



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

DATE OF ISSUE OF TENDER : **March 31, 2011**  
LAST DATE OF SUBMISSION OF TENDER: **April 21, 2011, 3:00 pm**

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**NOTICE INVITING TENDER**

To,

\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

**SUB: INVITATION TO BID FOR APPOINTMENT OF CONSULTANT**

This is an invitation to bid for professional fees from Consultants for BCP and PDPR for offices of SIDBI.

The bidders are requested to go through the tender enquiry document carefully, which will form part of the contract. The bidders are expected to quote professional fees for the review of BCP and PDPR work, furnish all the information asked for, sign all the pages and submit the bid to SIDBI addressed to The Dy. General Manager (Admn.), SIDBI, MSME Development Centre, Plot No. C-11, 'G' Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051.

## DATA SHEET

### ***Bidding Information:***

Purpose	“APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP) AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR OFFICES OF SIDBI”.
Cost of Tender	₹ 1,000/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai along with Technical bid. Bids submitted without cost of the Tender shall not be considered.)
Earnest Money Deposit (EMD)	₹ 25,000/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)
Last Date of Submission of Bids.	<b>April 21, 2011 by 3:00 PM</b>
Pre-bid meeting.	Clarifications, if any, may be asked in writing through mail <b>not later than April 11, 2011.</b>
Bid Validity	<b>Three months</b> from the date of submission of bids. i.e. <b>till June 30, 2011</b>
Address for submission of Bids	<b>The Dy. General Manager [Admn.] MSME Development Centre, Small Industries Development Bank of India (SIDBI), 2<sup>nd</sup> Floor, Premises Department, Plot No-C-11, ‘G’ Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 Phone No. 6753 1214 / 1100</b>
No. Of Envelopes (Non window, sealed)	<b>02(Two) with:</b> <b>1<sup>st</sup> Envelope: Technical Bid</b> containing: 1. Prequalification documents as per format given in <b>Annexure I &amp; II.</b> 2. Demand Draft towards the cost of tender. 3. Demand Draft towards Earnest Money Deposit(EMD). 4. Letter of offer.  <b>2<sup>nd</sup> Envelope:</b> <b>Commercial Bid”) containing:</b> 1. Non-window sealed envelope containing commercial bid as per format given in <b>Annexure III.</b>
List of SIDBI Offices under the scope of this contract	<b>Annexure-IV (50 Nos.)</b>
Date of opening of Technical/ Pre-qualification Bid	<b>April 21, 2011 by 3.30 PM</b>
Date and time of opening of commercial bids	To be announced later after technical evaluation



Venue of Pre Bid meeting & Tender Opening	As per contact details
Contact Details	<b>The Dy. General Manager [Admn.] MSME Development Centre, Small Industries Development Bank of India (SIDBI), 2<sup>nd</sup> Floor, Premises Department, Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 Phone No. 6753 1214 / 1100 <a href="mailto:svsingh@sidbi.in">svsingh@sidbi.in</a></b>

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## INSTRUCTION TO BIDDERS

- a. Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- b. Any clarification to be sought by the bidder should be raised in pre-bid meeting.
- c. At any time prior to the deadline for submission of Bids, the Bank, for any reasons, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.
- d. All prospective Bidders that have received the Bidding Document will be notified of the amendment in writing, by fax or E-mail and the said amendments will be binding on them.
- e. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- f. In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids SIDBI may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted
- g. Bidder's representative (only one person per vendor) may be present at the venue of opening of Bids.
- h. All the individual envelopes containing documents as mentioned in bid information sheet, should be put in a single envelope superscribing "**Bid for APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP) AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR OFFICES OF SIDBI**".
- i. The envelopes should clearly indicate the Name and Address of the Vendor. All pages of the bid are to be signed and numbered as **Page ---(page) of --(total pages)** and the page numbers should be running across the complete bid document and not section wise.
- j. The bidder shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- k. **Bid validity:**

The period of bid validity shall be binding on the bidder, if SIDBI chooses to place the purchase order (PO) on or before that date. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.
- l. **Modification And/ Or Withdrawal of Bids:** Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. SIDBI has the right to reject any or all tenders received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.



