCMS) or BS 31100 – Enterprise Risk Management Systems (ERMS)	Is it fine if the organisation has at least one of the accreditation	PL. REFER SIDBI REPLY AT 1 <sup>ST</sup> PARA
2	Page -13	Annexure -1, point	Turnover of the firm /company. Please provide the details for the last 2 years along with Balance Sheet and P&L Accounts.	We have completed and signed off final financial reports for 2009-10. Would that be sufficient per the requirements of the tender last 2 year till that point (2009-10)?	NO
3	Page - 15, 16 & 17	Form of Agreement	Form of agreement	Hope the form of agreement will be executed at the time of placing the work order on the selected vendor. And it need not be part of Proposal now? Please clarify	YES
4	Page -19	Stage-I	General	Is SIDBI certified in any quality management (like ISO9001) or information security	NO

SI #	Page No.	Section	Ref. Point	Query	SIDBI REPLY
				standard (like ISO27001) or Occupational Health Safety (OHSAS 18000) <i>(To understand the capabilities and to leverage on the existing system and plan accordingly)</i>	
5	Page -19	Stage-I		Is there a single point of contact for BCP at each of these locations in scope? (for better coordination and managing timelines)	YES
6	Page -19	Stage-I	General	What are the business process /functions/ Activities that are carried out at a) Head Offices b) Zonal Offices c) Regional / Branch Offices	REF. PAGE-8. FURTHER DETAILS SHALL BE PROVIDED TO SHORTLISTED VENDORS
7	Page -19	Stage-I	General	Are the functions at all Zonal and Branch offices identical across the country? If not, please ealborate	REF. PAGE-8. FURTHER DETAILS SHALL BE PROVIDED TO SHORTLISTED VENDORS
8	Page -19	Stage-I	General	Please provide the details of IT Infrastructure located in each Head Office, Zonal Office and the Branch Office.	REF. PAGE-8. FURTHER DETAILS SHALL BE PROVIDED TO SHORTLISTED VENDORS
9	Page -20	Stage-II	General	Does your current DRP addresses redundancy in hardware as well as the Applications?	YES
10	Page -20	Stage-II	General	Are we supposed to coordinate only with the list of SIDBI approved vendors towards quote for making recovery strategy or is there a	BIDDERS HAS TO CONSIDER ALL THE 3 <sup>RD</sup> PARTY VENDORS REGISTERED WITH SIDBI AS ON THE DATE OF SIGNING THE CONTRACT AND

SI #	Page No.	Section	Ref. Point	Query	SIDBI REPLY
				new vendor registration process? If so how long would this process take? (needed to plan timelines for this activity)	REGISTERED DURING THE COURSE OF CONTRACT.
11	Page -20	Stage-III	General	In the Stage-III Responsibility matrix, we presume that "Obtaining sign off from offices under scope" means that the sign off from the top management or the Sponsor at Mumbai Office? If our understanding is wrong, please throw more light on the same?	SIGNED OFF FROM DESIGNATED AUTHORITY AT RESPECTIVE OFFICES.
12	Page -20	Stage-III	General	We presume that the training be given for Selected staff. Please furnish the details of location and staff to whom the training to be provided.	REFER PAGE NO-28, ANNEXURE-IV
13	Nil	Nil	General	What is the expected start date of the project?	MAY 1 <sup>ST</sup> / 2 <sup>ND</sup> WEEK, 2011
14	Nil	Nil	General	Do you have a Video Conferencing facility in place to interact with ZO / RO / BO as appropriate.	YES
15	Nil	Nil	General	Can SIDBI's Guest house (if any) be used for the Consultants stay while travelling to ZO / RO/BO. (This would help us to save cost and hence the pricing)	NO
16	Nil	Nil	General	Where can I find the	EXISTING BCP

SI #	Page No.	Section	Ref. Point	Query	SIDBI REPLY
				SIDBI BCP document in the Site. Does it have the BCM organisation structure?	DOCUMENT IS NOT VERY COMPREHENSIVE AND DRP IS ONLY FOR INFORMATION SYATEM DEPT.( i.e.,IT). BOTH THE DOCUMENTS SHALL BE SHARED WITH SHORTED VENDORS.
17	Page - 19	Scope of Work	General – Line 5 <sup>th</sup> from top “Stage III: Implementation, Testing and Maintenance of the plan in following three phases:”	Number of phases is mentioned as three where as the number of phases listed is four.	THE LINE MAY BE READ AS “Stage III: Implementation, Testing and Maintenance of the plan in following four phases:”