### 3. TENDER METHODOLOGY, BID EVALUATION & AWARD OF CONTRACT

- a. The tender methodology proposed to be adopted by SIDBI will be **“Two Bid SYSTEM”** i.e. Technical Bid and Commercial Bid
- b. SIDBI will constitute an Evaluation Committee to examine in detail the competence of respondents to ensure capabilities to handle proposed project. SIDBI also reserves the right to include any outside consultants/experts in the said Evaluation Committee.
- c. Bid evaluation shall be done in two phases. In first phase only the 1st envelope will be opened in the presence of the representatives of the bidders. Please note that the 2nd envelope shall be opened only if the contents of the 1st envelope are found in order as per bid information sheet. Evaluation of pre-qualification and technical bids shall be done with respect to general terms and conditions defined in the tender. Based on the pre-qualification, technical evaluation of the short listed bidders shall be carried out .
- d. SIDBI reserves the right to modify the evaluation process at any time during the Tender process (before submission of the technical and commercial responses by the prospective bidder), without assigning any reason. Any time during the process of evaluation SIDBI may seek specific clarification from any or all of the bidders.
- e. **Evaluation of Pre-qualification:**
  - i. Bids submitted by all the bidders would be evaluated for eligibility as mentioned in the **‘Pre-qualification’** section. Bids not complying with the eligibility criteria are liable to be rejected and will not be considered for further evaluation.
  - ii. Successful bids out of this stage would be considered for technical evaluation.
  - iii. Bidders must submit the proof of all the credentials as required for evaluation of eligibility criteria. Claims of the bidders without verifiable facts won’t be considered as credentials towards satisfying eligibility criteria.
- f. **Evaluation of Technical Bids:**
  - i. The technical bids will be evaluated for determining the continued eligibility of the Bidder for Project and compliance of the bids with the necessary technical requirements and scope of work of this tender.
  - ii. SIDBI may seek specific clarifications from any or all the Bidder(s) at this stage. All the clarifications received within the stipulated time shall be considered for evaluation. In case satisfactory clarifications are not received from the bidders within the stipulated time, the respective technical parameters would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by SIDBI.
  - iii. Technical bids would be evaluated on the following broad parameters:



Sr.No.	Criteria/Indicator	Weight
1	Competence of organisation – experiences of the agency/consultant in similar project in banks, insurance companies and financial institutions.	40
2	Experience in BCP & DRP in organization other than banks, insurance companies and financial institutions.	20
3	Methodology and approach for implementing the project	15
4	Qualifications and experience of the team members for the project, in BCP & DRP implementations in banks, insurance companies and FIs	25
<b>Total</b>		<b>100</b>

iv. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid on the basis of parameters mentioned above.

v. Relative Technical Score (RSTech) for each vendor will be calculated as follows based on above parameters:

$$RSTech = T / T_{high} * 100$$

Where,  $RS_{Tech}$  = Relative score obtained by the bidder

$T$  = Technical score obtained by bidder

$T_{high}$  = Highest Technical score secured among the bidders.

vi. Technical Bids receiving a RTS greater than or equal to a score of **70 (cut-off marks)** will be eligible for consideration in the subsequent round of commercial evaluation.

vii. If less than 3 bidders qualify as per above criteria ( $RSTech \geq 70$ ), SIDBI reserves the right to short list the top 3 bidders.

**g. Evaluation of Commercial Bids:**

i. In this phase, the Commercial Bids of the Bidders shall be opened. The Commercial Bid should contain the total cost of all services, comprising of all items (including all taxes etc.).

ii. Relative Commercial Score ( $RS_{Com}$ ) for each vendor will be calculated as follows:

$$RS_{Com} = C_{Low} / C * 100$$

Where,  $RS_{Com}$  = Relative score for Commercial Bid of the vendor

$C$  = Commercial bid value of the current bid

$C_{Low}$  = Lowest commercial bid value out of all the bids obtained

**h. Final Selection of the Eligible Bidder:**

i. Total Relative Score (RS) obtained by each eligible vendor will be calculated as follows :

$$RS = RS_{Tech} * 0.7 + RS_{Com} * 0.3$$



- ii. The eligible bidder will be selected based on maximum Relative Score (RS) thus obtained.
  
- iii. The vendor with the highest Relative Score (RS) will be selected subject to all the terms and conditions defined in this RfP document for further discussion prior to finalizing contract.





## ABOUT SIDBI:

Small Industries Development Bank of India (SIDBI) was established in April 1990.

The mission of SIDBI is to empower the Micro, Small and Medium Enterprises (MSME) sector with a view to contributing to the process of economic growth, employment generation and balanced regional development having objective to serve as a single window for meeting financial and developmental needs of MSME sector.

The four basic objectives set out in the SIDBI Charter are Financing, Promotion, development and Co-ordination for orderly growth of industry in the MSME sector. The Charter has provided SIDBI considerable flexibility for adopting appropriate operational strategies to meet these objectives. The activities of SIDBI, as they have evolved over the period of time, now meet almost all the requirements of sector which fall into a wide spectrum constituting modern and technologically superior units at one end and traditional units at the other.

The bank provides its services through a network of Head office, Lucknow, Mumbai office, 06 Zonal offices & 103 Branch/Extended Branch Offices. Detailed information on the functions of the bank is provided on the bank's website, [www.sidbi.in](http://www.sidbi.in).

SIDBI runs several financing schemes for Micro, Small and Medium Enterprises (MSMEs) across the following broad areas:

- ◆ Direct Finance
- ◆ Bills Finance
- ◆ Refinance
- ◆ International Finance
- ◆ Micro Finance
- ◆ Government Subsidy Schemes
- ◆ Promotion and Development

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 its Southern Zonal Office, Chennai.



## NOTICE OF INVITATION OF TENDER

SIDBI invites tenders for professional fees from CONSULTANTS for reviewing of existing BCP, finalizing PDPR for MSME Development Centre & BOs of SIDBI as per **Annexure IV**. The Tender forms will be issued only to the consultants who furnish the detailed information in writing/ documents to satisfy the Bank about their minimum eligibility criteria. If they fail to satisfy the Bank, the tender forms shall be rejected.

Interested agencies may obtain the tender documents on payment of ₹ 1,000/- (non refundable) Demand Draft drawn in favour of SIDBI, at the following address between **April 01, 2011 to April 20, 2011**, between Mon day to Fri day from 10.30 a.m. to 5.00 p.m. (Working days only).

**The Dy. General Manager [Admn.]  
MSME Development Centre,  
Small Industries Development Bank of India (SIDBI),  
2<sup>nd</sup> Floor, Premises Department,  
Plot No-C-11, 'G' Block,  
Bandra Kurla Complex,  
Bandra (East), Mumbai-400 051  
Phone No. 6753 1214 / 1100**

This document can also be downloaded from our website [www.sidbi.in](http://www.sidbi.in). In case of downloading the tender documents, a demand draft of ₹ 1,000/- (non refundable) drawn in favour of SIDBI, payable at Mumbai towards the payment for tender document is required to be submitted along with tender. Tender submitted without this fee shall be rejected. While responding, tenderers are advised to please note that:

- I. Tenderers are advised to go through this tender document carefully before submission of tender.
- II. The duly filled and sealed tender documents including complete set of supporting documents in two separate envelopes as indicated below, may be submitted to the Dy.General Manager(Admn.), SIDBI at the address indicated above.

### **Envelope 1**

Complete set of Tender documents Part I of tenders (Prequalification documents) as issued, duly filled in and signed and sealed by the tenderers on all pages (including Annexure-I and Annexure II) along with all supporting documents, etc. and demand draft of ₹ 1000/- in favour of SIDBI, payable at



Mumbai in case of tenders downloaded from website and Earnest Money Deposit of ₹ 25,000/- in the form of Demand Draft (DD) in favour of SIDBI, payable at Mumbai.

**Envelope 2**

The Complete set of tender documents Part II (price bid – Annexure-III) duly signed and sealed by the tenderer on all pages.

- III. Tenderers are advised to pay Earnest Money Deposit (EMD) of ₹ 25,000/- by demand draft drawn in favour of SIDBI payable at Mumbai along with the tender. Cheques in lieu of DD will not be accepted. EMD will not bear any interest.
- IV. EMD will be forfeited in the event of any refusal or delay on the part of the successful tenderer to accept the Bank's offer for award of work or sign and execute the contract on acceptance of his tender. EMD shall also be liable for forfeiture in case the Consultant delays the commencement of work as per the contract. EMD's of unsuccessful tenderers will be refunded within 60 days from the date of opening of commercial bids. EMD of successful tenderer will be retained as security deposit and will be refunded after the completion of contract.
- V. Bidders shall note that Cover-1 (Pre-qualification Bid) shall be opened at 15.30 hrs on **April 21, 2011**. The date and time of opening the Cover-2 (Price Bid) of the pre-qualified vendors would be intimated separately. The price bids (Cover 2) of the pre qualified vendors will only be considered for the opening and further processing.
- VI. Last date for submission of completed tender documents is **upto 3.00 p.m. on April 21, 2011**.
- VII. The offers submitted shall be valid for a period of 03 months from the last date for submission of tender ie. valid till **June 30, 2011**.
- VIII. SIDBI reserves the right to reject any / all tenders without assigning reason thereof.
- IX. Tenders received late on account of any reason or by courier/post will not be entertained.

**Date:**

**Dy. General Manager  
(Admn.)**



**TENDER DOCUMENT – Part I**  
**(PRE-QUALIFICATION DOCUMENT & TECHNICAL BID)**

Applications are invited in the prescribed format on professional fees from CONSULTANTS for BCP and finalizing PDPR for offices of SIDBI. Consultants who fulfill the following requirements shall be eligible to apply.

1. Only the bids received from agencies who satisfy the following criteria shall be considered:
  - a. The vendor should have prepared and implemented BCP & PDPR plans or related services in Banks, insurance companies and financial institutions..
  - b. The vendor should be in the field of Risk Management, especially in Business Continuity Management, Information Security and Enterprise Risk Management.
  - 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)
  - d. The vendor should have an office in Mumbai with technically qualified staff to render the said services and should be able to support in implementation of BCP & PDPR plans on requirement basis in Mumbai and all other centers/ Branch offices of SIDBI.
2. The vendor should also furnish the following information in 'Cover 1' (Pre-qualification Bid).
  - a. Company profile.
  - b. Details of the services provided for BCP & PDPR plans implementation in different institutions / corporates in India or abroad.
  - c. Name and address of the clients for whom the jobs were executed.
  - d. Copies of the Certificates from the Clients for satisfactory service.
3. Only the vendors confirming to the above mentioned criteria shall be considered for Technical bids.
4. The specific technical evaluation criteria, with markings, are listed in below:

Sr.No.	Criteria/Indicator	Weight
1	Competence of organisation – experiences of the agency/consultant in similar project in banks, insurance companies and financial institutions.	40
2	Experience in BCP & DRP in organization other than banks, insurance companies and financial institutions.	20
3	Methodology and approach for implementing the project	15
4	Qualifications and experience of the team members for the project, in BCP & DRP implementations in banks, insurance companies and FIs	25
	<b>Total</b>	<b>100</b>



5. The vendors are requested to visit the Bank, with prior approval before submitting the offer, if required.
6. The rate for consultancy fees shall be quoted as per the enclosed format (Annexure III) and shall be inclusive of all taxes, duties, works contract tax, service tax, VAT etc.
7. The amount quoted shall be written in both words as well as in figures.
8. Conditional tenders will not be accepted and will be summarily rejected.

If any information furnished by the applicant is found to be incorrect at a later stage, he shall be liable to be debarred from tendering / taking up of work in SIDBI. The Bank reserves the right to verify the particulars furnished by the applicant independently.

The Bank reserves the right to reject any application without assigning any reason.

Dy. General Manager (Admn.)  
**(To be placed in Cover No.1)**



**Annexure-I**

<b>Sr. No.</b>	<b>Details</b>	<b>To be furnished by the Vendor</b>
1.	Name & Address of the firm	
2.	PAN No.	
3.	Type of organization & year of incorporation	
4.	Correspondence address with contact persons name, telephone number, mobile number et. (The company should have office and service facilities preferably at Mumbai)	
5.	Turnover of the firm /company. Please provide the details for the last 2 years along with Balance Sheet and P&L Accounts.	
6.	Number of BCP & PDPR Works carried in India or abroad	
7	Name & address of the client organizations with details of contact person. Please arrange to provide following details	
i)	Year of execution	
ii)	Time taken for completion (Attach proof like copy of work order, performance & completion certificate, etc.	
8	Whether Annexure-II filled up with full particulars	
9	Any other information applicant would like to give in support of the application	

Signature of the authorized person  
& Company's Seal



(To be placed in Cover No.1)

**Annexure – II**  
**LIST OF WORKS EXECUTED DURING LAST TOWARDS**  
**SIMILAR WORKS OF CONTRACT FOR BCP & PDPR.**

<b>Name of the Firm Client</b>	<b>Location of the work</b>	<b>Work order Ref. No. &amp; date</b>	<b>Period of Execution</b>	<b>Contract Amount (₹)</b>



**PART – I**

**FORM OF AGREEMENT**

Articles of agreement made at Mumbai this ----- day of  
Between SIDBI , established under the Small Industries Development Bank of  
India Act,1989

\_\_\_\_\_ And having its Head Office at  
Lucknow hereinafter called the “SIDBI” (which expression shall include its  
successors and assigns wherever the context or meaning shall so require or  
permit) of the one part and M/s. \_\_\_\_\_ hereinafter called “The  
Consultants” which expression shall include its successor, legal representative,  
heirs and assigns of the other part.

Whereas SIDBI is desirous of getting done the Work of \_\_\_\_\_

AND WHEREAS the Consultants has agreed to execute the work subject to the  
conditions and instructions set forth herein and to the conditions set forth in the  
tender and scope of contract (all of which are hereinafter collectively referred to as  
the said conditions) the works described in the said specifications and included in  
the said contract at the respective rates therein set forth amounting to ₹ \_\_\_\_\_  
(Rupees \_\_\_\_\_) or such other sum as shall become  
payable hereinafter referred to as “the Said Contract Amount”.

NOW IT IS HEREBY AGREED AS FOLLOWS :-

1. In consideration of the said Contract Amount to be paid at the times and in the  
manner set forth in the said conditions, the Consultants shall upon and subject to  
the said conditions, execute and complete the works as described in the tender  
and / or scope of work, price bid.

2. SIDBI shall pay the Consultants the said Contract Amount or such other sum  
as shall become payable at times and in the manner hereinafter specified in the  
said conditions.

3. The said Conditions and Appendix thereto shall be read and construed as  
forming part of this Agreement and the parties hereto shall abide by and submit  
themselves to the said conditions and perform the Agreement on their part  
respectively in terms of such conditions.

4. Third Party Liability :-

The Employer shall not be liable for any injury/death caused to any official,  
employee, representative or agent of the Interior Consultant or their consultants  
working at the site or damage to their properties for any reason whatsoever and the  
Employer shall not entertain any claim from any person on that behalf. It would be  
the responsibility of the Consultant to get their officials, employees,  
representatives, agents or their consultants insured against the possible risks  
involved in the discharge of their duties at the work site.

5. Jurisdiction: - All disputes arising out of or in any way connected with this  
agreement shall be deemed to have arisen in Mumbai and only Courts in Mumbai  
shall have jurisdiction to determine the same.



6. Payments: - All payments under this contract will be made only in Mumbai after deduction of tax at source as per prevailing rules.

7. In case CONSULTANT leaves the work in between, the cost of getting the balance work executed from another Consultant shall be borne by the CONSULTANT.

8. Liquidated Damages: Since the time is the essence of the contract, any delay on the part of Consultant in such supply of deliverable as per scope of work, obtaining approvals from SIDBI, etc., as a result of which, the completion of work gets delayed and the Employer is put to loss, liquidated damages at the rate of one tenth of such direct loss subject to maximum of 10% of fees payable shall be levied on the Consultant.

9. Decisions in case of disputes :- If any dispute, difference or question shall at any time arise between the parties during performance of this Agreement or concerning anything contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties hereunder, or as to the execution of the said works, except in respect of matters provided herein, the decision of the Dy. General Manager (Admn.), SIDBI will be final and binding. In case of any dispute or difference at any time between Consultant, and SIDBI concerning anything relating to the work the decision of the Dy. General Manager (Admn.), SIDBI will be final and binding.

10. No transportation / traveling charges shall be paid to CONSULTANT for discharging their duties/visits to SIDBI offices, attending meetings, etc.

11. Transfer of Interests: The Consultant shall not assign, sublet or transfer their interest in this Agreement without the written consent of the SIDBI.

12. This contract comprises the following :-

- a) Copy of Work Order
- b) Scope of Work
- c) Appendix to form of tender

13. Necessary corrections, if any, arising out of corrigenda clarifications issued before opening of tender have been made in these documents. Also the subsequently agreed terms based on the discussions held between the Consultants and the SIDBI which were finally accepted for the work have been incorporated and all pages in the documents have been initialed both by the Consultants and the Dy. General Manager (Admn.), SIDBI, in token of their acceptance.

14. IN WITNESS WHEREOF the official seal of SIDBI was thereto affixed and signed by Dy. General Manager (Admn.) on its behalf and an authorized official of the Consultants has signed this Agreement on the dates respectively mentioned against their signatures in the presence of the following witness.

Signed and delivered by Dy. General Manager (Admn.) for



And on behalf of the SIDBI, Mumbai

IN THE PRESENCE OF

1. Signature

2. Signature

Name \_\_\_\_\_

Address \_\_\_\_\_

Signed and delivered by \_\_\_\_\_

for and on behalf of the Consultants

M/s. \_\_\_\_\_

\_\_\_\_\_

IN THE PRESENCE OF

1. Signature

2. Signature

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_



**APPENDIX TO FORM OF TENDER**

- a) Earnest Money Deposit: ₹ 25,000/- (Rupees Ten Thousand only)
- b) Time of Completion : **210 days** from the date of issue of work order
- c) Amount of Liquidated Damages for delay: 0.5% (zero point five per cent) per week of the final contract value or part Thereof subject to a ceiling of 10% of final Contract value.



## SCOPE OF WORK

**The Broad scope of work would be as under:**

Entire exercise shall be performed in three stages:

**Stage I:** Carrying out Business Impact Analysis.

**Stage II:** Recovery strategy selection

**Stage III:** Implementation, Testing and Maintenance of the plan in following three phases:

**Phase 1:** The project will be implemented in BKC Center (includes HO Depts., WZO & BKCBO) and 3 BOs in Mumbai & Thane.

**Phase 2:** In the second phase, the project will be implemented in HO, Lucknow Center (which also covers CZO & LkBO) and 3 Zonal Offices (NZO along with HO Depts. at New Delho, SZO, EZO)

**Phase 3:** In the third phase BCP & DRP will be rolled out in NEZO and other BOs with the support of ZOs

**Phase 4:** Assistance in rollout to balance offices of SIDBI, based on the templates developed.

**Detailed Scope of work and deliverables:** Stage wise detailed scope of work along with deliverables is as under:

**Stage I:** The consultants will carry out following activities:

- i. Identification of key functions/ process that are critical and necessary to the bank's business and its smooth functioning.
- ii. Determination of probable times scales for recovery of the key functions/ processes identified above.
- iii. Identification of key enablers (resources) to each of the critical functions/ processes, analysis of threats to the identified enablers and assessment of the risk reduction/ mitigating measures.
- iv. Determination of recovery priorities in the order of criticality of the identified key functions/ processes.
- v. Submit a comprehensive BIA document for bank's review and approval and modify the same, as per the Banks feed back ,if any

<b>Stage I: Responsibility Matrix</b>		
<b>Activity</b>	<b>Consultant</b>	<b>SIDBI</b>
Carrying out BIA	Y	N
Necessary approval for accessing bank's resources viz. Office premises, Business functions, processes, personnel, policy documents etc.	N	Y
Travel and stay arrangements to bank's various offices, if required	Y	N
Preparation & Submission of BIA document	Y	N
Approval of BIA document	N	Y



**Stage II:** The consultants will carry out following activities:

- i. Determine minimum resources required for recovery.
- ii. Review of existing recovery plans, if any, for the recovery of key functions/ processes.
- iii. Identification of recovery strategies and related costs.
- iv. Prepare and submit a cost-effective recovery strategy document for bank's review and approval.
- v. Based on the approved BIA & recovery strategy documents, consultant shall review and update the existing BCP and DRP (currently pertaining to Information Services Department) of the bank.  
Revised BCP and DRP documents shall be submitted to the bank for approval and modify the same, as per the Banks feed back ,if any

<b>Stage II: Responsibility Matrix</b>		
<b>Activity</b>	<b>Consultant</b>	<b>SIDBI</b>
Preparation and submission of recovery strategy document	Y	N
Approval to the recovery strategy document	N	Y
Review and updation of existing BCP and DRP	Y	N
Approval to the revised BCP and DRP	N	Y

**Stage III:** The consultants will carry out following activities for each of the identified offices:

- i. Formation of disaster recovery teams and assignment of responsibilities.
- ii. Formulation of recovery procedures and risk reduction measures.
- iii. Setting up third party contracts, if any.
- iv. Preparation and submission of the Disaster Recovery Plan document for key functions/ processes.
- v. Awareness training of staff of the respective offices.
- vi. Senior Management Training.
- vii. In-depth training of the identified disaster recovery team officials.
- viii. Prepare and submit a Plan Test Document for carrying out the periodic reviews/ test of the plan. The document should cover test objectives, scope and techniques to do plan test.
- ix. Carry out one cycle of plan test following the guidelines of the Plan Test Document.
- x. Prepare and submit a comprehensive plan maintenance document, mentioning:
  - a. Who should be responsible for reviewing and updating the plan ?
  - b. List of changes i.e. business, process, structure, personnel etc. in the bank/ office for which the plan should be updated.
  - c. Frequency of review/ updation.
- xi. Prepare and submit a road map for rolling out the plan at bank's other offices.
- xii. Obtain sign-off on the successful implementation and testing of the plan at offices under the scope of this project. Format of the Sign off document may be mutually decided by the bank and the consultant at a later stage.



<b>Stage III: Responsibility Matrix</b>		
<b>Activity</b>	<b>Consultant</b>	<b>SIDBI</b>
Preparation and submission of Disaster Recovery and Plan documents for the key functions/ processes	Y	N
Arrange logistics for the training	N	Y
Preparation and submission of Plan Test Document	Y	N
Arrangement of required resources for carrying out Plan Test	N	Y
Preparation and submission of Plan Maintenance document	Y	N
Submit road map for plan roll out in remaining offices	Y	N
Obtain sign-off from the offices under the scope of this project	Y	N

**MODE OF PAYMENT TO CONSULTANT**

	<b>STAGE</b>	<b>PERCENTAGE OF QUOTED AMOUNT FEES PAYABLE</b>	<b>Maximum No of days to complete the process</b>
1	After completion of the Phase 1	30	60
2	After completion of Phase 2	30	60
3	After completion of Phase 3 & 4	30	90
4	Obtain sign-off from the offices under the scope of this project	10	
	<b>Total</b>	<b>100%</b>	<b>210 days</b>

In case of non submission of deliverables as per scope of work in stage wise manner along with within the due date i.e. with in the maximum date of completion of process, the Dy. General manger, Admn will have the right to impose penalty as deemed fit, in full or part thereof at his discretion, his decision shall be final and binding.

Please submit your tender on your letterhead in the sealed cover with the inscription “APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP) AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR OFFICES OF SIDBI “so as to reach us at the above address on or before **April 21, 2011 upto 3.00 pm.**

The sealed quotes will be opened at **3.30 p.m. on April 21, 2011** at the above address in the presence of you/your representative.



SIDBI will not be bound to accept the lowest quote & reserves the right to accept or reject any or all quotes without assigning any reason whatsoever.

Dy. General Manager (Admn)  
SIDBI, MSME Development Centre  
Plot No.C-11, 'G' Block  
Bandra Kurla Complex  
Bandra (E),  
Mumbai - 400 051.



**LETTER OF OFFER**

Date:

To  
The Dy. General Manager [Admn.]  
MSME Development Centre,  
Small Industries Development Bank of India (SIDBI),  
2<sup>nd</sup> Floor, Premises Department,  
Plot No-C-11, 'G' Block,  
Bandra Kurla Complex,  
Bandra (East), Mumbai-400 051  
Phone No. 6753 1214 / 1100

Dear Sir,

**Name of the Work:-** Invitation to bid for  
“APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP)  
AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR  
OFFICES OF SIDBI”

1. Having examined the tender and requirements for the above named works, we offer to undertake and complete the whole of the subject work in conformity with the said Conditions of Contract and requirements for the sum stated in Price Bid of this Tender Document or such other sum as may be ascertained in accordance with the said conditions of contract.
2. We undertake to complete and deliver the whole of the works comprised in the contract within the time stated in Appendix hereto.
3. We have independently considered the amount of liquidated damages shown in the Appendix hereto and agree that it represents a fair estimate of the loss likely to be suffered by you in the event of the works not being completed in time.
4. We agree to abide by this Tender for the period of 180 days from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us and may be accepted at any time before the expiry of the period.
5. Unless and until a formal Agreement is prepared and executed, this tender together with your written acceptance thereof shall not constitute a binding contract between us.
6. We understand that if our Tender is accepted, we shall jointly and severally responsible for the due performance of the Contract.
7. We understand that you are not bound to accept the lowest or any Tender you may receive.

Dated ----- day of -----

Signature ----- in the capacity of -----

Duly authorized to sign tenders for and on behalf

Of -----

(Name and address of the tenderer)

(IN BLOCK CAPITALS)

WITNESS :

Signature \_\_\_\_\_

Name & Address \_\_\_\_\_

Occupation \_\_\_\_\_

:

## INSTRUCTIONS FOR THE TENDERER

1. Tenders should be placed in sealed cover, with the name of the work written on the envelopes.
2. The two part tenders, dates of submission, opening of tenders and the parts thereof along with superscription on the packages should be as per specific instruction on the tender notice / form.
3. Tenders are to be in the prescribed form, which can be obtained from the office of the Bank on payment of a sum of ₹ 1000/- in form of Demand Draft, (Non-refundable) favoring SIDBI, Mumbai.
4. The contract period will be for **210 days** from the date of award of contract.
5. The bidder should quote in figures as well as in words the rate, and the amount tendered by them. As indicated in Price Bid (Cover II) the amount for lump sum item should be worked out and the requisite totals to be given.  
Earnest money deposit, amounting to ₹ 25,000/- in the form of Bank Demand Draft drawn in favour of SIDBI, Mumbai, must accompany each tender and each tender is to be in a sealed cover superscribed "APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP) AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR OFFICES OF SIDBI". A tender, which is not accompanied by deposit in the form of demand draft, as earnest money will not be considered. The earnest money so deposited will be held by SIDBI without interest as a security deposit for due fulfillment of contract for period of 12 months. The same will be returned after satisfactory rendering of services for the contract period.
6. The employer is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful tenderer will be refunded without any interest soon after the decision to award the work is taken or after the expiry of the validity period of the tender.
7. The acceptance of the tender will rest with SIDBI, which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assignment of any reason thereof.
8. On acceptance of the tender, the name of the Authorised representative(s) of the Consultants who would be responsible for taking instructions from the Bank as employer shall be communicated to his employer.
9. The Employer reserves to itself the right of rejecting or accepting the whole or part tender and the tenderer shall be bound to perform the same at the rate quoted.
10. All taxes including service tax, work's contract tax, turn over tax, etc. in respect of this contract shall be payable by the Consultants and the Bank will not entertain any claim whatsoever in this respect.
11. The Tender shall remain open for acceptance for a period of 90 days from the date submission of the tenders. If any tenderer withdraws his tender before the said period, the Bank shall be entitled to forfeit Earnest Money paid along with the tender.
12. It is obligatory on the part of the tenderer to sign the tender documents for all the parts and that, after the work is awarded, he will have to enter into an agreement for each part with the competent authority of the Bank.
13. Use of Contract Documents and Information:



- (a) The Consultant shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Consultant in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- (b) The Consultant will treat as confidential all the data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.
14. The Consultants shall not assign the contract. He shall not sublet any portion of the Contract except with written permission of Employer. In case of breach the Employer has liberty to serve notice and rescind the contract.
15. The earnest money, which will be treated as security deposit on award of contract of the successful tenderer, will be forfeited, if he fails to comply with any of the conditions of the contract.
16. CONSULTANTS TO INFORM HIMSELF FULLY: The Consultants shall be deemed to have carefully examined the work and shall be deemed to have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the matter concerning the contract he shall in good time, before submitting his tender, ascertain the particulars thereof by contacting the concerned officials before tendering. Once a tender is submitted the matter will be decided according to contract conditions etc.
- a) In case of difference between the rates written in figures and words, the rate adopted for working out the total amount of the item in the original tender form, shall be taken as correct. In all other cases the correct rate would be that which is lower.
  - b) Between the duplicate / subsequent copies of the tender and original tender, the original shall be taken as correct.
  - c) In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the Dy.General Manager, Admn. Department whose elucidation, elaboration or decision shall be considered as authentic and final. The Consultants shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
17. The Tender shall accompany the following information in Cover No.1
- a) Earnest money of the required amount in the form of Demand Draft, general conditions of contract, Annexure I & II duly filled.
  - b) The Tender shall accompany the following information in Cover No.2 Price Bid (Annexure III)
18. If for any, reason, the employee is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or any statutory modification or re-enactment thereof to pay compensation to a workmen employed by the Consultants in execution of works, the employer shall be entitled to recover from the Consultants the amount of compensation so paid.



I/We hereby declare that I/We have read and understood the above instructions for guidance of tenderers.

Witness:

Signature of Tenderer

Address: \_\_\_\_\_

Date: \_\_\_\_\_



(To be placed in Cover No.2 – Price Bid)  
(To be submitted in Envelope No.II)  
**Tender Document - PART-II**

**Annexure- III**

**PRICE BID**

“APPOINTMENT OF CONSULTANT FOR BUSINESS CONTINUITY PLAN (BCP)  
AND PLANS FOR DISASTER PREPAREDNESS & RECOVERY (PDPR) FOR  
OFFICES OF SIDBI”

S.No	DESCRIPTION OF WORK	RATE(₹)	AMOUNT(₹)
01	Fees for consultancy charges for BCP and finalizing and implementation of PDPRs for Offices of SIDBI	LUMPSUM	
02	Service tax as applicable @		
	<b>Total Amount</b> ₹		

Note: The Quoted rates shall be inclusive of all taxes, duties, works contract tax, VAT, etc. No extra payment will be made in any account for the above job.  
Amount in words (Rupees \_\_\_\_\_ only)

Date:

Signature of the authorized representative of the bidder

Seal

**List of SIDBI Offices under the scope of this contract**

**Annexure- IV**

Zone wise list of bank's offices								
REGION/ Zone	OFFICE Name	Staff Strength	REGION/ Zone	OFFICE Name	Staff Strength			
<b>Head Office</b>	Lucknow HO	127	<b>Southern Zonal Office</b>	Bangalore BO	21			
	Mumbai Office	201		Chennai BO	31			
	New Delhi Office	15		Coimbatore BO	12			
<b>Central Zonal Office</b>	Bhopal BO	11		Hyderabad BO	16			
	Central Zonal Office	8		Kochi BO	21			
	Dehradun BO	8		Southern Zonal Office	26			
	Indore BO	8		Tirupur BO	10			
	Kanpur BO	9		<b>North Eastern Zonal Office</b>	North Eastern Zonal	15		
	Lucknow BO	5						
	Lucknow MFB	4						
	Raipur BO	5						
	Varanasi BO	5						
<b>Eastern Zonal Office</b>	Bhubaneshwar BO	14	<b>Northern Zonal</b>				Chandigarh BO	22
	Eastern Zonal Office	18						
	Jamshedpur BO	7						
	Kolkata BO	19						
	Kolkata MFB	5						
	Patna BO	7						
	Ranchi BO	6						
	Rourkela BO	4						
<b>Western Zonal Office</b>	Ahmedabad BO	32						
	Andheri BO	5						
	Aurangabad BO	7						
	Baroda BO	7						
	Gandhidham BO	4						



Zone wise list of bank's offices					
REGION/ Zone	OFFICE Name	Staff Strength	REGION/ Zone	OFFICE Name	Staff Strength
			Office		
	Mumbai BKC BO	5		Faridabad BO	12
	Mumbai Metropolitan BO	8			
	Nagpur BO	6		Gurgaon BO	5
				Jaipur BO	19
	Panaji BO	6			
	Pune BO	19		Jammu BO	4
	Rajkot BO	5			
	Surat BO	5		Ludhiana BO	17
	Thane BO	5		New Delhi BO	37
	Western Zonal Office	19		Northern Zonal Office	23

**Total No of offices: 50**